

Welcome to our Newsletter Judith Morris –PPG Chair

Welcome to the Autumn Newsletter. The PPG hope you have all coped with the extreme heat over the summer.

- One new matter mentioned in this Newsletter is AccuRx, the new e- consultation system, which is much easier to use than the previous option(PATCHS).
- As your initial conversation at the surgery is with our Reception staff we thought it would be helpful to give you the names of the team who answer your queries. The administration of such teams is important in making sure that patients are given the correct appointments.
- The PPG have recently discussed the subject of Musculo-Skeletal (MSK) appointments. There appear to be no problems with those arranged at the surgery however If the practice is fully booked then one may be offered an option of seeing someone through CORA Health. The clinical staff are good but both our practice and others have been frustrated by their appointments system. For this reason PPG met with their new administrative team and we found



All registered patients and their carers are members of the

Patient Partnership Group (PPG)

2026 Meetings dates:

Marylebone Patient Partnership Group

Meeting dates 2026

6pm-8pm@ the health centre and virtually

26th October 26

7th December 26

Please come along we are always grateful for new members and if you want to attend virtually please let us know so we can send an invite to attend .

You can ask PPG to discuss matters if you cant attend - Please email Judith on clccg.PPG@nhs.net and she will take your item to discuss at the meeting.

Drs timetable	AM clinic	PM clinic
Monday	Emma Coore Lisa Drew Puja Verma Sarah Mohammed	Emma Coore Lisa Drew Puja Verma Sara Mohammed
Tuesday	Ravi Parekh Andy Goodstone Kevin Patel Puja Verma Sarah Mohammed	Ravi Parekh Andy Goodstone Kevin Patel Puja Verma Sarah Mohammed
Weds	Andy Goodstone Emma Coore Lisa Drew Puja Verma	Emma Coore Lisa Drew
Thursday	Andy Goodstone Kevin Patel Alex Telfer Sarah Mohammed	Andy Goodstone Kevin Patel Alex Telfer
Friday	Foteini Tsipou Harry Wyatt Lisa Drew Sarah Mohammed	Foteini Tsipou Harry Wyatt Sarah Mhamed



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 appointment time. If patients frequently fail to attend you may be asked to find a new GP surgery

Different Appointments at Marylebone

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.

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

Routine pre-bookable – available from between 2 weeks and 4 weeks ahead. These enable you to see your preferred GP. They support continuity in your care. We also release some routine appointments every day for the week ahead.

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/patients.

Annual Review/Care Plans- you may be invited to see/speak to a 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. Nurses provide a range of lifestyle advice sessions or can refer you to the most appropriate service. You can arrange one of these appointments by calling Reception. They also provide ECG (tests for the heart) and ABPM tests which happen overnight (known as 24-hour). ECG & ABPM appointments are booked at the request of a GP.

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

Physiotherapy- we have access to physio appointments here at the practice one clinic on alternate weeks

Privacy and recording consultations- Did you know all calls we receive and make are recorded? If you attend consultations, we ask you to inform the person you are seeing if you want to record your consultation. This may help you revisit your discussion and act as an aide memoir. We must ask that you do not record, take photos or video without permission.

Advice on medication you may buy yourself- By Martha Davies Practice Clinical Pharmacist

When buying over-the-counter (OTC) medicines, vitamins, or herbal supplements, it's important to remember that they can interact with your prescribed medications. Even products that seem harmless, such as painkillers, cold and flu remedies, antacids, or vitamins, may reduce the effectiveness of your medication or increase the risk of side effects. Before purchasing an OTC product, always read the label carefully and check for warnings about medicine interactions. If you are unsure, speak to your pharmacist or GP, and let them know about all the medicines and supplements you are taking. Avoid taking more than one product containing the same active ingredient, and remember that "natural" or herbal products are not always risk-free. A quick conversation with your pharmacist can help ensure you choose the safest and most effective treatment for your needs.

Top Tips:

Tell your pharmacist about all the medicines you take, including prescriptions, vitamins, herbal remedies, and supplements.

Read the label carefully and follow the recommended dose and instructions.

Check the active ingredients to avoid taking two medicines containing the same ingredient.

Example: If you take paracetamol tablets for a headache and then also take a Lemsip, Beechams, or Day & Night Nurse cold and flu product, you may be taking two medicines that both contain paracetamol which can cause harm.

Don't assume "natural" = safe—herbal products and vitamins can still interact with prescription medicines.

