

**PARK END
SURGERY
MAY
NEWSLETTER**

TEL. 0207 435 7282

Hours: 6.30pm to 8pm Monday-Friday | 9am to 5pm on Saturdays

Services provided by Camden Health Partners at:

* **Hampstead Group Practice** - 75 Fleet Road, NW3 2QU

* **Parliament Hill Medical Centre** - 113-117 Highgate Road, NW5 1TR

* **Caversham Group Practice** - 4 Peckwater Street, NW5 1UP

 **HELLO SPRING!**

Dear Patients,


With the arrival of longer days and warmer weather, we hope you're enjoying the beginning of spring. This edition of our newsletter brings updates from practice, health reminders, and ways you can stay connected with us.

 **SPRING HEALTH FOCUS**

This is a great time to focus on your health and well-being.

Tips to look after your mental wellbeing:

- keep physically active when you can
- eat well, and drink plenty of water
- maintain social connections with friends and family online or by phone if you're unable to get out and about

 **EXTENDED ACCESS SERVICE - OUT OF HOURS**

Did you know that our practice offers extended access services outside of regular hours?

If you need medical assistance when our practice is closed, simply call 020 7428 5701.

 **NHS HEALTH CHECK**

The NHS Health Check is a free check-up for adults aged 40 to 74 in England without a pre-existing condition.

It helps detect early signs of stroke, kidney disease, heart disease, type 2 diabetes, or dementia.

If eligible, you'll be invited every five years. The check includes: blood pressure, cholesterol, BMI and lifestyle risk factor assessment.



Not sure if you're eligible to book this?

Email us or send us an e-consultation and our admin team will check it for you.



PATIENT PARTICIPATION GROUP (PPG)

The Patient Participation Group (PPG) is a group of patients who work with the practice to improve services.

The group meets 3 times a year and acts as a bridge between patients and the practice.

The aims of the PPG are:

- **Offer feedback** and ideas for practice improvements

- **Support** new service development
- **Improve** healthcare provision

ONLINE PLATFORMS

We understand securing appointments can be challenging.

Please use the NHS App to book appointments and request a repeat prescription.

If you need to request new medication or one you have not had for some time, please call us first, as you may need to speak with one of our clinicians before the request can be processed.

If unsure how to access your online platform, give us a call after 16.00pm and our admin team will help you to set this up for you.



e-CONSULTATION

An e-Consultation is a convenient way to contact the practice online for administrative requests (such as fit notes, test results, or general queries) or non-urgent medical advice that could be managed without a face-to-face or telephone appointment.

You can submit an e-Consultation by visiting the home page of our website and following the link provided.

A member of our team will review your submission and respond — often by text message — with advice or next steps within 48 hours.

If you are requesting a repeat prescription, please allow 48 hours before contacting your pharmacy to check if it has been received.

Please do not use e-Consultations for urgent medical problems.

If your issue is urgent, please call the surgery directly.



DNA APPOINTMENTS

We understand that life gets busy, and plans can change—but if you're unable to make your appointment, please let us know as soon as possible.

Cancelling in advance allows us to offer the spot to someone else who may need it and helps keep our schedule running smoothly for everyone.

In order to do that, you can give us a call, send us an email, cancel the appointment when you receive the text reminder or cancel through your online access.

Your consideration is truly appreciated.



IMPORTANT INFO

Please note that your local pharmacy may have amended opening hours over the May Bank Holiday. We will update our website as soon as we have more information.



PATIENT SURVEY 2024

The NHS conducted a GP Patient Survey in the first three months of 2024, with nearly 700,000 people responding about their experience with local NHS GP practices.

The survey aims to gather patient feedback to help the NHS improve services and inform national policies and is conducted annually.

See our results for 2024: <https://www.gp-patient.co.uk/patientexperiences?practicecode=F83003>