

The Boileau Road Surgery

Patient Participation Group Newsletter

June 2025

Dear patients,

Thank you for continuing being a member of our Patient Participation Group. As you are aware your views and opinions are highly valued. Your experiences matter and can bring different ideas to the surgery to help us treat patients better and / or to improve what we do in some way. You will also gain a better understanding of the NHS, and gather feedback from other patients.

A gentle reminder What is the Patient Participation Group or PPG?

This is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff. The NHS requires every practice to have a PPG.

Please be informed that a PPG meeting is **not** to discuss any personal complaints about the care you have received from the practice. If you wish to make a complaint, please refer to complaints practice leaflet.

A list of our team member:

Dr Luna Das – Lead GP

Dr Miraj Patel

Dr Rebecca Barber

Dr Dilip Patel

Dr Lucy Rigg

Dr Rajashree Murki – F2 Doctor on 4-month training post, who then will be replaced in August 2025 by Dr Safiollah Borhani

Mrs Lucia Tapaoan (Lucy) – Practice Nurse

Mrs Sarah Holroyd – Health Care Assistant

Mrs Enida Cipa – Practice Manager

Miss Surili Patel – Assistant Practice Manager

Miss Khin Lay Wai – Senior Admin

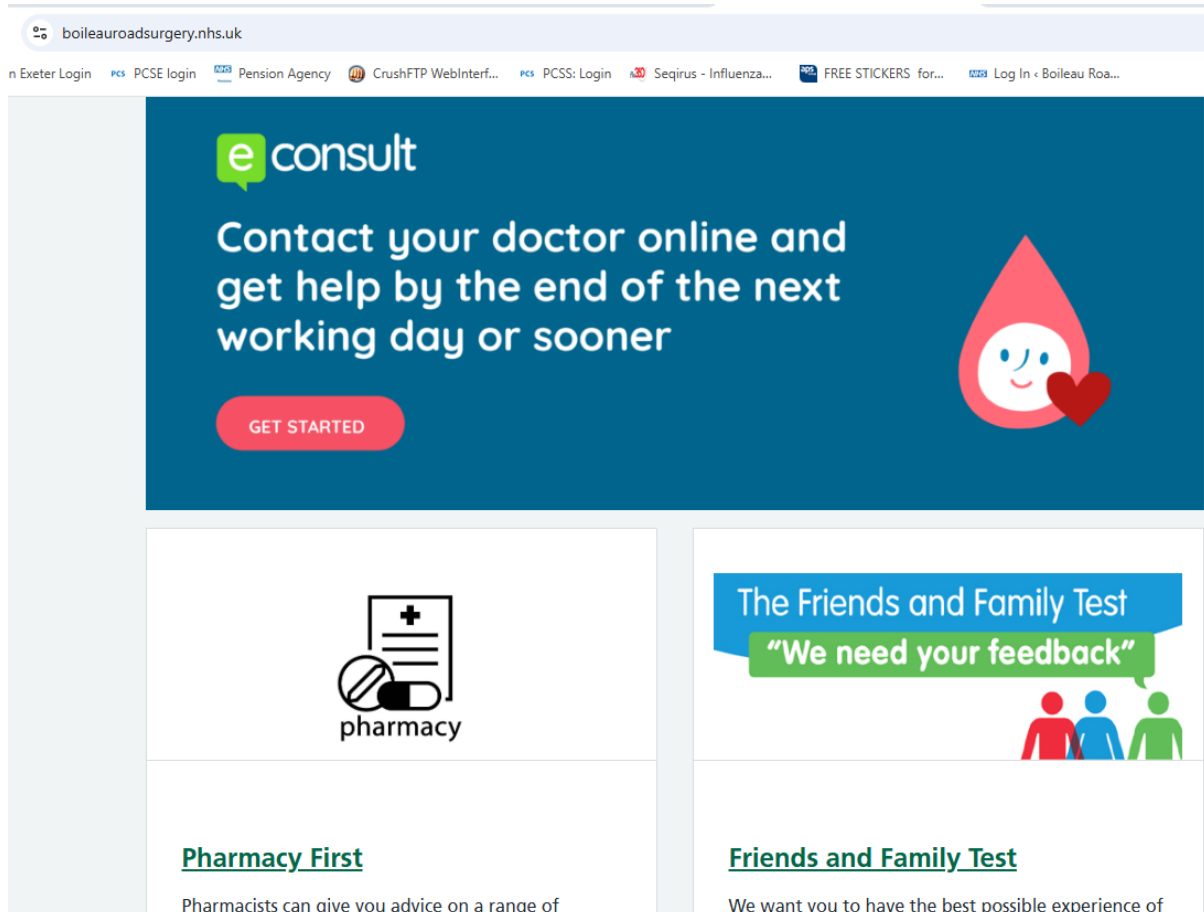
Mrs Suzanne Buckler – Receptionist

Miss Moloya Bhowmick (Molly) – Receptionist

Miss Emma Hancock - Receptionist

Surgery Website:

Please visit our website www.boileauroadsurgery.nhs.uk for most recent updates where you will find access and information about eConsult, Pharmacy First, NHS App and many more



Patient access:

Pharmacy first:

Patients' access got even better. Some of you might have heard of 'Pharmacy First Service'. In May 2023 NHS England and the Department of Health and Social Care announced a Delivery plan that enables patients to get certain prescription medications and consultations directly from a pharmacy, without a GP appointment.

Benefits of Pharmacy first:

