

# CROWN STREET SURGERY



Telephone 020 8992 2010

September 2011

## PATIENT MEETING – TUESDAY 11<sup>TH</sup> OCTOBER 7.00 – 8.30 PM

One of the requirements of our contract this year, as decided by the Dept of Health, is that we endeavour to set up a patient group in order to engage patients and get feedback on service provision at our practice and in the local area. The agenda for this meeting will be as follows:

1. Ealing NHS commissioning group. We will try to explain the changes that are taking place with regard to how all the health services are commissioned within the area and how this could affect you as a patient.
2. Update on developments and plans at the surgery.
3. Small group discussions – ideas for practice patient survey to be carried out in November/December.
4. Patient group – volunteers and structure.
5. Questions & Answers

We hope that all six partners will be present at this meeting, plus the practice manager, reception manager, a nurse and possibly representation from reception. We would appreciate your input and involvement. Please advise us if you are planning to attend.

### DOCTORS

After 5 years at Crown St, Dr Saima Khan left during August to take up a post at a practice nearer home.  
Dr Meera Rajah moves on to the next stage of her training with another local practice.  
Dr Vicky Giles has passed her final GP exams with flying colours and will continue to work for us replacing Dr Khan over the winter months.  
Dr Janaki Goru and Dr Phi Vo joined the practice in August for their final GP training year and will be here until August 2012.  
Dr Aisha Newth is becoming a partner as from 1<sup>st</sup> Oct (please read about her on the other side).



### FLU CLINICS

We recommend annual flu vaccination for all patients aged over 65 plus those under 65 who suffer from the following conditions:  
*Diabetes, Heart disease, Stroke, Kidney or Liver disease, chronic Lung disease, Cancer, Pregnant, Asthma if you take regularly inhaled steroids.*  
If you are a carer for an elderly or disabled person, you are also entitled to the vaccination.

**Booked flu clinic**

**Sat 1<sup>st</sup> Oct 9-11.30**

**Walk in flu clinic**

**Sat 15<sup>th</sup> Oct 9-10.30**

**Booked weekday clinics**

**Ask at reception**

### PRACTICE TEAM

Nurse Helen has completed her diploma course in contraception and sexual health this year and four members of our admin/reception team have recently completed City & Guilds NVQ level 3 qualifications in Customer Service & Business Administration.

Clare joins the team in Sept.



### Telephones

We understand that some patients are having to wait a long time on the phone to speak to someone. We have 5-6 staff answering 6 lines at peak times but we also have patients who come to the desk who need assistance. We are doing our best!!

### JOKE

