



Date Issue: June 2022

Park Road Surgery - Teddington

COVID VACCINATIONS UPDATE

We are no longer using the Greenwood Centre (GWC) to run large clinics in.

Between Jan'21 and Feb'22 we, as part of Hampton Primary Care Network (PCN), helped to run 65 clinics at the GWC, with nearly 27,000 vaccinations given.

We have been running some Spring booster clinics at the surgery, for the over 75s, and in care homes.

If you are eligible a Spring booster and have not yet booked one, please call 119 or go online to book one.

guidance on the NHS website, which goes through the process of how to book and the possible locations to get the vaccination.

We will soon be running further booster clinics here, for patients identified as needing an additional booster.

There is information and

COVID VACCINATIONS AND APPOINTMENT BOOKING

BOOKING APPOINTMENTS

'Business as usual' - Most patients continue to be seen in person, although phone consultations are being booked where appropriate and requested. We are still seeing some patients in the gazebo, when the GP assesses that they need to see them face to face but they have covid symptoms.

The level of demand for appointments remains very high, as it is across the NHS.

When you phone to book an appointment we ask if you have any covid symptoms, such as high temperature,

cough or loss of taste and smell. If you have one or more of these symptoms you will be asked to have a phone consultation first with the doctors or be booked in to see the doctors in our gazebo. When being seen in the gazebo you will be told some Instructions upon arrival.

We have online appointment booking available via the NHS app or patient services. If in any trouble do contact us at the practice as codes might be needed to get set up. The appointments are put on for on the day only appts from mid-night onwards—these get used up quickly in the mornings.

Please note: online booking are for face to face appointments only. So you will need to come into the practice at the appointment time you have set.

We also sometimes book patients in to a hub practice at either Hampton Wick or Essex House Surgery in Barnes, but this would be discussed with you when booking an appointment.

Currently we are booking cervical screening tests at the hub due to high demand for the nurses at the practice but if this is not convenient then arrangements can be made to have them done at the practice.

FACE COVERINGS

Following recent changes to the guidelines patients are not required to have to wear a mask in the practice, except for those with respiratory symptoms.

All patients and staff are encouraged to continue to wear masks should they wish to do so.

We as a practice will continue to maintain the protocols that are put into place to keep you and all staff members safe.



NEW STAFF AT THE SURGERY

Through the ARRS (additional roles reimbursement scheme) we have a number of new staff working at the surgery, who are enabling us to broaden and enhance the services that we can offer. The new roles here include a pharmacy technician, mental health care worker, care coordinator, trainee nurse associate and social prescribers (provided by Ruils).

We can also book first point of contact physiotherapy assessments directly.

These staff are mainly based at the surgery and are employed through the Richmond GP Alliance, on behalf of our Primary Care Network (PCN).

SOCIAL PRESCRIBERS

We now employ Social Prescribers in partnership with RUILS along with our neighbouring practices at Broad Lane and Hampton Medical Centre (comprising Hampton PCN). Our social prescribers are there to help link our patients in with organisations, typically in the voluntary and charitable sectors, where that support may be helpful. Please do talk to us or RUILS if you think this service might help you.

Always refer back to the practice website as there are links to provide more information.

DR F GILBERT

Dr Francesca Gilbert has been on maternity leave and is on a phased return to work.

PATIENT PARTICIPATION GROUP

We would like to know how we can improve our service to you and how you perceive our surgery and staff. To help us with this, we have a Patient Participation Group (PPG). The group meets on a quarterly basis and looks at issues such as access arrangements, feedback on services, local health service developments and premises. If you are interested in joining or would like more information please contact Emma Nicholls, Practice Manager or pick up a leaflet in the waiting room.

The next PPG meeting is scheduled for Wednesday 20th July 2022 at the surgery. The meeting is from 6.30pm to 7.30pm. All patients are welcome to attend.

GETTING RESULTS

Patients are required to call the practice one week after they have had their blood tests done.

Please note that for urine samples they take up to a week and stool samples take up to two weeks to come back to us.

Please only call from Tuesday–Friday after 10am to ask about your blood test results.

When calling in we will check what comments have been made by the GP and if there is a need for a doctors' phone call to discuss the results.

If this is the case we can book in specific slots for test results. Bear in mind these slots are only 5 minutes and used only for test results anything more a doctors appointment will need to be made.

When an x-ray or scan is done at the hospital the results of those might take longer than a week to come back to us. By all means call in a weeks time but bear in mind that it may take longer. Some tests/scans results don't always come back to us and this is due to the tests being requested by a separate hospital. You would need to contact the hospital/private clinic that requested the tests as they would have the results.

PRIMARY EYE CARE SERVICE

We have access to booking you in to "The Primary Eye Care Service" and this is first point of call for any issues regarding the eyes. There are multiple contact numbers, depending on which optician you decide to go to, but we can provide the contact information as needed.

This is a service for all ages but for any young children under the age of 2, they will be needed to be seen by the doctor at the practice.

Just call the surgery and we will be happy to assist.

<https://parkroadsurgeryteddington.co.uk/>

Go on the link above to find more information about what the practice provides and the services being offered.

Contact details:

Address: 37 Park Road, Teddington, Middlesex, TW11 0AU

Telephone: 0208 977 5481

Email: parkroadsurgery.cl@nhs.net