- Pharmacist have undertaken training on the following treatments. (If pharmacists cannot treat you on their end, they will inform the practice so you will not miss out)
- Faster care - you will be contacted within 3-5 working hours
- They can do telephone and face to face consultations - depending on the condition and the patient, they would call patient first and decide if need to be seen face to face.

- Can prescribe medications on prescriptions
- Pharmacists can treat patients from 1-year-old and above
- They use same clinical system as GP surgeries
- Opened on weekdays and Saturdays



Think Pharmacy First

Useful Links

- [Advice and treatment](#)
- [Conditions they can treat as part of Pharmacy First are:](#)
- [Find a Pharmacy](#)
- [Getting the contraceptive pill without a prescription](#)
- [Useful Links](#)

Self-referral treatments – no need for GP to refer

Clinical Pathways (Pharmacy First): Signposting / Self-referral or Referral options			
https://bit.ly/pharmacyservice		Inclusion	Exclusion
☐	Sinusitis	Adult & Children >12yrs	Immunosuppressed, Chronic sinusitis (more than 12wks), Pregnant individuals under 16yrs
☐	Sore Throat	Adult & Children >5yrs	Pregnant individuals under 16yrs
☐	Acute Otitis Media	Children 1 -17yrs	Recurrent otitis media (3 or more episodes in 6mths or 4 or more episodes in 12mths) Pregnant individuals under 16yrs
☐	Infected Insect Bites	Adult & Children >1yr	Pregnant individuals under 16yrs Bite/scratch from animal, human, tick, occurred whilst outside of UK, unusual/exotic insect
☐	Impetigo	Adults & Children >1yr	Bullous impetigo, Recurrent impetigo (2 or more episodes in same year); Pregnant individuals under 16yrs
☐	Shingles	Adults & Children >1yr	Bullous impetigo, Recurrent impetigo (2 or more episodes in same year); Pregnant individuals under 16yrs
☐	Uncomplicated UTI	Adults & Children >1yr	Bullous impetigo, Recurrent impetigo (2 or more episodes in same year); Pregnant individuals under 16yrs

Minor Illness Treatments on referral.

They also do ALL Oral Contraception Pill Checks. They do both Initiation and repeats as well. Please ask your surgery to send a referral to their team.

