

Watling Street Practice – Update for Patients

January 2025



As you will no doubt recall on 1 July 2024 Hilltops Medical Centre, Stony Medical Centre and Watling Vale Medical Centre merged to create **Watling Street Practice**.

As we are now 6 months on it seems like an opportune moment to send out this update.

Thank you

Firstly the partners and staff from Watling Street Practice would like to **thank** all our patients for their support and understanding during this period of change for our practice.



One of our top priorities is working to improving access and services for all our patients.

Improvement usually means some level of change and change can take a little while to adapt to however we have made significant improvements already and we remain totally committed to further improvements.

Acute Hub

Probably the largest improvement we have made so far is the opening of our **Acute Hub in Shenley Church End**.

If you have had an on the day need since August 2024 you will have been taken care of by our Acute Hub team.

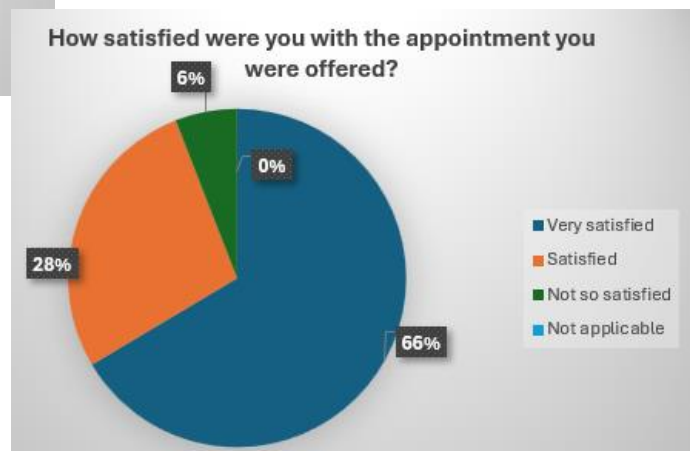
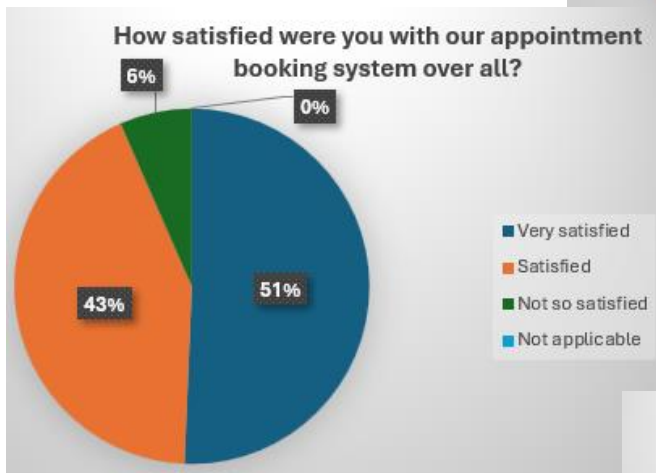
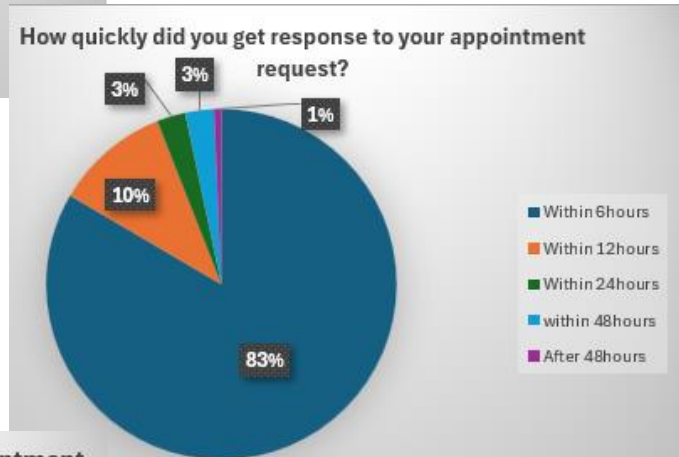
Our Acute Hub is a new service only made possible because of the merger.

Quite a number of patients have provided feedback on the service they received from our Acute Hub team and that feedback is shown overleaf. Thank you to all the patients who took the time to provide feedback, it is assisting us to focus our improvement efforts even further.

Drs Sehar Ali, Mahmood Atab, Rebecca Bradshaw, Margaret Field, Amit Goyal, Sarah Grinyer, Manpreet Kohli, Deepali Madhotra, Sridevy Raju, Patricia Regis and John Slippe-Quartey.

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Hints and Tips

The following are a few **hints and tips** to assist us to provide you with the best service we can:

- If you require clinical input for minor ailments, please do visit your local pharmacy as they can help with common ailments including 7 conditions that may need antibiotics:

Acute otitis media*	1 to 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	Women 16-64 years

For more information please refer to:

<https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-services/pharmacy-first/>

- Please go to our surgery website, where possible, to request appointments <https://accurx.nhs.uk/patient-initiated/k82009>
- If you are not familiar with using Accurx, please visit any of our sites where you will find a Touchscreen Tablet located in a public area which is available for any patient to use to log a request and where one of our team can give you some tuition on how to use Accurx.
- Please remember to cancel your appointment if you are unable to attend/no longer need it so someone else can be offered that slot.
- If you feel you need a Home Visit please ensure you make your request by 10:00am so your request can be triaged (assessed) and managed appropriately.
- Please request prescriptions in timely manner to enable us to process your requests effectively. Your prescription will usually be processed by us within 3 working days of receipt and it will be sent electronically by us to your nominated pharmacy. If your prescription is not available in your pharmacy 3+ working days after you have requested it from us, please ask your pharmacist to check “the spine” before sending you back to us. It might be available to them on, but they have not had the opportunity to download it.
- Please use the **NHS app** to look at your results. You don’t need to call us to check your results, they will appear on the app.
- Please use the **NHS app** to make requests for repeat prescriptions. We are working hard to minimise any negative impact on the environment and would value your support with our efforts by reducing paperwork.

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Patient Participation Group (PPG)

The first full Watling Street Practice, Patient Participation Group (PPG) meeting was held on the 6th January at our Stony Stratford site.

We will be updating our website in the near future to provide direct contact details for joining and copies of minutes of PPG meetings for those who may have an interest in getting involved or keeping up to date with news from the meetings.

For now, please note our next 2 PPG meetings are scheduled as follows, please come along if you are interested in finding out more:

10th February – Shenley Church End @ 18:30

24th March – Great Holm @ tbc (evening)

Thank you once again for all your support and kind words during last few months of change.
Wishing you all a Happy and Healthy New Year.