

LEYTON HEALTHCARE

A Postgraduate training and teaching
Practice

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Dear Patients

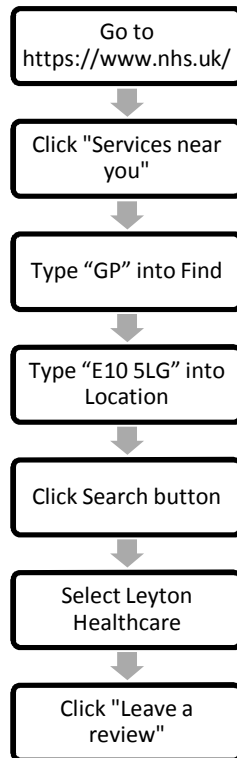
I hope you have had a nice summer and coped well with the recent heatwave. After a relatively quiet summer, we are now preparing ourselves for the autumn and winter

We continue to review our standards with the main focus of improving patient care. While an average wait to see a GP remains just over two weeks, this is the national average unfortunately. According to a recent media report it is longer than two weeks to get a GP appointment. However we can now offer a much quicker way of consulting with a GP. You can get a quicker GP telephone consultation and you can also submit an e-consult. The details of this are on our website. While telephone consultations have a wait time of a week or so, e-consult gives you a response within 2 days. Some of you have complained about a longer than 4 weeks to see a particular GP. Unfortunately this is not in our control but we are reviewing this. You can also book an appointment with our **advanced nurse practitioner** who can prescribe independently and why not consult our **clinical pharmacist** for all your long term medication issues? She is well qualified to work in general practice and to amend and initiate drug therapy.

We are a training practice for over 20 years and so we continue to get trainee doctors as before. These doctors are our future GPs. They are knowledgeable and all fully supervised. Please do book an appointment with them to benefit from their skills.

Thank you for continuing to use our online services to register book appointments and order repeat medication and so on. It's much quicker online than telephoning us and experiencing an engaged phone line.

If you have a comment, suggestion or complaint, feel free to contact me or the practice manager by phone through the reception. We get many verbal compliments and praises during the day from you all. May I request that you also add these compliments on NHS choices website. Here's how to do it:



Finally, wishing you all a healthy autumn and winter.

Sincerely

Dr Dinesh Kapoor FRCGP

Senior Executive Partner

Newsletter