



EASTBURY SURGERY PPG

NEWSLETTER

Dear Patients

We hope that you all keep well and enjoy the festive season.

The practice continues to work closely with the North Connect Primary Care Network (PCN) surgeries and will become involved in developing neighbourhood services as per the government 10-year Health Plan.

The North Hillingdon Neighbourhood includes the North Connect PCN together with the Celandine and Metro Health PCN Practices.

The new model of care aims to provide an integrated health model joining up services from primary and secondary care, community services, social care, voluntary sector and local groups. Some of the main priorities for our neighbourhood are care of patients with dementia, frailty and hypertension.

Pembroke Centre Hub

We would like to remind patients that additional urgent appointments are available through a hub in Pembroke Centre. The hub also offers appointments between 18.30pm and 20.00pm and at weekends. It was created to increase capacity in primary care and patients are encouraged to accept appointments when offered.

THE NHS APP

The NHS App gives patients a simple and secure way to access a range of NHS services. Patients can download the NHS App on their smartphone or tablets via the [Google play](#) or [App store](#).



The surgery will be offering a few sessions to help patients who find it difficult to register on the NHS App.

With full access you can:

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- book and manage appointments
- view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- book and manage COVID-19 vaccinations
- register your organ donation decision
- choose how the NHS uses your data
- view your NHS number ([find out what your NHS number is](#))
- use NHS 111 online to answer questions and get instant advice or medical help near you

GPs & Staff

We would like to congratulate Dr Priyanka Singh on the birth of her baby boy in November 2025. Both mother and baby are healthy and doing well.

Dr Ruth Collins will be going on maternity leave from December 2025 and we wish her all the very best and look forward to hearing from her on the birth of her baby in due course.

We are pleased to welcome Dr Joanne Thompson and Dr Yathevan Abayalingam who are both covering for maternity leave and the newest member of our admin/reception team Kim Maragh.

Prescriptions

Several of our patients are travelling abroad for a prolonged period of time. Please be aware that a GP will usually be willing to prescribe up to a maximum of three months' supply of your regular medicines. However, if a medicine requires frequent monitoring or your clinical condition is not stable, it may not be appropriate for the GP to prescribe for such an extended period.

If you are going abroad for more than 3 months, then all you are entitled to at NHS expense is a sufficient supply of your regular medication to get to the destination and find an alternative supply of that medication. The maximum quantity that can be supplied is sufficient for 3 months. You should take a copy of your repeat medication list with you.

It may be worthwhile having your prescription translated into the language of the country or countries that you're visiting.

Pharmacy First

Pharmacists can offer advice on a range of illnesses, such as coughs, colds, sore throats, ear infections and aches and pains. They can also give advice about medicines. This includes how to use your medicine, worries about side effects or any other questions you have.

If they cannot help you themselves, they can refer you to a GP or other health professional. Pharmacists can suggest treatments that do not need a prescription for a range of conditions. Most pharmacies can also offer prescription medicine for some conditions, without you needing to see a GP or make an appointment. This is called Pharmacy First. Conditions they can offer prescription medicine for are:

- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)



- earache (aged 1 to 17 years)
- sore throat (aged 5 years and over)
- sinusitis (aged 12 years and over)
- urinary tract infections (UTIs) (women aged 16 to 64 years)
- shingles (aged 18 years and over)

If you go to a pharmacy with one of these conditions, the pharmacist will offer you advice, treatment or refer you to a GP or other health professional if needed.

Chronic Disease Reviews

NHS chronic disease reviews, or long-term condition (LTC) reviews, are annual appointments with a GP or practice nurse to monitor long-term conditions like asthma, diabetes, heart disease, and COPD. These reviews ensure the condition is well-managed, medication is effective, and help identify areas for improvement. Patients are typically invited for their review, often during their birth month, and the appointment may involve blood tests, blood pressure checks, and discussions about medication and symptoms.

We would like to remind patients with chronic conditions of the importance of attending their review appointments which enables clinicians to review medications and ensure safe prescribing and care.

North Connect PCN Staff

North Connect Primary Care Network staff who are attached to our practice continue to provide additional services and reviews

Nick Dawes (PCN First Contact Physio)

Hardy Bhadra (PCN Pharmacist)

Jacqueline Uzoh (PCN Social Prescriber)



Home Visits

Please request visits before 11:00am whenever possible as this allows the Duty Doctor to assess the request for necessity and urgency so that it can be appropriately managed.



In some situations, the Duty Doctor may arrange assessment by another member of the community team (District Nurse/neighbourhood team).

Childhood Immunisations

It's important that vaccines are given on time for the best protection.

If your child missed a vaccine, contact us or speak to reception to book an appointment with our nurse.



We would like to thank you for your lovely cards and gifts and wish you a happy Festive Season and a healthy New Year 2026!

