



Patient Newsletter

September 2026 – Issue No 4

Dear Hampstead Group Practice patients,

It has been a busy time at the practice with our CQC assessment in July which we are pleased to report went very well. Our patient survey has also shown that we are continuing to deliver a high standard of care. Reports for both of these are available on our website – which is undergoing some change. There will be a new website coming soon which we hope will be more patient friendly. Unlike many practices which have moved to total triage, in which the only way to access an appointment is by completing an online form, we have decided to continue to allow access through telephone, in person or online to book an appointment and the electronic consultation forms can also be used.

I hope you find these newsletters useful.

Yours Sincerely,

Dr Sarah Morgan

A message from Dr Gillian Gertner:

Dear Patients,

I want to let you know that I will be retiring at the end of November.

I have known some of you since I started as a GP in Hampstead in 1986, and many more since joining Hampstead Group Practice 6 years ago.

It has been a privilege and a pleasure to have been involved in your healthcare and to have had a role in your community and lives. We have shared many changes and challenges over the years, and I have valued your trust and support. For me, general practice was always about continuity of care and I know that the team at Hampstead Group Practice will take that forward.

Warmest regards to all of you, and wishing you the best of health in the future.

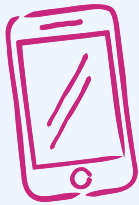
Dr Gillian Gertner

Dates for the Diary.

NHS APP Q&A by Maeve

Monday 19th October- 6pm to 7pm

For Get Online Week (19th to 25th October), join us to ask questions about the NHS App and get support using it on your device or on the web.

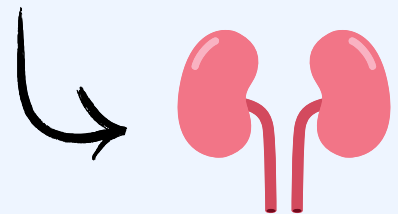


at Hampstead Group Practice
(75 Fleet Road, London, NW3 2QU)

Understanding Chronic Kidney Disease by Dr Sarah Morgan and Sarah Milne & Sinead Burke from the Royal Free.

Monday 9th November - 6pm to 7pm

This will cover what Chronic Kidney Disease (CKD) is and how to look after your kidneys and keep them healthy.



at Hampstead Group Practice
(75 Fleet Road, London, NW3 2QU)

Understanding Fatty Liver Disease by Dr Claire Boothman

Monday 30th November - 6pm to 7pm

It is the most common cause of chronic liver disease globally and affects up to 1 in 3 UK adults. Join us for an informal and informative session about Fatty Liver Disease. We'll discuss what fatty liver is, what causes it, how it can affect your wider health, and steps you can take to reduce liver fat and protect your liver.

All are welcome!

at Hampstead Group Practice
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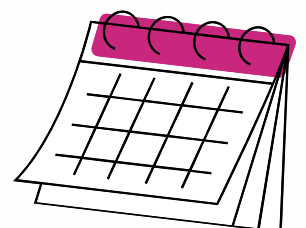
Emergencies in elderly people by Dr Stuart Mackay-Thomas & Dr Sacha Dhanjal

Monday 14th December- 6pm to 7pm

Identifying medical emergencies in older people and how you can help



at Hampstead Group Practice
(75 Fleet Road, London, NW3 2QU)



Introducing our new Doctor

Dr Eleanor Charlton



'I very much look forward to returning to Hampstead Group Practice as a salaried doctor having undertaken my 2nd year of GP training (Aug 2024-Aug 2025) at the surgery. I graduated from UCL medical school in 2020 and also gained an intercalated degree in Neuroscience. I completed my GP training locally with the Whittington scheme, through which I gained a Diploma in Sexual and Reproductive Health (DFSRH). I have experience in providing person-centred care for acute presentations and long-term conditions. I have particular interest in women's health, paediatrics, mental wellbeing and neurology. I am motivated to provide holistic primary care with a focus on health promotion and patient empowerment for all. I have completed projects promoting equitable care for transgender people. Alongside my clinical work I will be undertaking an education role within North Central London and I plan to become a GP trainer in the near future.'

It's the start of flu season!

Flu will often get better on its own, but it can make some people seriously ill. It's important to get the flu vaccine if you're advised to

Most eligible people can get the flu vaccine at the practice from 1st October and we will contact you to let you know when you can book an appointment with us.

