



## Park Road Surgery, Teddington Newsletter

Date Issue:  
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### Welcome to this Spring issue of our practice newsletter!

[parkroadsurgeryteddington.co.uk](http://parkroadsurgeryteddington.co.uk)

Please see our website , for further details about the practice, the services we provide, our staff and latest news updates

### PATIENT FEEDBACK AND OUR PATIENT PARTICIPATION GROUP

We are always grateful for your feedback and discuss (anonymised) performance issues at our quarterly **Patient Participation Group** (PPG) meetings. Our PPG help to draw up our newsletters and suggest articles that you may find useful. For further details about our PPG, please see our website [www.parkroadsurgeryteddington.co.uk](http://www.parkroadsurgeryteddington.co.uk)

Every month we report on the responses that we receive under the **Friends and Family Test** survey (this is sent via a text after appointments).

We are pleased to report that over the last 6 months 93.55% of responses have stated that the service they have received has been very good or good and only 3% gave a negative response.

We look at trends within responses to help us to shape our services.

#### **Parking spaces update:**

Our PPG are campaigning to the council to request that the 4 spaces outside the surgery are reverted back to one-hour free parking, as opposed to having to pay via a smartphone app (which some of our patients are not able to access)

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### PRACTICE GPs

You are welcome to request an appointment with any of our GPs and details of their working days are given in our website (under the appointments page).

If you are unable to access the website, please ask at reception for further details.

Some of our GPs have areas of specialisation and you may want to request an appointment with them if you have a related issue (although of course, all of GPs can also deal with these areas), for example: Dr Gallagher specialises in dermatology (and carries out our minor surgery and cryotherapy clinics) and learning disabilities, Dr Potts specialises in diabetes, Dr Cheung specialises in women's health (including coil fittings) and Dr Gilbert specialises in children's health.

Please ask our receptionists if you have a query over which GP or associated clinician may be best to assist you. We have a number of services that we can refer you to, for example the community pharmacy consultation service, physiotherapy triage or hub practice GPs or nurses. Our

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## IMPROVEMENTS TO APPOINTMENTS ACCESS

We constantly strive to improve our appointment system, so that we can provide the best possible care and effectively deal with the growing demand for services.

**Have you tried online access?** Currently about 10-15% of our book-on-the-day GP appointment are available online. You can access these through the NHS App. We are looking in to increasing the number of appointments available online and also allowing pre-bookable appointments to be booked this way.

**I have had problems downloading the NHS app?** Please speak to one of our receptionists if you experience difficulties downloading the app. We may need to provide you with a letter to register for online services, alternatively we may ask you to contact the NHS app helpdesk directly. If you are trying to request a repeat prescription through the NHS app, you may find that it is not listed. This means that it will need to be re-authorised by the GP. You can still make the request by using the online triage system or ....

**How many pre-bookable appointments do you have?** About a third of our GP appointments are available to pre-book up to 3 weeks in advance. Some of these are reserved for chronic disease management. We constantly review the types of appointment that we have, in order to best meet your needs.

**What is online triage?** We have introduced an online triage function, which can be accessed through our website. You can send in non-urgent clinical or administrative queries and we will endeavor to reply to you within 2 working days. The response may cover your test results, answer about a prescription query or a request for you to book a face-to-face routine appointment with a GP.

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## “FOCUS ON” - LOUISE RHODES, PRACTICE PHARMACIST

**How long have you been at Park Road Surgery?** 20 years

**Please describe your role?** I have a non-medical prescribing qualification in diabetes, so I run a weekly diabetes clinic on Wednesday mornings. Other days I have a telephone clinic for all sorts of queries including advice on high cholesterol, monitoring blood pressure and thyroid disease plus questions about medicines and prescription queries. I also do admin work, making sure patients repeat medications are kept up to date from hospital discharges and carrying out audits of our prescribing.

**What do you feel is the highlight of your time working at this surgery?** I think qualifying as a prescriber and starting to see patients face to face instead of just being behind the scenes!

**If you weren't a practice pharmacist, what would you like to do as a job?** I would love to have been a wildlife photographer working with David Attenborough, although not sure I have the patience

**What three words do you think describe you best?** I can't think of just 3 words but I am passionate about preventative healthcare and leading a healthy lifestyle and try and practice what I preach. In my spare time you will find me on the tennis court, running in bushy park or on long-distance walks with my husband.