

Welcome to our Newsletter Judith Morris –PPG Chair

Staff Safety @ MHC

Staff safety was covered by role play at the surgery's Annual Review. It highlighted the potential for serious crime to happen quite easily in the surgery and unfortunately these matters are of much higher risk these days. But besides actual bodily safety there is an increase in verbal abuse to the staff of all backgrounds.

We realise when feeling ill one must be worried and frustrated, but being abusive to staff is unacceptable. Luckily, MHC does not have a high percentage of such confrontations compared with other surgeries. However, any annoyance created by the systems the staff are having to work with needs to be dealt with in a polite manner. Inducing stress on the staff by rudeness becomes counterproductive which is the last thing anyone wants.

The PPG hopes that our patients understand these implications and can be assured that any complaints received are passed to us for review.

**A spotlight on Measles, Mumps, Rubella and
Chickenpox (MMRV)**

MMRV (measles, mumps, rubella and chickenpox) vaccine

The MMRV vaccine helps protect children against measles, mumps, rubella and chickenpox (varicella). It's usually given to children when they are 12 months and 18 months old. Some older children are also offered it. These infections spread very easily between people and can lead to serious problems including meningitis, inflammation of the brain (encephalitis), pneumonia, and hearing loss. It's not suitable for some children because it's a live vaccine, which means it contains weakened versions of the measles, mumps, rubella and chickenpox viruses. The MMRV vaccine is given as an injection into the upper arm or thigh. It's usually given at the same time as other routine vaccinations. Your child will usually need 2 doses for full protection. Most children have the 1st dose when they're 12 months old and the 2nd dose when they're 18 months old.

Your GP surgery will normally contact you about your child's MMRV vaccinations. This will usually be by letter, text message, phone call or email.

Sources::

[MMRV \(measles, mumps, rubella and chickenpox\) vaccine - NHS](#)



All registered patients and their carers are members of the

Patient Partnership Group (PPG)

Marylebone Patient Partnership Group

Meeting dates 2026

6pm-8pm@ the health centre and virtually

16th Feb

30th March

11th May

22nd June

3rd August

14th September

26th October

7th December

Please come along

we are always grateful for new members and if you want to attend virtually please let us know so we can arrange a link to the meeting.



Zero Tolerance- Staff are entitled to be safe while carrying out their duties -please do not shout, swear, intimidate or threaten us. We operate a strict Zero Tolerance Policy towards people who treat us badly

PLEASE Cancel unwanted appointments so other patients can use the time. If patients frequently fail to attend, you may be asked to find a new GP surgery

Forms, Letters and Report *These are completed **after** NHS clinical work. We receive large numbers of requests with many patients insisting that their letters/reports are urgent.*



NHS Clinical work remains our Priority.

Private clinical referrals are prioritised based on clinical need. They can take 7 days to complete. To request a private referral please send us a PATCH request containing all the information we would need to add to a referral. The GP will then review your request.

Medical Certificates— we provide UNFIT for work medical certificates **ONLY** if we have seen you and **after you self certificate for the first 7 days**. We do not offer occupational health assessments/gradual return to work—this should be discussed with your employer. You could send a PATCH to request a follow up/extension certificate but we do not guarantee this will be provided without an appointment.

Proof of address—we cannot provide proof of address but can confirm registration status