Mental Wellbeing Support service information

Single Point of Access (SPA) Crisis Line: 0800 0234 650

Mental Well Being- if you are in crisis

- 116 123 Samaritans support line (24/7)
- 0800 58 58 58 CALM helpline (17:00-midnight daily)
- 0300 304 7000 SANE helpline (16:00-22:00 daily)
- 0800 068 4141 Papyrus Hopeline for young people (24/7)
- 0203 906 7676 The Listening Place (09:00-21:00 daily)
- 07827 437081 The Coves (Daily 14:00 to 22:00)

Please help us keep our telephone 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 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)

We aim to answer you call within 5 rings and the vast majority of our calls are answered in 2 minutes which is a very high pick up rate.

Meet

Your reception team:

Katie (manager)

Melissa

Rejia

Reda

Florence

Do you use the NHS app? The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the Google play or App store. You need to prove who you are to get full access to the NHS App. With full access you can:

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- book and manage appointments
- view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- book and manage COVID-19 vaccinations
- register your organ donation decision
- choose how the NHS uses your data and view your NHS number
- use NHS 111 online to answer questions and get instant advice or medical help near you
- you can use the NHS App to: search trusted NHS information and advice on hundreds of conditions and treatments find NHS services near you
- You can see hospital and community appointments
- This is how we will send text reminders in the future

To use the NHS App, you must be aged 13 or over and registered with a GP surgery in England visit <https://www.nhs.uk/nhs-app>

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. PPG review your comments every month.

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

E Consultation systems at MHC- AccuRx is the new e consultation system- accessed through our practice

web site. www.marylebonehealthcentre.co.uk

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 before you attend to see a GP.

Vaccinations available for our adult patients

Offered by our nursing team at Marylebone-call reception to arrange an appointment.

- RSV- (Respiratory syncytial virus) is a common respiratory virus which can make you seriously unwell. Patients over 75 and pregnant women (to protect their babies) and patients over 65 with a weekend lung condition can have a free NHS vaccine.
- Pneumococcal vaccine protects against pneumonia and meningitis. It is recommended for all patients aged 65 and over, babies up to the age of 2 and patients at high risk of other diseases.
- Shingles- The shingles vaccine helps protect against shingles. It's available on the NHS for all adults turning 60, those aged 70 to 79 and those aged 18 and over with a severely weakened immune system.
- Flu vaccine helps protect people again flu. Which can be a life-threatening illness. It is offered every year in the autumn to:

Patients aged 65 and over, those at high risk of catching other diseases, children aged 2-3 or a carer/living with someone with a weakened immune system (Primary school age children can have at their primary school. The school will also arrange a catch up vaccine if missed. We do not vaccinate children aged over 3 unless they have a long-term medical condition). Vaccines for children and pregnant women available from 1st September 26 and for all adults in the above groups between 1st October 26-31st March 2027

We offer a travel vaccine service-we suggest patients speak to a nurse pre attending to have vaccines

HPV- Human Papilloma Virus has a proven link to cervical cancer rates in women. A vaccination to prevent HPV and therefore reduce cervical cancer is given to boys and girls aged 14 at school. Marylebone do provide a catch-up service for 14-24-year-olds who missed having their vaccine previously. This catch-up campaign runs until 31 March 2026.

Not offered at MHC: COVID can be a life-threatening disease for patients aged 75 and over or with weakened immune systems (known as immunosuppressed aged 6 months or over). For autumn 2026 boosters -available from 1st October 26 and can be obtained from the national booking service or from some pharmacies .Book, change or cancel a COVID-19 vaccination appointment - NHS

The London Care Record (LCR), formerly known as the Health Information Exchange (HIE), provides summary information from multiple health and care source systems and is accessible via an in-context link within your local electronic patient record system. This enables patient knows best and the NHS app to share information for example. It shared information with clinicians which we need to manage your health-such as information from hospital visits or ambulance assessments.

The LCR currently receives data from health and care organisations within and outside of NCL boundaries, including:

- Central and North West London NHS Trust
- Central London Community Healthcare
- Imperial College London Hospitals Trust
- London Borough Westminster Adult Social Care
- London Ambulance Services
- GP community services
- For details for more details visit the One London website.

RECEPTIONISTS

YOUR RECEPTION TEAM ARE:

Katie

Melissa

Rejia

Reda

Florence

Gill organises referrals and reports

Leda organises registrations & IT

Daniel is the Deputy PM

Jeanette is the Practice Manager

Shelan is now on maternity leave

The team will help you access the right service

If you need a same day appointment please tell them as much information about why you need to be seen-as this helps the GP prioritise your call