For more information, please visit the following link:

www.england.nhs.uk/primary-care/pharmacy/pharmacy-services/pharmacy-first
or www.boileauroadsurgery.nhs.uk/think-pharmacy-first

Patient Online Access - NHS APP information and SystmOne Online

We are encouraging patients to use online services, such as NHS APP and SystmOnline.

NHS App and SystmOnline

SystmOnline and the NHS App allows you to access a range of NHS services. You can download the NHS APP on you phone or tablet. You can access the same services in a web browser by logging in through the NHS website by visiting: www.nhs.uk/nhs-app/account/

You must be aged 16 or over to use the NHS APP. You also need to be registered with a GP surgery in England or the Isle of Man. Find out more about who can use the NHS APP by visiting:

www.nhs.uk/nhs-app/nhs-app-help-and-support/getting-started-with-the-nhs-app/who-can-use-the-nhs-app/

What you can do with the NHS App

- Order repeat prescriptions and nominate a pharmacy
- Book and manage appointments
- View some of your GP Health records: Blood test results, allergies and medicines
- Get your NHS Covid Pass and many more.

Try the New NHS App

If you're a patient at our practice you can now use the new NHS App, a simple and secure way to access a range of NHS services on your smartphone or tablet.

You can use the NHS App to check your symptoms and get instant advice, book appointments, order repeat prescriptions, view your GP medical record and more.

If you already use Systm Online you can continue to use it. You can use the NHS App as well.

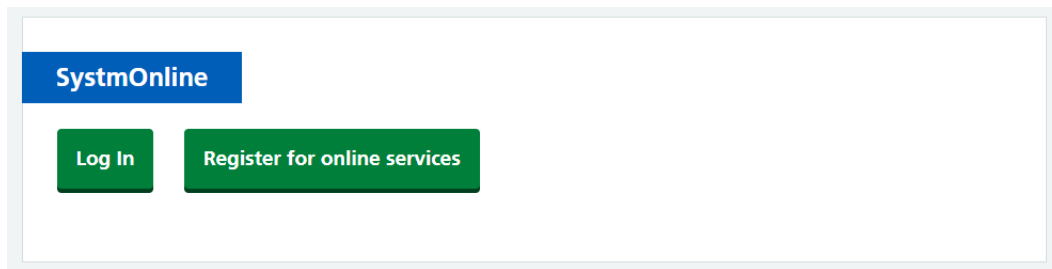
For more information go to www.nhs.uk/nhsapp.

(You might also need to review existing website content to make sure it covers the different options patients have to connect with online services.)

Download on the App Store

Get it on Google play

To login or register to your SystmOnline please visit our website and scroll down to SystmOnline



Direct Bookable services:

- **First Contact Physiotherapy**

If you are aged 18 years and over the admin team might book you directly with First Contact Physiotherapy and they can assess you for the following:

Musculoskeletal pain and/or swelling associated with muscle/ tendon/joint/bone/ligament including sports injuries. *E.g. muscular strain, tennis elbow, knee injury etc.*

Spinal pain including neck, mid and low back pain.

Spinal or peripheral nerve related conditions: *E.g. Carpal tunnel syndrome, sciatica etc.*

Osteoarthritis – any joint

First Contact Physiotherapy offer telephone and Face to face appointment. On occasions your first assessment might be over the phone

- **Acton Primary Care Network (PCN) Hub**

Please be informed that our Primary Care Network (PCN) Hub at Crown Street Surgery, W3 8SA, who use same clinical system as us, offers:

- Out of hours doctors appt
- Nurses's appt
- Healthcare Assistants' appt

and will be doing some of the chronic diseases management / health checks/ smear tests/ wound dressings (patients need to bring their own dressing)/ at their site and patients can be seen Monday to Friday after 6.30pm & or on Saturdays 9am - 5pm. They can also do blood test on their site only on Saturdays before 1pm.

Please note that the hub will only see patients **booked by their own surgery**. To book your health checks please do contact us on 020 8997 6604.

