

# North Kensington Medical Centre

## STAFF

We are now pleased to welcome new staff to our practice team!

Our new nurse Megan has joined and will be in the surgery on both *Tuesdays* and *Fridays*. She is available for all nursing care which include child immunisations and cervical smears. She has recently been trained in travel immunisations which is a service we will be offering to our patients soon!

We have now got two practice pharmacists called Sreena and Naz who both work full-time. They are available for medication issues however also offer the care for long-term conditions such as high blood pressure, asthma and COPD.

Our deputy manager Kelsey is currently on maternity leave. Whilst she is away her role will be covered by Jaleesa.

## USEFUL INFORMATION

Dr Charge has started a new Health Enquiry fellowship which is a two-year programme aimed at improving the health inequalities we see in different socio-economic groups. This is an exciting opportunity to help change healthcare not just for our patients but across North West London. There will be some days that Dr Charge will not be at the practice due to this and her sessions will be covered by another doctor.

Flu Vaccinations are still available at the surgery for children, adults over the age of 65 and those with long-term conditions. COVID vaccinations for those eligible are bookable online or via the surgery reception.

The My Care My Way service is a dedicated service for patients over the age of 65 who live in Kensington & Chelsea. This service offers personalised care plans and longer appointments with your doctor. If you are interested in this, please contact the surgery reception.

The Grenfell Service is still open and offering support to those affected by the Grenfell Fire Tragedy. You can self-refer via the link on our website or you can inform your registered GP you would like to be seen.

## APPOINTMENTS

We have now changed our appointments system so that the majority of the appointments are released at a specific time for same day booking. This being 8AM and 13.30PM. This change is in line with national guidance. The change has been well received and we have seen an increase in our appointment attendance rates. Some appointments are pre-bookable via the NHS app and Systmone online. At any time, you can complete the online PATCHS which is available on our website. This is sent directly to your registered GP who can then deal with your query.

We now work closely with a wider range of allied health professionals in the practice team, these include clinical pharmacists, case managers and physician's associates. You may be asked to see one of our colleagues rather than a doctor, this decision is made by clinical need and who we feel may best help you. We would encourage you to see our colleagues and not wait for doctors' appointments when possible.

## MAKING THE MOST OF OUR SERVICE AT NKMC

- Please use the online NHS App and Systmone online to book your appointments view your test results
- You can use our online consultation service PATCHS at any time to contact your GP via our website
- Please attend your appointments as booked or cancel in good time so it can be used for another patient.
- Know your medication list – it helps our staff when discussing medication issues
- Make reasonable use of the appointments available – please attend only when needed and for medical problems, any administrative requests should be submitted online or via reception.
- Please keep details of any referrals we make for you. The confirmation will be sent to your mobile phone via accurx. Please contact the hospitals directly if you are trying to chase your appointments. Please note there are long waits for most services. We can only try our best to expedite the appointments if you have become more unwell.
- Please make use of the expertise of all our staff members and take appointments with them if offered.