

Cloister Road Newsletter



Summer 2019

Copies of this newsletter are also available online.

From the Partners

We are pleased to report the safe arrival of Dr Anjali Chakraborty's baby. Dahlia was born in April. We all look forward to welcoming Dr Chakraborty back next year.

We have said goodbye to Dr Aradhika Dhawan. You may know by now Dr Edmund Ibrahim who does some locum session for Cloister Road Surgery. It is great that Dr Edmund Ibrahim has accepted a permanent position and will be starting in August.

With continuing and increasing pressure on space at the surgery, we are trying very hard to extend the premises. In the meantime please bear with us as some building work will be done to build more clinical space.

In line with the restructuring of GP services across England, Cloister Road Surgery has joined the other practices in Acton to form the Acton Primary care Network, as of 1st July 2019. There are 15 practices in the network altogether, and we are a large network with over 77,000 patients. Dr Supriya Sukumaran is one of the clinical directors of the network, along with Dr Sid Datta of Churchfield Road Surgery.

It is still early stages, but we hope that by working as a network we are able to provide services, like community physiotherapy or counselling, that are more attuned to the needs of and more convenient for all our patients.

Drs Dhall and Sukumaran

Cloister Road Surgery is a Parkrun Practice

We are taking a significant step in improving the health and wellbeing of our staff and patients by committing to be a parkrun practice and joining nearly 700 parkrun practices across the UK!

What is parkrun?

- free, weekly 5k events, every Saturday at 9:00am, Gunnesbury Park, London W3 8LQ
- organised by local volunteer teams

- walk, run, jog, volunteer or spectate - take part in any way that suits you
- open to all, including those who are inactive or have health conditions or disabilities
- opportunity to socialise, make friends and be part of a welcoming, supportive community

Your appointment

Most appointments are booked for ten minutes, where you have one problem to discuss with the doctor. Both of you will want to use this very precious time to best advantage. To make the most of your appointment we would encourage all patients to take a look at our website <https://www.cloisterroadsurgery.co.uk/appointments/making-the-best-of-your-appointment/>.



Over the past 6 months 823 slots were wasted by patients who did not attend (DNA) and did not cancel booked appointment.

Please ensure you cancel or rearrange any unwanted appointments.

Cervical Screening Awareness Week

We would like to thank all who have joined Cervical Screening Awareness Week 2019. This year the campaign took place 10 – 16 June 2019.



Patient participation

There are several ways in which you can help to guide the services provided by the practice:

- Members of the Patient Participation Group (PPG) have the opportunity to get more involved in planning our services. We welcome new members. If you would like to join the Patient Group, please email the practice at ealccg.cloisterroadsurgery@nhs.net
- Should you have a specific comment or suggestion about the practice, please contact Practice Manager directly.

Reception pressure

Once again we would strongly encourage all patients with access to the internet to register for online access to the Practice. Once you have, you'll be able to view, make, change or cancel appointments at your own convenience.

We can also now send reminder text messages, for example to confirm appointments, and expect to use email increasingly to contact patients. **Please make sure that you keep us up to date with your correct email address and mobile number.**

These changes will help to relieve pressure on the reception 'phone, making it easier for patients without online facilities to get through.

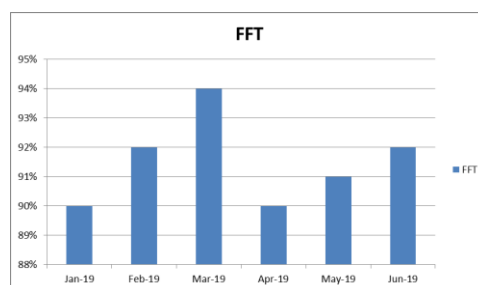
Help us to get better

At Cloister Road, we are all working very hard to be the best we can be! Your help in telling us how we're doing and making suggestions as to how we can improve our services is very important. The suggestion box in the waiting area, website www.cloisterroadsurgery.co.uk, and the NHS Choices site www.nhs.uk all offer you opportunities to provide feedback.

Please be advised that we will be sending **Family and Friends Test (FFT)** questionnaire to patients via text message - thank you for taking the time to let us know what you think.

For the last six months outcomes have been very positive – the graph shows the % of

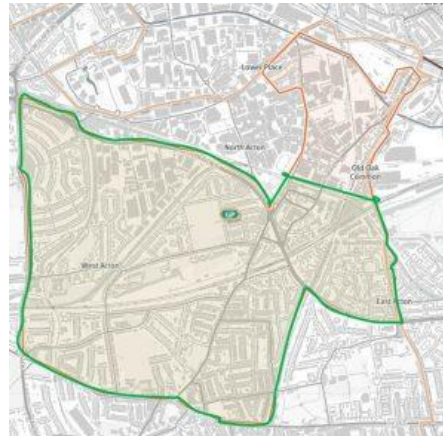
patients extremely likely or likely to recommend Cloister Road to their family and friends.



You can also collect a FFT form from reception at any time – or complete one online on our website. But should you have a specific problem, please do contact our Practice Manager straight away. She will do her very best to sort things out.

New catchment area

We would like to let everyone know that Cloister Road Surgery has applied to NHS England to reduce the practice catchment area. The application has been approved and we hope this will help us meet patient demand better. The map below details the new catchment area in green:



RCGP N&W London First5 Supportive Practice award for Cloister Road Surgery

Cloister Road Surgery was one of the four winning practices that have supported early career GPs.

