



SOHO SQUARE GENERAL PRACTICE

NEWSLETTER

JULY 2022

Dear Patients,

We have a good availability of appointments, and remain open for face-to-face, telephone and video consultations. Please contact us if you have any medical concern and please tell us if you would prefer a face-to-face appointment.

In most instances, you will be offered or can request a face-to-face appointment and for certain conditions we will ask you to attend face to face. If you are unhappy or unable to do this, please let our reception team know when making the appointment. We have suspended online appointment booking to allow our clinical staff to screen for MonkeyPox. Our website has links to the latest government updates [Monkey Pox Information | Soho Square GP](#)

Where possible we try to keep our main reception line free for patients who are ringing for an appointment. For this reason, if you have access to a computer or smart phone we would ask that any administrative queries are sent to nhsnwlcgg.sohosquaregeneralpractice@nhs.net in the first instance.

Unfortunately, we are unable to take prescription requests over the phone under any circumstances. Repeat prescription requests can be made online through your SystmOnline account or in person.

If you do not have a SystmOnline account and have a smart phone or computer, please do consider signing up. Please email us at nhsnwlcgg.sohosquaregeneralpractice@nhs.net if you would like to use this service or ask us at about it next time you are at the practice.

ONLINE CONSULTATIONS

We have now launched a new online consultation tool called PATCHS to replace E Consult.

This will be available via our website and to use PATCHS you will need to complete a one-time registration. It will be available during our normal opening hours. PATCHS works in the same way as E Consult, however offers the additional ability for queries to be submitted in other languages, and provides questionnaires based on the symptoms you have listed to provide additional information to clinicians ahead of any consultation. Further Information on PATCHS can be found by clicking [here](#).

VIOLENT OR ABUSIVE BEHAVIOUR

Our team are here to help you but they have the right to work without fear of being abused or threatened.

As a practice we will not tolerate this behaviour and will seek to remove patients from our list who are consistently aggressive towards our colleagues.



OUR SURGERIES

We are open 8:00am to 6:30pm Monday to Friday.

We offer extended hours at our Practice from 6:30pm to 8:30pm on a Tuesday

Our extended hours hubs offer appointments at other Central London practices every evening until 8:00pm and at weekends between 8:00am and 8:00pm. These appointments can be booked via our Reception.

Availability of GPs

Dr Korpikiewicz – Monday and Friday All Day

Dr Thompson – Tuesday, Wednesday, and Friday All Day, Thursday morning only

Dr Liu – Monday, Tuesday and Thursday All Day, Wednesday afternoon only

Availability of Nursing Team

Andrew Crawford-Jones – Advanced Nurse Practitioner – Monday to Friday All Day

Joanne Riseley – Practice Nurse – Monday and Tuesday All Day, Wednesday and Thursday mornings.

Giovanna Nesta – Health Care Assistant – Tuesday to Friday mornings only.

Our Reception Team of Maria, Wendy, Laurence and Elaine are here to help you.

If you are unhappy with your experience at our practice please ask to speak to Maria in the first instance. If you would like to make a formal complaint please contact Jennifer McCalvey, our Complaints Officer, via email to ssgpcomplaints@penceatmedical.com. Full details of our complaints procedure can be found on our website.

CANTONESE AND MANDARIN SPEAKERS

Wendy and Laurence provide reception support to patients who speak Cantonese and Mandarin throughout our opening hours (08.00 – 18:30). Dr Liu offers appointments in Cantonese. Dr Chan will be working at the practice in June and July on a Monday, she also offers appointments in Cantonese.

PATIENT PARTICIPATION GROUP (PPG)

We will be hosting a PPG meeting at the practice on 26th July 2022 at 6pm.

All patients are deemed to be members of the PPG and are welcome to attend meetings. We would encourage as many patients as possible to attend this meeting so that your voice can be heard to help shape how the practice is run.

If you would like to receive details of meetings, and other relevant information, **please let the PPG have your email address (sohosquareppg@outlook.com)** and we will add you to our contact list, or ask the surgery to pass your email details to us.



You can also let us know via our dedicated email, if you have anything you would like us to take up with the Practice. sohosquareppg@outlook.com

Please do tell friends and family about the Practice and support the Practice by leaving a review on the sites mentioned below.

NHS APP

You can find information on the NHS app and download the app by [clicking here](#). Help using the app is [available here](#). The app provides a wide range of patient information and advice, including your NHS Covid Pass. As a Practice we are unable to provide proof of your Covid-19 Vaccine status, if you do not have the app and would like a letter to prove your vaccination service, please call 119 or visit the [NHS website here](#)

OUT OF AREA PATIENTS

We are happy to accept patient registrations from outside our catchment area. We would ask all patients to be aware of the following considerations:

- We are unable to provide you with home visits and care.
- We are unable to provide you with access to our Out of Hours services.
- To access Out of Hours services please call NHS 111 who will direct you to a local out of hours provider

Our Clinical team will review your registration and your care needs on an ongoing basis. If we feel it is not clinically appropriate or practical for you to be registered with us we will contact you and let you know why.

If you would like to find a GP closer to your home address, please visit <https://www.nhs.uk/service-search/find-a-gp>

HELP US TO HELP YOU

It is important that we have up to date contact details for all patients. Please check that we have your correct telephone number and email address when you next contact us. A mobile number enables us to contact you by text message and an email address enables us to send you our newsletters and other information. If your details have recently changed, please contact us to update them.

SUGGESTIONS AND REVIEWS

We want to hear from you with suggestions as to how we can improve the service to best cater for the needs of the patients and the community.

You can contact us at the following email address: nhsnwlccg.sohosquaregeneralpractice@nhs.net

You can also contact the PPG on their dedicated email address: sohosquareppg@outlook.com

Or you can complete our Friends and Family Test, which is available on our website or by [clicking here](#)

Our website is available at <https://www.sohosquaregp.co.uk>

You can leave a NHS review for us [here](#) or you can leave a Google review for us [here](#)