



Haling Park Medical Practice

The Haling Park Team would like to wish all patients a good summer break.

As you may be aware, GP practices are under a lot of pressure, due to reductions in funding and staffing but we remain committed to providing the best service we can.

Updates within the practice

New Doctor

We are happy to welcome Dr Muhammad Naqvi who has joined the practice team after the retirement of Dr Golding.

New Service Lead

We are also happy to welcome Jackie who has joined the practice team after the retirement of Christine.

Telephone System Update

We know that in the past our telephone system was causing frustration for patients, and we had been negotiating with the ICB for an upgrade for over a year. We are thrilled to let you know that this was approved, and we have had the new telephone system installed back in March that now includes the call back facility along with various other features that will make life easier for our patients.

Ask First

On 5th Feb 2024 we were excited to introduce to our patients the AskFirst App with 336 signing up. Your streamlined online solution for appointments, health notifications, and prompt medical guidance.

Quarterly Newsletters

OPTING OUT: To stop receiving texts/emails about the newsletter, simply reply 'opt out'. Please note this will prevent all future texts about appointment reminders and vaccination messages too because our system can't separate different message types for opt-out.



Millions of people are using the NHS App to manage their health the easy way, from ordering a prescription, checking their records to booking appointments.

Have you downloaded it yet?

Need help? Speak to one of our Patient Coordinators who will be happy to assist you

Summer: How to cope in hot weather

Most of us welcome hot weather, but when it's too hot, there are health risks.

During heatwaves, more people than usual get seriously ill or die. If hot weather hits this summer, make sure it does not harm you or anyone you know.

- Keep out of the heat if you can. If you have to go outside, stay in the shade between 11am and 3pm, wear sunscreen, a hat and light clothing.
- Cool yourself down. Have cold food and drinks, avoid alcohol, caffeine and hot drinks, and have a cool shower.
- Keep your living space cool. Close windows and curtains during the day and open them at night when the temperature outside has gone down.

Watch out for signs of heat-related illness

If you or someone else feels unwell with a high temperature during hot weather, it may be heat exhaustion or heatstroke.

Reminder

Drink plenty of water and stay hydrated.



Friends and Family Test (FFT)

Since FFT was launched in 2013, millions of patients have submitted feedback via text message after their appointment.

We continue to encourage our patients to give us feedback on their experience with the surgery. This information helps us to see where we need to improve and better serve your needs.

Below are the summary scores from our patients who have completed the FFT.

	Very Good/ Good	Neither good nor poor	Poor/ Very Poor	Don't Know
JANUARY	95%	2%	4%	0%
FEBRUARY	93%	1%	6%	0%
MARCH	93%	2%	3%	2%
APRIL	85%	4%	11%	0%
MAY	92%	5%	3%	0%
JUNE	93%	0%	7%	0%

Virtual Patient Participation Group - VPPG

The PPG was established in 2001 to provide an independent overview of services and facilities at the surgery.

Being a member of the PPG brings a sense of ownership and inclusion, with little effort it brings mutual understanding and respect on all sides.

If you are interested in helping, joining the committee or have any suggestions please register your interest by completing our [PPG](#)

Keep us updated!

Please let us know as soon as possible if your change your address, telephone number, email address or name.

It is important that we have up to date contact details in case we need to contact you or for any referrals we do for you.

NHS PHARMACY FIRST

The Pharmacy First service builds on the NHS Community Pharmacist Consultation Service which has run since October 2019. The consultation service enables patients to be referred into community pharmacy for a minor illness or an urgent repeat medicine supply.

The new Pharmacy First service, launched 31 January 2024, adds to the existing consultation service, and enables community pharmacies to complete episodes of care for 7 common conditions following defined clinical pathways.

For the 7 common conditions, pharmacists will follow a robust clinical pathway which includes self-care and safety-netting advice and, only if appropriate, supply a restricted set of prescription only medicines without the need to visit a GP.

Every pharmacist trains for 5 years in the use of medicines and managing minor illnesses, so they are well equipped to provide health and wellbeing advice to help people stay well. They are also experienced in spotting warning signs, otherwise known as red flag symptoms, which may warrant a referral to another healthcare provider.

After a consultation with the pharmacist, the pharmacy will send a notification to the patient's GP on the same day or on the following working day.

The practice can refer you if appropriate or you can self-refer through our [website](#)

Condition	Inclusion criteria
Sinusitis	Adults and children 12 years and over
Sore Throat	Adults and children 5 years and over
Earache	CHILDREN 1-17 years
Infected insect bite	Adults and children 1 year and over
Impetigo	Adults and children 1 year and over
Shingles	ADULTS aged 18 and over
Uncomplicated urinary tract infections	WOMEN aged 16-64

Thank you for choosing Haling Park Medical Practice for your healthcare needs.

Just a reminder, that we will be closed Monday 26th August 2024 due to the bank holiday. Don't forget to order your repeat prescriptions in time.