Suvera

Our Primary Care Network (Acton PCN) enlisted Suvera to support people who are high risk of diabetes and also supporting people living with Type 2 diabetes across the entire PCN footprints. Their services surpassed expectations and delivered high patient satisfaction.

Suvera are a digital healthcare organisation that help scale long-term condition management through virtual solutions, enhancing patient empowerment and system efficiencies. Their team is made up of highly trained GPs, pharmacist, pharmacy technicians and care advisors to support patients and keep them in good health.

For more information, please visit the following link: <https://www.suvera.com/case-studies/acton>

Social Prescribing

Social prescribers are health professionals based in GP practices. They work closely with GP's to assist patients with their non-medical needs. They do this by helping them identify, 'what matters to them'. Working collaboratively to create a care plan, which may include referrals into local services and organisations within the community.

Our hope is for patients to have a better quality of life. Ultimately supporting them to improve their overall health and wellbeing, via connecting them to community groups and statutory services for support. For example; social groups like games club, financial and benefit advisors, gardening clubs, sport programmes and much more.

Strength & Balance Classes - Ealing Borough

StayActive4Life deliver a range of classes that:

- Build strength and flexibility
- Improve balance and co-ordination
- Improve mobility and posture
- Help to maintain your independence
- Reduce your risk of falls and injury

At StayActive4Life we believe that everybody deserves the help and support to live a more active and healthy life. Since October 2015 we have helped more than 4,000 people to build their strength and balance. We know you want to keep on the move, feel better and have more energy. To stay fit, healthy and active for longer we can help you to:

Strengthen your muscles and become more flexible

Maintain your balance so that you feel steady on your feet and reduce your risk of falls

Have greater stamina and more energy so that you can live your life to the full. Maintaining and building muscle strength and balance is crucial in helping people stay mobile and independent as they get older, reduce their risk of falls and help them keep doing the daily activities that are important to them.

Their approach is all about maintaining independence, building confidence, making friends and above all... having fun!

Some of the services in the surgery

Baby Vaccinations

Adult Vaccinations and other injections:

- Flu vaccines (injections and nasal vaccine for 2,3 yrs olds)– Session starts in September/ October 2025
- Whooping cough vaccine: if you are pregnant and between 16 and 32 weeks of pregnancy to please contact surgery on 020 8997 6604 and book an appointment with our nurse for whooping cough (pertussis) vaccine
- RSV Vaccinations for over 70 years old and pregnant ladies
- Shingles vaccines
- Pneumococcal Vaccine

- B12 Injection (prescribed by GP only)
- Contraception Injections (prescribed by GP)
- Depo Injection Mental Health Injections
- Prostag Injections and etc

Blood test:

- bloods test for 12 years old and above are done in the surgery. If under 12 years old, we refer to nearby surgeries

Smear test

Wound care/ dressings

12 Lead ECG

Single Lead ECG:

- Patients who are aged 55 years and over and who do not have Atrial Fibrillation diagnosed can be checked twice a year – 6 months apart. This can also be done opportunistically when seeing nurse or health care assistant.

NHS health checks: above the age of 40 years old

Asthma review

COPD review

Diabetes review

High risk of diabetes reviews: also delivered by Suvera (please see more information below)

Hypertension Clinic

ABPM (24hr Blood Pressure)

Carers (unpaid and family carers) health checks:

- What is a carer? Carers look after family, partners or friends who are ill, frail, have a disability, or need help because of substance misuse. They don't get paid for the help they provide. **Please tell your GP if you are a carer.** We will put your carer's status on your medical notes which will help the doctor to understand if your health is affected by your caring role.

INR clinic

Travel Clinic (please note that not all vaccinations are covered by NHS)

Coil fitting - Intrauterine Device (IUD)

Joint injections – Knee, shoulder, elbow, hip, wrist, for many different musculoskeletal conditions: eg: Arthritis, tendonitis

And many more...