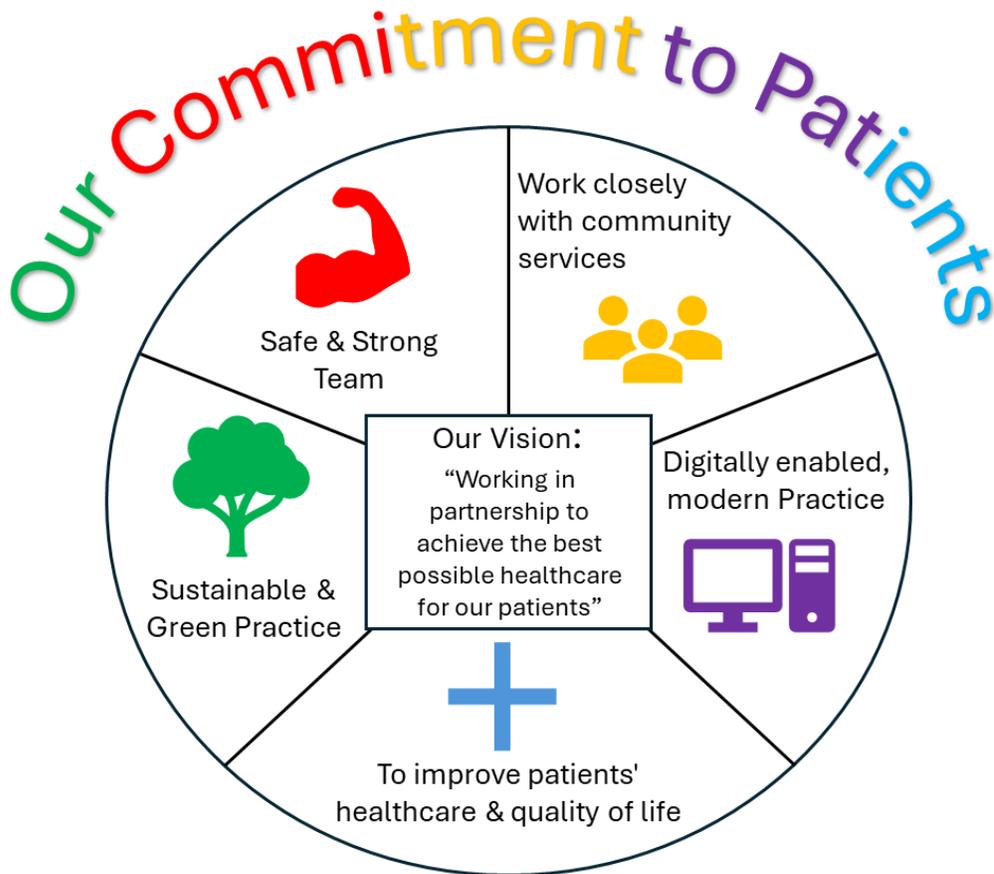
Private Insurance -requests/reports take a minimum of 21 days although can take 28 days to complete.

In all instances send requests to us by PATCHs/email and your request is logged and responded to. You will be informed if a charge applies and given an expected completion date. All forms and reports require GP completion and we action requests in order of arrival.

We do not provide

- ◆ *letters of mitigation to excuse students from school/university or exam situations or jury service/court attendances or school absences*
- ◆ *We do not provide housing or benefit support letters. If government bodies like benefits and housing agencies require letters they write to us.*
- ◆ *We do not provide fit to participate or fit to travel/fly letters*
- ◆ *We do not provide citizen ship/passport or visa applications or letters to support patients who feel the need to bring their family into the UK from abroad.*

MHC STRATEGY 2026-2028



Cancer Care @ Marylebone. At Marylebone we have a GP lead (Dr Lisa Drew) who is creating a strategy to enable us to manage cancer care efficiently, effectively and with compassion and understanding.

As a surgery we use a system called "C the Signs" which makes sure that we utilise the most UpToDate suspected cancer referral pathways.

As a surgery we audit our suspected cancer referrals to make sure none are delayed/missed and we also look at outcomes to make sure we pick up on cancers as early as possible

We monitor bowel screening requests made by our GPs to remind patients to return stool samples (known as FIT tests)

GPs send urgent referrals within 2 days

We send regular updates inviting women to attend for cervical screening

At-risk patients are reminded at reviews to attend for cancer screening

All patients with cancer are invited for reviews, even when care is provided at a hospital/privately

We work closely with the palliative care teams and review patients on end-of-life pathways carefully and regularly

Please help us keep our telephones lines **free between 9am and 10am** each day for patients who call and are unwell-

We find people who are very unwell and need to see a GP call us first thing so its

important we keep our lines free for them to call us.



Do you /have COPD//asthma?

If so we invite you to attend an Annual Review

At the surgery we like to be sure that your treatments are still working well and that they are being used to good effect.

If you attend A and E because you have had an exacerbation, we will contact you 3 days after we have been informed and check you are well

TELEPHONE SYSTEMS

AT MHC

We use a system called surgery connect.

We monitor how quickly calls are answered and all calls are recorded for training purposes.

We can leave messages in the event of an Emergency (such as fire evacuations)

The first part of the message is an NHS requirement and we cannot change it

We aim to answer calls within 5 rings and most calls are answered in 1 minute which is a very high pick up rate.

Thank you for using the Practice website or emails for information instead of calling us

This helps free up the staff and telephone lines

THE NHS APP

The NHS are constantly working on new ways to improve patients access to healthcare. One of the ways they continue to do this is through the NHS app, constantly updating and adding new features. Below are what were adding during the most recent update.

