

# HOLBORN MEDICAL CENTRE

PRACTICE NEWSLETTER

AUTUMN - WINTER 2023



NEWS

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## PRACTICE SURVEY

From time to time, we commission a survey to poll our patients to gauge patient satisfaction. Traditionally, we have done this using paper forms, however, since the pandemic, we have increasingly made use of most people's access to smartphone and computer technology to make things easier.

You see posters around the practice with a QR code to take you to the survey, or you will be able to simply visit our website, of course, we will still have paper forms available.

Please keep an eye out for posters and leaflets in the practice, and announcements via the practice website; the survey will be launched very soon.

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## STAFF UPDATE

We welcome onboard new members of the clinical team: Dr Muffadal Baharmal, Dr Susannah Cotgrove, Dr Kerran Kandola, and Dr Devina Shah.

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## NEW CLINICAL ROLES

Many of you will be familiar with our reception team asking for reasons for appointments, and this is increasingly important, so we can find our patients appropriate help, as soon as possible, by utilising the expertise at our disposal from the New Roles clinicians; Physician Associates, Nurse Associates, Practice Pharmacists and Social Prescribers, so please bear with Reception while they try to assist you.

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## THE FRIENDS & FAMILY TEST

The Friends and Family Test is a great way of quickly and easily letting us know how we are doing – it is a very brief survey, and the results are refreshed every month.

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## CHANGE OF ADDRESS

It is important that you tell us if you move, so we can ensure communications re appointments, referrals etc find you in the post. You can update your details in the practice or use the form on our website.

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## ZERO TOLERANCE

We understand that taking care of your or your family's health can be stressful, and things may not move as quickly as any of us would like, however, venting frustration at our staff cannot and will not be tolerated; please bear with us while we do our best to help you; the practice, may, if need be, apply to have patients removed from our list

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## SATURDAY OPENING

The practice is open on Saturdays, primarily in response to the demand from patients who are busy during the week. We suggest these appointments be used for routine matters; please note that they must be booked in advance. The practice is open from 09:00 to 17:00.

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## MEDICAL STUDENTS

Holborn Medical Centre is a teaching practice, and many of you will have had a chance to consult with one of our GP registrars, fully qualified doctors, who, for a period of 1 year, undergo specialist GP training.

We have medical students, on rotation, in the later stages of their medical education, for shorter periods.

You do not have to have a medical student sitting in on your consultation, or even conducting the consultation, however, your help in our training the next generation of GPs is very much appreciated when you do consult with them.

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## PATIENT PARTICIPATION

We would like very much to review the practice performance, with reference to surveys, and personal experience – once we have the results of the practice survey back, we will be holding a Patient Participation Group meeting and would like to ensure that as many patients as possible are able to attend – please keep an eye out for posters, and announcements via the website.

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## E-CONSULTS

We would like to encourage patients to make use of this service, for routine matters.

It saves having to make phone calls, and allows patients to submit more information, to help rule out any potentially serious matters.

It then allows us to direct any enquiries to the most appropriate members of the team, and may allow us to resolve your concerns with you having to visit the practice.

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## LARC AT SPMC

We are pleased to say that we are now able to offer Long-Acting Reversible Contraception, working in partnership with our sister practice, St Philips Medical Centre.

## OPENING HOURS

	Open	Close
<b>Monday</b>	08:50	20:00
<b>Tuesday</b>	08:50	20:00
<b>Wednesday</b>	08:50	20:00
<b>Thursday</b>	08:50	18:30
<b>Friday</b>	08:50	18:00
<b>Saturday</b>	09:00	17:00 (by appt only)
<b>Sunday</b>	CLOSED	

## CONTACT DETAILS

Practice Website: **[www.holbornmedicalcentre.nhs.uk](http://www.holbornmedicalcentre.nhs.uk)**

Practice Telephone: **020 3077 0044**

Please note the phone lines close at 18:30 every evening.

The phone lines are closed on Saturdays.

## COMMENTS & SUGGESTIONS

We welcome any comments and suggestions from patients. The simplest way to send these in is via the practice website:

### **ABOUT US > HAVE YOUR SAY > COMMENTS AND SUGGESTIONS**

Of course, you may also submit handwritten comments or suggestions to the practice at Reception – there is a little post-box next to the prescription request box.

## COMPLAINTS

We appreciate sometimes things do not go as planned, we are keen to do what we can to put things right. It is best to deal with these things as they arise, so would encourage patients to speak to someone to see if their concerns can be resolved at the time. There is also a complaint form available on our website:

**[About Us > Have Your Say > Complaints.](#)**