



Stroud Green Medical Centre

NEWSLETTER

Dear Patients,

We're excited to bring you the latest news and updates from Stroud Green Medical Clinic. As always, our focus is on providing you with the best possible care and ensuring you're aware of all the services available to you.

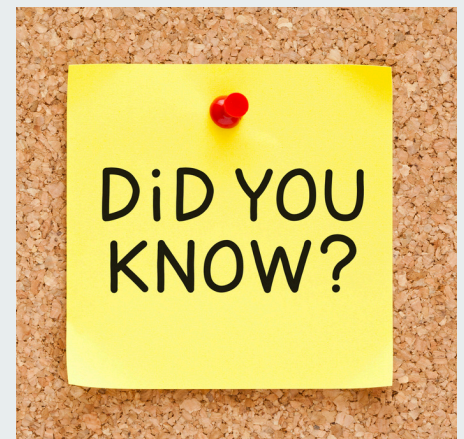
Awareness of services on offer to patients

1. Extended Access Service: Care When You Need It

🕒 Monday - Friday: 6:30 PM - 8:00 PM

📅 Saturdays: 9:00 AM - 5:00 PM

Did you know you can book appointments outside regular hours? Our Extended Access service is perfect for those with busy schedules. Simply request a pre-bookable appointment through our reception team.



2. Social Prescriber Service

Dealing with non-medical issues that affect your health? Our social prescriber is here to help with:

- Housing concerns
- Financial advice
- Befriending, counselling, and other support groups
- And much more!

Book a telephone appointment through our reception team to access this valuable service.

3. First Contact Mental Health Support

Your mental health matters to us. We're proud to offer direct access to a first contact mental health worker, with no need to see a GP first. They can provide support and guide you to appropriate mental health services. To book an appointment, simply contact our reception team, and they'll be happy to assist you.



Celebrating Our Team's Success!

We're thrilled to announce that our reception team has been nominated for an award at the upcoming General Practice Awards ceremony in December!



2024 GP Survey Results

We're grateful for your feedback in the recent GP survey.

Here's how you rated us:

- Overall satisfaction: **86%**
- Helpfulness of reception and admin team: **99%**
- Needs met at last appointment: **97%**
- Confidence in the clinician: **94%**



GP PATIENT SURVEY

Full results available here:

<https://gp-patient.co.uk/patientexperiences?practicecode=F83686>

Thank you for your continued trust and support!

New FENO Service for Asthma Diagnosis

We're excited to introduce our new FENO (Fractional Exhaled Nitric Oxide) testing service. This non-invasive test helps diagnose and monitor asthma in adults and children aged 7 and above. Ask our nurse about this service if you have asthma or COPD concerns.

Connect with Us on Social Media

Did you know that we are on social media? Follow our Facebook and Instagram pages to stay updated with the latest health tips, service updates, and important announcements. Don't forget to share our page with your friends, family, and fellow patients so they can benefit from our updates too!



You can find us at: <https://www.facebook.com/StroudGreenMedical/>



Patient Participation Groups

Important Update: Changes to Patient Feedback and Engagement

We're committed to continuously improving our services based on your experiences and needs. To ensure we hear from a wider range of patients and gather more focused feedback, we're making some changes to how we collect and use patient input.



What's Changing?

- We are closing our formal Patient Participation Group (PPG)
- We will now run targeted engagement sessions on specific topics
- We're organizing a more general patient feedback group for broader matters

Why Are We Making This Change?

- Our goal is to ensure we hear from a wider range of patients and gather more focused feedback on key issues. This approach will allow us to make meaningful improvements to our services based on your experiences and needs.

How Will This Work?

- We will invite relevant patients to participate in engagement sessions on specific topics

For example, we may consult patients who have recently been through a cancer referral pathway to improve that process.

How Can You Get Involved?

- Watch for invitations to participate in engagement sessions relevant to you
- Continue to provide feedback through our usual channels (e.g. comments box, surveys)

We believe this new approach will allow us to make more targeted and effective improvements to our services. Your input is invaluable, and we look forward to working together to enhance your healthcare experience.





Flu and RSV Vaccine Update

Flu and RSV vaccines are now available!

Invitations will be sent to eligible patients, including:

- Adults aged 65 and over
- Pregnant women
- Individuals with certain health conditions (e.g., asthma, diabetes)
- Children aged 6 months to 2 years for the RSV vaccine



You may also be offered the vaccine during your regular appointments if you meet the eligibility criteria.

Not sure if you're eligible? Just give us a call, and we'll be happy to help!

Expanded Appointment Options Now Available!

We're pleased to share that our website homepage now offers a wider range of appointment types than what's currently available through the NHS app!

Enjoy a user-friendly interface that makes booking quick and easy. We now offer both telephone and face-to-face appointments with General Practitioners (GPs), Nurses, a Physician Associate, Pharmacists, and Healthcare Assistants.

How to Access These Options:

1. Visit our website
2. Click on the "Book Appointment" button on the homepage
3. Browse through the available appointment types
4. Select the option that best fits your needs
5. Choose your preferred date and time
6. Confirm your booking

Best regards,

Your GP Practice Team
Stroud Green Medical Centre