You can get the free NHS flu vaccine if you:

- are aged 65 or over (including those who will be 65 by 31 March 2027)
- are aged 18 to 64 and have certain long-term health conditions
- are pregnant
- live in a care home
- are the main carer for an older or disabled person, or receive a carer's allowance
- live with someone who has a weakened immune system
- are experiencing homelessness or staying in a homeless hostel or night shelter



Preparing for the winter months

Some people are more vulnerable to the effects of cold weather. This includes people aged 65 and older, people on a low income (so cannot afford heating), people who have a long-term health condition or pregnant women. They may need some extra help over the winter, and there's a lot you can do to help people who need support.

Keep in touch with your friends, neighbours and family and ask if they need any practical help, or if they're feeling unwell.

If they do need to go out in the cold, encourage them to wear shoes with a good grip and a scarf around the mouth to protect them from cold air, and to reduce their risk of chest infections.

Make sure they get any prescription medicines before the holiday period starts and if bad weather is forecast.

If they need help over the holiday period when the GP surgery or pharmacy is closed or they're not sure what to do, go to 111.nhs.uk or call 111.

If you're worried about a relative or elderly neighbour, contact your local council or call the Age UK helpline on [0800 678 1602](tel:08006781602) (8am to 7pm every day) or The Silver Helpline on [0800 4 70 80 90](tel:08004708090) (open 24 hours a day, 365 days a year)

If you're concerned the person may have hypothermia, go to 111.nhs.uk or call 111.

For more information go to:

www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/



100 MILES IN SEPTEMBER

This September, we are coming together as a practice to show support, raise awareness and raise vital funds for neuroblastoma research for Neuroblastoma UK. To do so, the HGP team are trying to either walk, run or cycle 100 miles throughout the month.



If you would like to donate to the cause or see how we are doing, you can **scan the QR code**



HEALTH FAIR



On Tuesday 15th September, we held our first Community Health Fair at the practice. Maggie's, Age UK & Diabetes UK attended and we had amazing talks from Dr Sacha Dhanjal, Gemma from Age UK and Costanza from Diabetes UK.

Thank you to everyone who attended!

Understanding the Pressures on Your GP Practice: The Hidden Workload

We want to share an honest update about the workload challenges currently facing general practice, backed by findings from major medical organisations, and how we can work together to ensure everyone gets safe care. The Royal College of General Practitioners (RCGP) has written a report this year detailing the workload crisis faced by General Practice.

The Reality of the GP Workload

The demand for healthcare nationally has reached unprecedented levels with more appointments than ever being offered despite in real terms funding for Primary Care reducing by 6.9% over the last 4 years. Practices across England are seeing nearly half of the country's entire population every single month. This is driven by a growing, aging population with increasingly long-term conditions and complex co-morbidities in addition to delays in assessment and treatment in other parts of the NHS system.

The Challenge of "Invisible" and Avoidable Work

An appointment with a doctor or nurse is only a fraction of the daily workload. See the attached Iceberg picture illustrating this. The RCGP report reveals that GPs are losing significant time every day to "avoidable and hidden" administrative tasks. Significant clinical time is spent navigating outdated, poorly connected IT systems, fixing rejected hospital referrals, and chasing results from other parts of the NHS.

Why Patient Care and Access Are Changing

In response many practices have switched to 'Total Triage' systems where you can only access an appointment by completing an online form that is then triaged. Hampstead Group Practice is trying to avoid going down this route as we don't believe it is best for patients, and so for now you can book via telephone or at our reception desk in addition to the online tool. We may route you to a different inhouse clinician or to the community pharmacy if it is appropriate so that we try to ensure you can respond to medical risk.

How You Can Help Us Help You

We are incredibly grateful for your ongoing patience, kindness, and support. To help us navigate these pressures together, please consider these simple steps:

- **Use Your Local Pharmacy:** For minor ailments like coughs, colds, mild eczema, or minor eye infections, your local pharmacist can prescribe treatments directly under the Pharmacy First scheme.
- **Download the NHS App:** You can use the app to check test results, order repeat prescriptions, and view your medical records without needing to call the surgery.
- **Cancel Unwanted Appointments:** If you no longer need an appointment, please let us know as soon as possible so we can offer it to someone else in need.
- **Be Kind to Our Team:** Our reception and administrative staff are working under immense pressure to help you. Thank you for treating them with respect.

Thank you for your understanding and for helping us at Hampstead Group Practice to keep you healthy and safe.



