



ASHVILLE



SURGERY

NHS

# Newsletter

Issue 1 OCT 2024



We are offering flu and the new RSV vaccination to eligible patients. COVID vaccinations can be booked at local pharmacies.

To find out more: [www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/](http://www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/) and [RSV vaccine - NHS](https://www.nhs.uk/vaccines-and-vaccinations/rsv-vaccine/)

## Who is South Fulham PCN?

- A Primary Care Network (PCN) is a grouping of local GP practices that share staff and resources, and were formed in 2019.
- As a Primary Care Network, we have opportunities to create a team to deliver new services across all seven practices.
- GP practices still maintain their independence as individual practices but PCNs allow for greater collaboration to serve local patient need.

- South Fulham PCN – 7 GP practices
- 63,000 patients
- As a PCN we share information, technology, resources and learning  
An example – vaccine rollout in 2021.
- We have staff directly employed by the PCN.



Map No.	Practice Code	Practice Name
1	E85719	Ashville Surgery
2	E85025	Cassidy Medical Centre
3	E85649	Fulham Cross Medical Centre
4	E85118	Fulham Medical Centre
5	E85685	Lilyville Surgery
6	E85038	Palace Surgery
7	E85128	Sands End Health Clinic

### • Clinical roles:

- x5 Clinical Pharmacists
- x4 Paramedics
- First Contact Physiotherapist

### • Non-clinical (Personalised Care) roles:

- x5 Care Coordinators
- x4 Social Prescribing Link Workers
- x2 Health & Wellbeing Coaches
- x1 Community Health & Wellbeing Worker
- x1 Dietician



## Tell us what you think

We want to hear about your experiences accessing our GP services



North West London are asking all practices to send out a **survey** to patients.

You may already have had a text message about this, but for ease, here is a [link](#) to the survey.

## Some recent feedback

★★★★★ 6 days ago **NEW**

Significant improvement in the past months - quicker responses from doctors and kids seen quicker. As always the team at reception is great!

★☆☆☆☆ a month ago

Requested for my sick notes days ago but has not received yet so did my query twice the first staff I spoke yesterday was able to view my sick note request and was informed that the staff will inform me back but no update yet so I did query again today I was informed by one of the staff that they could not even find my sick notes request now,,,,,Now am confused

👍 Like

**Response from the owner** a month ago

Thanks for your feedback, **Carole**. I understand that you've now been able to speak to the GP and we've resolved this issue for you. Apologies again for an inconvenience. Ashville Surgery.

★★★★★

Rated 5 stars out of 5

Great GPs and admin team. Issue handled swiftly and effectively. Communication was great and everything went smoothly

Happy with your experience? Room for improvement? Got a suggestion?

See what our patients think [here](#)

Leave your own review [here](#)



Are you aware that the practice has a **Patient Participation Group**? We are looking for people of any age, gender or background to discuss any changes or ideas you may have for the surgery.

If you would like to join the group, and become involved in the development and improvement of the practice and its services, then please email: [ashville.surgery@nhs.net](mailto:ashville.surgery@nhs.net)



### What is a First Contact Physio (FCP)?

Low back and neck pain are the greatest cause of years lost to disability in the UK, with chronic joint pain or osteoarthritis affecting more than 8.75 million people. Musculoskeletal conditions also account for 30% of all GP appointments.

The vast majority of musculoskeletal first contact practitioners are physiotherapists with enhanced skills. They can help patients with musculoskeletal issues such as back, neck and joint pain by:

- assessing and diagnosing issues & giving expert advice on how best to manage their conditions
- referring them onto specialist services if necessary

**We now have a FCP working at Ashville Surgery (employed by South Fulham PCN).**