



Dear Patients

We hope that you have been enjoying the festive season and keeping well.

With the approaching New Year 2025 we would like to use this opportunity to update you about recent changes to our surgery's team and future plans regarding local primary care services.

In order to review patients with chronic conditions in a more effective way and to avoid unnecessary duplication of appointments, the surgery has introduced a recall by birthday date. You might have noticed that some of the patients have already been contacted and asked to book an appointment for relevant blood tests and review with our healthcare assistants, the nurse and/or pharmacists nearer the time of their birthday. We hope that this system will be more straightforward to follow and we would like to ask patients with chronic conditions such as diabetes, asthma, COPD, hypertension etc. to contact the surgery close to their birthdays. Annual or more frequent blood tests and reviews as specified by clinicians are essential, especially for patients on regular medications to ensure good clinical care and safe prescribing.

Several of our patients are travelling abroad for a prolonged period of time. Please be aware that a GP will usually be willing to prescribe up to a maximum of three months' supply of your regular medicines. However, if a medicine requires frequent monitoring or your clinical condition is not stable, it may not be appropriate for the GP to prescribe for such an extended period.

If you are going abroad for more than 3 months, then all you are entitled to at NHS expense is a sufficient supply of your regular medication to get to the destination and find an alternative supply of that medication. The maximum quantity that can be supplied is sufficient for 3 months. You should take a copy of your repeat medication list with you.

It may be worthwhile having your prescription translated into the language of the country or countries that you're visiting.

Eastbury Surgery remains an active member of the North Connect Primary Care Network (PCN) together with five local surgeries. The main focus for the provisional plans for the North West London Single Offer on Enhanced Services delivered by the PCN for 2025/2026 remain the Access to Primary Care Programme and Health inequalities with more proactive and targeted interventions being delivered to residents with the greatest need, supported by a population health management approach. In order to improve access each GP surgery within our PCN has been assigned a number of additional appointments at the Extended Access Hub in Eastcote and Pembroke Centre in Ruislip. Unfortunately, our surgery's utilisation of these appointments is the lowest compared to neighbouring practices as patients are not happy to travel. Eastbury Surgery has therefore been reminded that as additional funding to improve access is provided centrally and more GPs, Nurses and other clinicians appointments will be delivered at hubs, we should explain this to our patients and encourage them to have consultations with clinicians outside our surgery.

### **Hospital and Private Prescriptions Requests and Results**

We would like to remind patients that any urgent prescriptions issued by NHS hospitals should be obtained from the hospital pharmacy.

Similarly, urgent private scripts need to be obtained privately. In order to issue prescriptions, GPs need information provided in specialists' letters explaining why medications have been issued and for what condition.

Please also contact your hospital specialist's secretaries regarding the results of investigations requested by hospital doctors and use blood forms provided by a specialist for your tests so that the results go directly to a specialist requesting them.

The North West London Integrated Care Board is working with local Hospital Trusts and the Local Medical Committee to ensure that Hospitals meet their contractual obligations and do not pass their responsibilities to GP surgeries.

### **Hospital Trust contractual obligations:**

#### **Managing DNAs and re-referrals**

Providers should no longer ask GPs to re-refer DNA appointments.

#### **Managing onward referrals**

Clinicians working for the provider should make an onward outpatient referral, without needing to refer back to the GP, where it is directly related to the condition for which the original referral was made, or

#### **Clinic letters following outpatient attendance**

Clinic letters should be sent to GPs within 10 days where there is information the GP needs to act on in relation to the patients' ongoing care. Clinic letters should be sent electronically using standardised clinical headings.

the patient has an immediate need for investigation or treatment.

### **Communicating with patients**

Providers should put in place and publicise arrangements for handling patient queries. Providers should communicate the results of investigations and tests to patients directly.

### **Discharge summaries**

Discharge summaries must be sent to the GP within 24 hours after every discharge from inpatient, day case or emergency department care.

### **Medication**

Providers to issue medication following discharge from hospital for a minimum period of seven days (unless a shorter period is clinically appropriate).

### **Shared care protocols**

Shared care protocols may be agreed locally. Hospitals must only initiate the care under the protocol where the individual GP has accepted clinical responsibility for the patient.

### **Fit notes**

At a suitable point in time, e.g. on discharge from hospital, clinicians must issue fit notes to patients where appropriate. The note must cover an appropriate period.

### **Practice Staff**

We are pleased to welcome to our team Maria Kalyan, our new Phlebotomist/Healthcare Assistant and Jenny Berry, our new Receptionist.

### **North Connect PCN Staff**

From time to time you will be contacted or be seen by our North Connect Primary Care Network staff who are attached to our practice:

Nick Dawes (PCN First Contact Physio)  
Juhi Bhimani (PCN Pharmacist)  
Hardy Bhadra (PCN Pharmacist)  
Jacqueline Uzoh (PCN Social Prescriber)



### **Home Visits**

Please request visits before 11:00am whenever possible as this allows the Duty Doctor to assess the request for necessity and urgency so that it can be appropriately managed.

In some situations, the Duty Doctor may arrange assessment by another member of the community team (District Nurse/neighbourhood team).

### **NHS Health Checks**

If you're aged 40 to 74 you should have an NHS Health Check every 5 years but only if you **do not have a pre-existing health condition such as:**  
heart disease

chronic kidney disease  
diabetes  
high blood pressure (hypertension)

atrial fibrillation  
transient ischaemic attack  
inherited high cholesterol (familial hypercholesterolemia)  
heart failure  
peripheral arterial disease  
stroke  
currently being prescribed statins to lower cholesterol  
previous checks have found that you have a 20% or higher risk of getting cardiovascular disease over the next 10 years.

If you think you are eligible but have not been invited, please contact the surgery to arrange a blood test to check your sugar and cholesterol levels and to book an appointment with a healthcare assistant for an NHS Health Check.

### **Cervical Smears**

We would like to remind eligible patients that you are able to book your smear test with us. Please call the surgery to book your appointment with our practice nurse or have an appointment booked in our local Extended Access Hub in Eastcote.



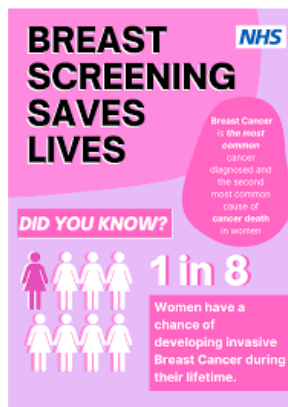
### **Breast and Bowel Screening**

We have noticed that our patients eligible for breast and/or bowel cancer screening are still missing their opportunity to have tests done.

Please contact the national screening service if you would like to rebook your mammogram or request a bowel cancer test kit.

Please follow links below for more information:

<https://www.nhs.uk/conditions/breast-screening-mammogram/how-to-book-or-change-an-appointment>



<https://www.nhs.uk/conditions/bowel-cancer-screening>



### **Childhood Immunisations**

It's important that vaccines are given on time for the best protection. If your child missed a vaccine, contact us or speak to reception to book an appointment with our nurse.



*We would like to thank you  
for your Christmas Cards and Gifts and*

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*wish you a safe and Happy New Year 2025!*

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