

THE MUSWELL HILL PRACTICE

AUTUMN WINTER 2022/2023 NEWSLETTER

WE HAVE MOVED!

On 22nd August 2022 we officially moved to 54 Muswell Hill, N10 3ST.

For all those who have seen it so far, we hope you have been impressed with the larger, fully accessible building. We have settled really well into the building. We are making use of the extra space and have invited IAPT (Improving Access to Psychological Therapies) and HAGA (alcohol support service) to use a room in our building to provide support to our patients.



NEW STAFF

- Our new registrars started in August 2022 – Dr Anita Bishop, Dr Nnedi Ojokwu, Dr Ellis Basford, Dr Sherry Mombay and Dr Ayla Selvananthan
- In mid-October we welcomed Dr Tash Freeman, a GP from Australia, for 3 months on the NHS GP International Induction programme.
 - Isabelle Coughlan has started as our new receptionist.
 - Claire Olivestone starts as our new nurse at the end of October.

VACCINATIONS

The www.nhs.uk website gives information on who is eligible for their **coronavirus vaccine** and how to book. For those eligible to receive a free **flu vaccine**, please contact the practice to get booked in.

Children aged 1-9 are eligible for a **polio booster vaccination**. Those aged 1-5 can contact the practice to get booked in. Those aged 6-9 can receive the vaccination elsewhere (see our website for more info).

FURNITURE FUNDRAISING

We are grateful for all the offers of contributions towards the move, and we are hoping to raise some funds for the additional items still required to make the building a welcoming environment for all staff and patients. Please use this link to donate.

<https://www.justgiving.com/crowdfunding/tmhp>

CYCLE PARKING

We want cycle parking for patients outside our front door. Please sign our petition to put the pressure on to make this happen!

<https://chng.it/gBXpdbTpbX>

RESULTS FROM THE INDEPENDENT 2022 GP PATIENT SURVEY

Your local GP services



65% find it easy to get through to this GP practice by phone

ICS result: 55% | National result: 53%



92% find the receptionists at this GP practice helpful

ICS result: 78% | National result: 82%



67% are satisfied with the general practice appointment times available

ICS result: 55% | National result: 55%



26% usually get to see or speak to their preferred GP when they would like to

ICS result: 36% | National result: 38%

Making an appointment



66% were offered a choice of appointment when they last tried to make a general practice appointment

ICS result: 59% | National result: 59%



90% were satisfied with the appointment they were offered

ICS result: 68% | National result: 72%



99% took the appointment they were offered

ICS result: 96% | National result: 96%



65% describe their experience of making an appointment as good

ICS result: 54% | National result: 56%

Your health



69% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

ICS result: 60% | National result: 65%

Overall experience



91% describe their overall experience of this GP practice as good

ICS result: 70% | National result: 72%

Your last appointment



99% were given a time for their last general practice appointment

ICS result: 91% | National result: 90%



96% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

ICS result: 81% | National result: 83%



96% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

ICS result: 83% | National result: 85%



93% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

ICS result: 81% | National result: 83%



83% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

ICS result: 78% | National result: 81%



96% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

ICS result: 88% | National result: 90%



100% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

ICS result: 91% | National result: 93%



97% felt their needs were met during their last general practice appointment

ICS result: 89% | National result: 91%