- You can now see all repeat medicines, including those currently unavailable to order and give feedback on this service.
- You can access a health quiz from your homepage.

Patients can access their medical records, view their test results, book appointments and request medication through the app. For Marylebone Health Centre patients, you can also use the NHS app to submit PATCH's.

Patient Survey

We are always looking to improve the services we provide to patients. The best way for us to do this, is to get feedback from our patients on how we can improve our current services and here your thoughts on what new services you would like to see at the practice.

We have a Patient Survey currently live on the homepage of our website. Please do give us your feedback!

[Your GP Care: Please Tell Us What You Think](#)

Chaperones are available to all patients at any time. You do not need to book one in advance. All our staff are trained as chaperones; clinical and non clinical-Please ask at reception if you want a chaperone.



Click Here to Contact Your GP Online

Answer 4 simple questions and PATCHS will get you help quickly.
Health advice, fit notes, medication, and more...

If you are able to visit our website- PATCHS is the E consultation system which can be accessed through our practice website.

You can expect a response within 24 hours Monday-Thursday, although this may not be from a GP.

The system is perfect if you're asking for certificates/forms or private referrals, or if you feel you would like a general health check– the GP can assess your request and arrange tests you need to have.



MHC Website. We have a new and much improved website. The website contains lots of information for our patients about external services as well as MHC services. Please do let us know if you think we can add more information which would be helpful for other patients. Please visit:

Marylebone – Health Centre
[\(marylebonehealthcentre.co.uk\)](http://marylebonehealthcentre.co.uk)

MSK—Musculoskeletal Services

If you are referred to MSK and do not respond to their letters/texts or do not attend your appointment YOU WILL BE discharged and need to be re-referred.

Due to the high volume of re-referrals requested if the re referral is because you failed to attend or respond you may find you have to wait 4 weeks for the re-referral

Practice Pharmacists

We have 2 in house clinical Pharmacists, Ms Martha Davies and Ms Minjun Chen They offer telephone and face to face appointments for medication reviews and give advice about medication

Drs timetable	AM clinic	PM clinic
Monday	Andy Goodstone Emma Coore Lisa Drew Puja Verma	Andy Goodstone Emma Coore Lisa Drew Puja Verma
Tuesday	Ravi Parekh Andy Goodstone Kevin Patel Puja Verma	Ravi Parekh Andy Goodstone Puja Verma
Weds	Andy Goodstone Emma Coore Lisa Drew Puja Verma	Emma Coore Lisa Drew
Thursday	Foteini Tsipou Kevin Patel Emma Coore Dr R Bhudia	Foteini Tsipou Kevin Patel Emma Coore Dr Bhudia
Friday	Foteini Tsipou Harry Wyatt Lisa Drew	Foteini Tsipou Harry Wyatt



Marylebone Health Centre

Telephone: 020 7935 6328

Email CLCCG.PPG@nhs.net

Out of hours: 111 or call the surgery

Appointments- We have a wide range of appointments available for our patients and the reception team are very skilled at helping you find the right appointment to meet your needs. **If GPs need to see you they have allocated GP follow up slots which they book themselves.**

Same day appointments-are for more urgent medical problems which should be dealt with on the day

Routine pre-bookable –these are available from between 2 weeks and 4 weeks. These can be booked ahead and enable you to book and see your own or preferred GP. They support continuity in your care.

Blood Tests– reception can only book blood tests if one of our GPs has requested them. We do not provide blood tests at the request of private or hospital consultants.

Annual Review/Care Plans– you may be invited to see/speak to your own GP for an annual review. This gives time for your GP to discuss and understand your health needs and you can agree a plan for looking after your health together.

Nurses offer long term conditions appointments (Diabetes/asthma) , Cervical Smear Tests, Contraception advice and prescribing, Adult and childhood immunisations (including a travel advice and immunisation service) wound care and health checks such as blood pressure reviews. You can arrange one of these appointments by calling reception. They also provide ECG (tests for the heart)and 24 hour BP tests at the request of a GP.

Clinical Pharmacists– offer medication reviews or advice on medication. You can arrange an appointment through reception.

Healthy Lifestyle/dietary advice /stop smoking/Physio– We have regular clinics run by healthy lifestyle experts and a stop smoking advisor. We have access to physio appointments. All these appointments can be arranged through MHC reception