

ACCESS TO CLINICAL APPOINTMENTS

The surgery is open every weekday from 8.00am to 6,30pm and you may call the surgery to make routine appointments or for queries. We offer **face-to-face** appointments to all patients who wish to be seen by a clinician at the surgery. There are at least two GPs on duty everyday with appointments available in the morning and in the afternoon. We also have a Clinical Pharmacist for medication queries and a Physician Associate for minor ailments, available at the surgery.

We offer "extended hours" on Thursday evening till 8.00pm and the surgery is also open on every second Saturday of the month from 9.00am to 5.00pm for pre-booked appointments.

Outside surgery hours, patients can access the "hub" based at the Grand Union Village Health Centre for appointments till 8.00pm on every weekday and from 9.00am to 5.00pm at weekends.

On-line appointments are also available through your NHS App.

OUR PRACTICE TEAM:

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|------------------------|--|
| GPs: | Dr S Perinpanayagam Dr S L Yeoh Dr S Godambe Dr N Patel Dr T Seevagan |
| Physician Associate: | Janani Shanmugalingham |
| Clinical Pharmacist: | Sumiah Naz |
| Nurse: | Navdeep Mudhar |
| HCA: | Chanika Kapuralalage |
| GP Assistant (Trainee) | Revathee Majurathan |
| Paramedic | VACANT |
| Social Prescriber: | VACANT |
| Practice Manager: | Romilita Mitchell |
| Business Manager: | Flavio Gracias |
| Finance & IT Manager: | Thaya Thamanavar |
| Receptionists: | Natalie Cain, Saviola Vaz, Esther Sheriff, Ann Farrell, Pavithira Sebastian & Grace Frederick-Simpson |

WE ARE REGISTERING NEW PATIENTS

To register, please call at the reception desk when we are open or register on-line at any time.



NEWS-LETTER for PATIENTS **WEST END SURGERY**

23 Edward Road, Northolt UB5 6QN

Tel: 020 8845 6363 email: nhsnw1.westend@nhs.net

Issue 5

DECEMBER 2023

Dear Patient

This is our final newsletter for 2023 and we would like to take the opportunity of wishing all our patients a very HAPPY CHRISTMAS & followed by a PEACEFUL NEW YEAR!!!

There are two long weekends during the festive period, so do make sure you have ordered your repeat medications well in advance. In case of emergency, when we are closed, please call NHS111. For any chest pains or life threatening injuries, please dial 999 for an ambulance.

PRACTICE TEAM UPDATE

We have not been successful in recruiting a replacement GP for Dr Sivarajan Vigneswararajah to date but we have the services of a long-term locum GP, Dr Tusshyenthan Seevagan, on Thursdays & Fridays.

Sadly, we said "good-bye" to our nurse, Norma Sergeant, who has moved on to "pastures" new. We are actively trying to recruit a new nurse but in the meanwhile we have the services of Navdeep Mudhar on every Wednesday starting from 6.12.2023. Navdeep is also here on the second Saturday of each month when we are open.



TRAVEL VACCINES

West End Surgery offers the full range of travel vaccines. Our Nurse is happy to give you relevant advice for the countries you wish to visit but please plan well ahead as we may need to order the vaccines.

CHILDHOOD IMMUNISATIONS

The incidence of measles & chicken pox is rising. If your child feels unwell and has developed a rash, please call the surgery before you bring the child to the surgery.

Parents are encouraged to ensure that their children are fully vaccinated against killer childhood diseases. An unvaccinated child is at risk of not only contracting the illness oneself but also passing it on to others and this is irresponsible on the part of the parents. Please make an appointment with our nurse, if you have any concerns.

TREATMENT OF MINOR AILMENTS

Under the 'Pharmacy First' initiative, patients will also be able to access medicines for seven common conditions from their pharmacy without the need for a GP prescription from early next year. This service will cover the following **7 conditions**:

- | | |
|---------------------------------------|---------------------------------|
| 1. sinusitis | 4. infected insect bites |
| 2. sore throat | 5. impetigo |
| 3. earache | 6. shingles |
| 7. uncomplicated UTIs in women | |

DIABETES

Diabetes mellitus, often known simply as diabetes, is a group of common endocrine diseases characterized by sustained high blood sugar levels. Diabetes is due to either the pancreas not producing enough insulin, or the or the cells of the body becoming unresponsive to the hormone's effects.

The classic symptoms of untreated diabetes are frequency of passing urine, thirst, and weight loss. If you have any concerns, please make an appointment with our Health Care Assistant for a health check.

CERVICAL SMEAR CLINIC

Amanda Pritchard, Chief Executive of NHS England has indicated at a recent conference that cervical cancer will be eliminated in England by 2040, as a result of new strategies to increase the uptake of vaccines and screenings

Cervical cancer is found anywhere in the cervix and mainly affects women under the age of 45. Around 2,700 women are diagnosed with cervical cancer in England each year and around 850 die, according to Cancer Research UK. Eliminating cervical cancer will mean fewer than four in every 100,000 women in the population develop the disease.

While the vaccine is already being given in schools, new efforts will be made to increase numbers by giving the vaccine in libraries and sports centres, as well as chasing up women to attend their cervical screenings. This acceleration in vaccinating and screening will pave the path to the disease's eradication,

Eligible adult women due for cervical screening are invited to call the surgery to make an appointment with the nurse for this purpose. Those still in school, should take advantage of the HPV vaccine.

PATIENT PARTICIPTION GROUP (PPG)

Want to make a difference to patient care? Then join our active PPG which meets at the surgery. If you are interested, please contact Flavio Gracias at the following email address: flavio.gracias@nhs.net or by calling the surgery on **020 8845 6363**.

The current members of the PPG are:

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|-------------------------------|--|
| Flavio Gracias (Chair) | Grace Frederick-Simpson |
| David Smith | Jean Heenan |
| Michael Udall | Ann Farrell |
| Kozette Stefan | Kuldeep Gill (looks after the Carers Group) |

St RAPHAEL'S CHURCH FOOD BANK

We support the above food bank and there is a crate in our waiting room for items which are collected regularly. Please be generous for Christmas.

