

Wellesley Road Site



Grove Park Site



Chiswick Health Centre Site



Welcome to the latest edition of our patient newsletter. We're delighted to share some exciting updates from Chiswick Medical Practice—your NHS GP practice at the heart of the community.

Chiswick Health Centre site has now officially moved back to Fishers Lane

With the opening of our brand-new site at Chiswick Health Centre on Fishers Lane, we're now offering even greater flexibility for patients to access our services. Whether you choose to visit us at Grove Park, Wellesley Road, or our new Fishers Lane location, you'll receive the same high standard of care from our dedicated team of healthcare professionals.

As always, patients registered with us can access care at any of our sites. We're also welcoming new patients and remain committed to delivering safe, compassionate, and person-centred healthcare for everyone in our community.



Chiswick Health Centre (1st Floor)



If you're dealing with a 'new health problem or a problem that has got worse' and struggling to complete the Klinik form, our team is here to help! Reach out, and we'll fill it out together.

Your Voice Matters: Patient Survey Highlights

A heartfelt thank you to everyone who took part in our recent patient survey—we received an outstanding 1,520 responses. Your feedback plays a crucial role in shaping the way we work and ensures we continue to meet the needs of our diverse patient population.




The survey results are being used by both the practice team and our Patient Participation Group Committee to identify priorities and guide improvements.



We've shared a few more insights and updates on the next page, so please read on to see what we're doing as a result of your feedback.

Survey Insights: What You Told Us

Practice Population and their age bandings

	Children and Young People 0~17 year	Infants & Neonates (0-12 mth)	56	17% 3,813
		Toddlers (1-3 yr)	560	
		Children (4-10 yr)	1,554	
		Adolescents (11-17 yr)	1,643	
	Working Age Adults 18~64 year	Young adults (18-44 yr)	9,070	69% 15,225
		Middle aged (45-64 yr)	6,155	
	Older People 65+ year	65-79	2,285	14% 2,988
		80-89	582	
		90+	121	

We noted that most responses came from patients aged 60 and over. To gain a more complete picture, we're aiming to hear from more patients aged 18–44 in our next annual survey in January 2026.

Next Survey: January, 2026

Patients shared **many positives** about our service, including:

- Being able to speak to someone the same day
- Friendly and professional staff, particularly for younger patients
- High-quality clinical care
- Helpful SMS communications and accessible online services

What's Going Well: Patient Ratings

Overall Experience: 3.7

Our Team: 4

Telephone access: 3.1

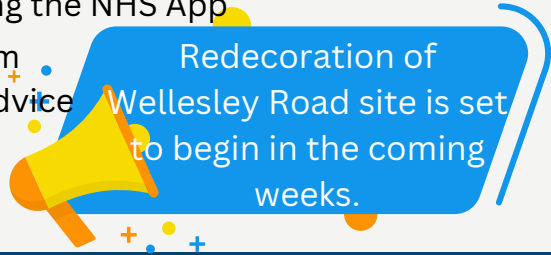
Access for new health problems: 3.5



What We're Doing in Response to your Feedback

Based on your feedback, and in collaboration with our Patient Participation Group Committee, we've agreed on the following action plan:

- 1 **Simplified phone menu** – to make it quicker and easier to get through
- 2 **Call-back service** – so you don't have to wait on hold; we'll call you when it's your turn
- 3 **New online messaging option** – send non-urgent queries directly through the NHS App or Airmid
- 4 **Consultant information evenings** – launching in May/June, with the first focused on children with Autism & ADHD
- 5 **Patient workshops** – two sessions to support patients in using the NHS App
- 6 **Expert patient programme** – enabling patients with long-term conditions to support others through shared experience & advice
- 7 **Redesigning and updating of reception** at GPS to enhance privacy



Meet our team

We are proud to spotlight Dr Samana Syed, a GP for 12 years, with over 9 years dedicated to the Chiswick community. As Lead GP for Palliative and End-of-Life Care at Chiswick Medical Practice, Dr. Syed plays a vital role in identifying patients with serious or life-limiting conditions who may need additional support, ensuring their care reflects what matters most to them. Under her leadership, and guided by the Daffodil Standards—a national framework for safe, personalised end-of-life care—our practice remains committed to delivering compassionate, high-quality support during life's most challenging times.