

Gosford Hill Medical Centre



News Letter



SUMMER 2025

WELCOME

Welcome to the Gosford Hill Medical Centre newsletter. The practice has made a few changes and we hope to keep you up to date with these improvements and welcome any feedback from you with regards to improvements and anything else mentioned in this newsletter.



WELCOME

We would like to extend a warm welcome to our two new FY doctors, Dr Alex Busch and Dr Brian Vindh, for their 4 month attachment. We also welcome Dr Miray Ulna who will be with us for the next year.

STAFF CHANGES

We have been joined by Lindsey Wall, our new referrals administrative assistant. We also welcome back Chloe Constance our Physician Assistant who has been travelling overseas for the last 6 months. Dr Ram Kumar joined us in April and is working 4 sessions a week.

WHAT'S NEW?

FLU VACCINATIONS

In September we will be inviting in 2 & 3 year olds for their annual flu vaccinations and in October the general flu vaccination programme will commence and we will be inviting in those over 65 years old and those under 65 in clinical at risk groups.

You will be able to book appointments in our October clinics from mid September



SHINGLES VACCINATION

The shingles vaccination programme has changed and those over 18 years old and immunosuppressed are now eligible.

TRAVEL VACCINATIONS

Prior to travelling please allow as much time as possible to arrange your appointment for your Travel (at least 6 – 8 weeks or more), which will be with the Practice Nurse. The Nurse will require to know which countries, and areas within countries, that you are visiting to

determine what vaccinations are required. Please fill out our travel risk assessment form. You can collect this form from the practice, complete it, and return it to us. We will then schedule a telephone consultation with our nurses, who will review your Travel Risk Assessment Form and ensure all relevant vaccines are ready and offered to you.

Please note that there is a charge for some travel vaccinations.

NHS App – online access

www.nhs.uk/nhsapp

We encourage all patients to sign up for the NHS app to be able to view their medical record online. If you have any difficulty accessing the app please speak with one of our PSA Team who will be happy to assist you.

Please note that cervical smear invites will now be sent to eligible patients via the NHS app.

DOCTORS SESSIONS

Our doctors sessions (see below)

Dr Wallace - Mon, Wed, Thur PM, Fri
Dr Wallard – Mon, Tue, Thur
Dr Aitken – Wed, Fri
Dr McCullins – Tue, Thur AM
Dr Rai- Mon, Tues & Thur
Dr Kumar, Wed &, Fri

Friends and Family feedback

Thank you to those that have attended for appointments and have completed the Friends and Family feedback. Our staff really appreciate the lovely comments that are made.

We received 466 anonymous responses for July and 93% of these

patients are very likely or likely to recommend the practice to friends and family. Here are some of the positive responses that we have received:

- “Reception staff are exceptionally helpful. Nursing and HCA's pleasant and kind.”
- “I was treated courteously with full attention paid to me. I was completely satisfied with the care I received. Thank you.”
- “Most helpful and the staff and nurses doctors are amazing. Thanks for everything.”
- “Professional, caring and expert service provided. Thank you! “

COMPLAINTS

We strive to offer all of our patients excellent service however on occasions things can go wrong. If this happens it is always better to try and deal with a complaint at the earliest opportunity so please do let us know so we can try and resolve any issues

Non NHS Services

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

- Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)
- Insurance claim forms
- Prescriptions for taking medication abroad
- Private sick notes
- Vaccination certificates

The fees charged are based on the British Medical Association (BMA) suggested scales and our reception staff will be happy to advise you about them along with appointment availability.

CARD PAYMENTS

We are pleased to inform you that we are now able to take card payments as well as cash and cheque for any private services or reports.