Patients' Feedback:

Please see below Results from GP Patient Survey for 2024 and also from iWantGreatCare Website

Where patient experience **is highest** compared with the ICS result ?

✓ **75%** of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term conditions or illnesses
ICS result: 64% | National result: 68%

✓ **81%** of respondents describe their experience of contacting their GP practice as good
ICS result: 70% | National result: 67%

✓ **70%** of respondents were offered a choice of time or day when they last tried to make a general practice appointment
ICS result: 61% | National result: 53%

Where patient experience **is lowest** compared with the ICS result ?

! **71%** of respondents say the healthcare professional they saw or spoke to was good at considering their mental wellbeing during their last general practice appointment
ICS result: 73% | National result: 73%

! **38%** of respondents usually get to see or speak to their preferred healthcare professional when they would like to
ICS result: 41% | National result: 40%

! **13%** of respondents were offered a choice of location when they last tried to make a general practice appointment
ICS result: 14% | National result: 13%

Source: www.gp-patient.co.uk/report?w=1&practicecode=E85694

The Boileau Road Surgery

Boileau Road Surgery, 104 Boileau Road, Ealing, London, W5 3AJ

★★★★☆ 18 reviews

★★★★★

”

29th May 2025

I am always impressed when I contact or attend the gp surgery. I always feel listened too and supported by professional and Friendly staff

Suggested improvements

All great

Experience	★★★★★	Involvement	★★★★★
Cleanliness	Rating not given.	Staff	★★★★★
Appointment	★★★★★		

Source: www.iwantgreatcare.org/gpsurgeries/the-boileau-road-surgery

Friends and family reviews can be submitted in person, also be submitted online on our website: www.boileauroadsurgery.nhs.uk/friends-and-family-test/

NHS Boileau Road Practice

The NHS Friends and Family Test

We would like you to think about your recent experience of our service.
How Likely are you to recommend our service to friends and family if they needed similar care or treatment?

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't Know
☒	☐	☐	☐	☐	☐
 ←————→ 					?

What is the main reason for your answer to the question?

Doctor Barbra - WAS - ATTENTIVE / PATIENT -
UNDERSTANDING / KIND / - CONSIDERATE
TOTALY PROFESSIONAL - 10/10 - EXCECET

Thank you for your positive feedbacks. Your opinion matters to us...please continue to share your experience!

We want you to have the best possible experience of care.

The **NHS Friends and Family Test** and **I Want Great Care website** are ways of gathering your feedback, so we can continually review our service.

Your feedback will help us learn more about what you think of your experience – what you like and what you think we could improve. Ultimately, you're helping us to make changes that will ensure we can offer the best possible care.

Feedback can be given online by visiting the following links:

NHS Choices

www.nhs.uk/services/gp-surgery/the-boileau-road-surgery/XE85694/leave-a-review

NHS Friends and Family Test

<https://www.boileauroadsurgery.nhs.uk/friends-and-family-test/>

Print outs of Friends and Family test are also available in reception

I Want Great Care website:

www.iwantgreatcare.org/gpsurgeries/the-boileau-road-surgery

*Please leave a
review.*

Congratulations to our long term Locum GP

DR DILIP PATEL

who received Certificate of Excellence for the Year 2024 & 2025...

A certificate won two years in a row!

iWantGreatCare



Dr Dilip Patel

[See profile](#)

★★★★★ [709 reviews](#)

 Write a review



Dr Dilip Patel was awarded the iWantGreatCare certificate of excellence in 2025 for delivering outstanding care.

☆ Reviews

5 ★★★★★ [709 patient reviews](#)

 Review this doctor

Celebrating Success

Congratulations to our Health Care Assistant, Sarah, who achieved the esteemed London Tri Gold Medal as she did the 3 things:

*London Marathon
100-mile Cycle Ride
2-mile Swim*