Your GP Practice



What certain media sees

Face to Face GP appointments

What the public see

Busy phone lines

Remote GP Contact

Meetings

Prescriptions

Extended hours

Coroner reports

Patient signposting

Medication reviews

Managing complaints

Coding & data sharing

Chronic disease reviews

HR & Staff management

Medical student training

Keeping patients updated

Dealing with health briefs

Learning disability reviews

Arranging patient transport

Managing national & local targets

Reviewing patient & hospital letters

Supervising & supporting Community teams

Flu jabs

Home visits

Safeguarding

Non-NHS letters

Pharmacy liaison

Reviewing results

Mandatory training

COVID Vaccinations

Processing referrals

90% of NHS contacts

Antibiotic stewardship

CQC & PCN monitoring

Care home ward rounds

Appraisals & revalidation

End of life/ palliative care

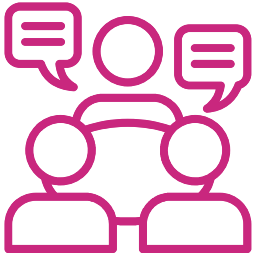
Childhood Immunisations

Tackling medical fake news

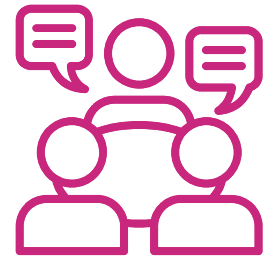
Population health management

Work actually being carried out by GPs and their team...

With thanks to e-GP Learning



HGP Open Meeting: **22 June 2026**



We held a successful HGP Open Meeting on 22 June 2026, with a good opportunity for patients to hear about developments within the practice and ask questions.

The GP partners shared information about the exciting new health promotion events being offered free of charge to all HGP patients. They also highlighted the introduction of capsule sponge testing, which can help detect early signs of possible throat cancer, and FLOK, an AI-powered digital physiotherapy service offering same-day assessment and treatment for back pain and sciatica.

The practice also continues to provide psychological support for healthcare workers and is proud to have received a Bronze Cancer Recognition Award in recognition of our achievements in cancer care.

The proposed changes to the NHS were also discussed, including mergers intended to reduce management costs and health inequalities, alongside a greater focus on prevention, community care and providing more local services closer to patients' homes. The important role of the Patient Participation Group (PPG) in supporting HGP was also recognised.

A key strength of HGP is our approach to managing demand for appointments. This has enabled us to avoid introducing digital triaging for urgent appointments, which can still be requested by telephone on the day.

The question-and-answer session raised a number of important issues. It was noted that Camden has relatively low uptake of bowel, prostate and breast cancer screening, and the importance of encouraging eligible patients to attend these screening programmes was discussed.

Continuity of care was also raised as an area of concern. While we understand that some patients would prefer to see the same GP at every appointment, this is not always possible due to the GP rota system, particularly for urgent appointments. For non-urgent appointments, patients are more likely to be able to see their usual GP where availability allows. Patients were reassured that all GPs have full access to their medical records, ensuring continuity of information and a consistent standard of care when seeing a different doctor.

Concerns were also raised regarding the Palantir data security system. Patients were reassured that, at present, HGP patient data is not shared with Palantir.

Patients also discussed difficulties navigating the NHS website. The practice is putting measures in place to provide additional support and assistance to patients. The benefits of using the NHS App were also highlighted, particularly its ability to allow patients to share important health information with clinicians outside HGP, such as hospital teams or healthcare professionals providing treatment in an emergency.

Finally, HGP continues to offer support to patients with learning disabilities and can provide longer appointments at specific times of the day where required. Patients with additional or specific needs are encouraged to speak to Nancy, the Patient Services Manager, so that appropriate reasonable adjustments can be considered



Patient Participation Group

Our Patient Participation Group (PPG) is a group of volunteers who are consulted on a range of matters relating to Hampstead Group Practice.

You are welcome any time to engage with our active PPG and can email them on hgp@nhs.net.

Our PPG works constructively to improve the provision of health care. The group meets 3 times a year and works as a link between patients and the practice.

Patient feedback helps the practice improve and shape its future. If you are interested in sharing your views or providing constructive feedback to the PPG, please also email them on hgp@nhs.net



Opening Hours

Monday to Friday
8AM – 6:30PM



Contact Us

Telephone: 020 7435 4000
Email: hgp@nhs.net



We would love to know your feedback,
please leave Hampstead Group Practice
a Google Review



Hampstead Group Practice is on
TikTok, Facebook and Instagram!
Follow to stay updated with health
advice, community news, and
everything happening at our practice.

TikTok & Instagram: [@hampstead.gp](https://www.tiktok.com/@hampstead.gp)

Find us on Facebook:

[Hampstead Group Practice](https://www.facebook.com/HampsteadGroupPractice)

