



PARK ROAD SURGERY TEDDINGTON

PRACTICE NEWSLETTER

MAY 2025

www.parkroadsurgeryteddington.co.uk

New clinical system

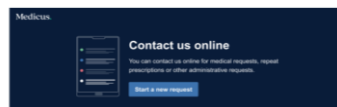
At the end of September 2024 we moved to a new clinical system - Medicus. We were the first practice in the country to use this system and the implementation was not without its' issues! We are grateful for your understanding during this period. The system is still developing, but we are already seeing many improvements, for example with reviewing test results, making referrals and communicating with patients.

Changes that may have affected you:

- Online repeat prescription requests and appointment booking is now carried out through the practice website (rather than Patient Services) – we have received positive feedback from patients about these new processes
- New patients can register online through the practice website
- Online triage is available for patients to send us medical and administrative requests (see below for more details)
- We now communicate with patients via email, rather than text (where we have record of your email address). This makes it easier for us to send links to advice or information that may be of use to you, as well as to be able to send booking links for future appointments if required

Online triage – medical and administrative requests

It is now easier to contact us online with your queries (either medical or administrative). Click on the '**Contact us online**' box on the home page of our website. You will be asked to verify your details and will then be able to enter details of your request.



Please note that the online triage requests are not to be used for urgent issues. Replies may take 2 to 3 days. Urgent queries should still be made via our reception.

Your request will be assigned to the most relevant member of the team, whether this is the duty doctor, your usual GP, pharmacist, medical secretary or receptionist.

We no longer accept emails from patients or prescription requests via pharmacies. Instead, we ask that all queries come via the online triage system or prescription requests function on our website. This allows us to ensure that all requests are dealt with effectively and quickly by the most appropriate person and a record is kept of requests and responses.

Repeat prescription requests can still be made in writing through reception. **If you are unable to access online services, please do speak to a member of our reception team who can help.**

Patient Participation Group PPG

We are grateful to our PPG for their continued support and guidance, especially as we have been implementing the new clinical and telephone systems. Our PPG have helped to feedback on how these systems are working for patients, how to improve communication about changes and functioning.

New members are always welcome. Our PPG meet every three to four months at the practice. Further details are available on our website

Focus On...

Kyriaki, Senior Receptionist

I enjoy working in reception as it's always varied, I learn a lot and I like to be able to be of help. I have been here about 9 years.

What is your biggest challenge? I try to find a balance between the demands on the service and what we're able to provide.

What three words describe you best? Thorough, conscientious and accommodating

Practice team changes

We have been delighted to welcome some new members of staff recently:
Dr Emilie Moran – GP (in on Fridays)
Laila Sayedi – Practice Pharmacist
Aysel - Receptionist

Hayfever Advice

Your pharmacy can help to give advice on treatments useful for hayfever and more information is available through the NHS website:

[Hay fever - NHS](#)

When should I see a GP? • If you are experiencing wheezing, breathlessness or tightness in the chest. • If you are pregnant or breastfeeding. • If your symptoms are not relieved by over the counter treatments in combination with measures to reduce your exposure to pollen.

Patient survey feedback

We continue to monitor feedback about the practice, in order to ensure that we are always striving to provide the best service possible.

We hope to resume sending out Friends & Family Test surveys after appointments soon (when available in Medicus), but the results from these previously show over 95% of patients were positive about the service they received. For which we are very grateful.

There is also an annual NHS GP patient survey, sent out to a sample of registered patients and conducted by Ipsos.

The 2024 survey showed 78% of patients had a good overall experience of the practice (national average is 74%). 88% of patients said that their needs were met and 85% reported that the reception and admin team were helpful. We discussed learning points with our PPG.

Future changes planned

We remain committed to providing an accessible service to all of our patients, through a mixture of face to face, telephone and online services:

As our new system develops, we aim to send out more health questionnaires, information links and appointments booking links via email

Use of online triaging will increase and will enable our GPs to spend longer with those patients who need it, so that we can effectively meet demand and ensure all patients receive the care they need in the most suitable way