Welcome!

SGMC Webinar
September 2026



1

Your webinar hosts

Dr. Charlotte Benjamin
GP Partner

Mr. Riz Husain
Practice Manager

2

St George's Medical Centre

- **11,500 patients**
- CQC good (last review 8/06/23) (safety, effectiveness, caring, responsive services, well led services)
- 3 areas of outstanding practice (practice champions, alcohol counselling service, acupuncture service)
- 2 areas of Improvement recommended (uptake of childhood immunisations, uptake of cervical screening)
- Research Active Practice – NiHR approved studies



3

Practice Staff

Doctors: -

- Dr. Rohan Mailoo
- Dr. Caroline Hoffbrand
- Dr. Charlotte Benjamin
- Dr. Raj Haria-Shah
- Dr. Belinda Magnus
- Dr. Snehal Patel
- Dr. Sashya De Silva
- Dr. Anabel Alakakone
- Dr. Shyamoli Burman-Roy
- Dr. Sarah Pottesman
- Dr. Radhika Kumar
- Dr. Maria Koranteng-Ayisi

Nursing team: -

- Ms. Emily Harvey
- Ms. Abi Gallinelli
- Ms. Siu Ling Wong
- Mr. Mohammad Mukhtar
- Ms. Eva Molnar



4

Practice Staff

Pharmacist team: -

- Mrs. Tanvi Kothari
- Mr. Ibitola Elemide
- Ms. Tejal Gor

Reception & admin team: -

- Mrs. Karen Le-Roux
- Ms. Paula Davies
- Mrs. Raluca Danila
- Ms. Pippa Harris
- Ms. Janice Beck
- Mr. Marian Panaite
- Ms. Rosemin Bhanji
- Ms. Dovile Pybakovaite
- Ms. Eunice Portimao
- Ms. Mona Ahmadijah
- Ms. Kiara Chambers



5

Practice Staff

Summariser: -

- Dr. Nikuraj Rathod

Medical Secretaries: -

- Mrs. Lore Chan
- Ms. Cherie Stewart-Thomas

Practice Manager: -

- Mr. Riz Husain

9 practice health champions: -

- Tea & coffee afternoons
- Walks in the park
- Patient support & wellbeing
- Administrative help
- Social outings
- Drivers for housebound visits



6

PCN 5 Barnet

- PCN 5 - collection of 6 local practices:-
  - St. George's Medical Centre
  - The Phoenix Practice
  - Dr Azim & Partners
  - Ravenscroft Medical Centre
  - Pennine Drive Surgery
  - Greenfield Medical Centre.

- **55,000 patients**



7

The Wider Network Team

Clinical care and support

- GP
- Practice Nurse
- Clinical Pharmacists
- Mental Health Care Nurse
- First Contact MSK Practitioner

Your care navigator

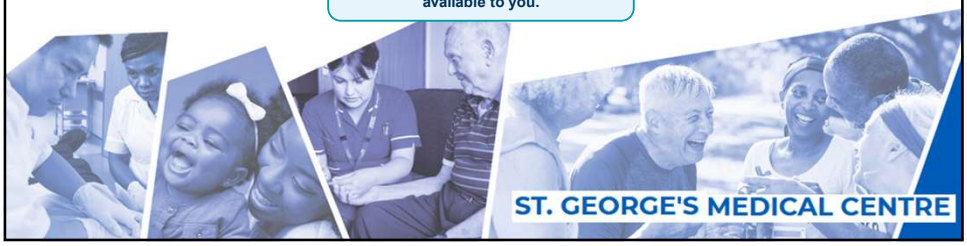
CARE NAVIGATOR

Your call to the surgery may be answered by a receptionist who has been trained as a Care Navigator.

Care Navigators can refer you directly or advise you about the support available to you.

Personalised care and support

- Care co-ordinator
- Social Prescriber
- Health and Wellbeing Coach
- Carer Support
- Housing Information
- Counselling / Mental Health
- Befriending Support
- Financial Wellbeing
- Volunteering and Employment
- Physical Activity
- Social and Creative Activities



8

Improving Access

Patchs Open
08:00-18:30 Monday to Friday

Introducing Emma



9

Emma

- Digital receptionist to support our reception team
- Works with our current telephony system
- All calls answered within 3 rings
- Increased patient satisfaction
- Several clinically tested languages supported
- NHS approved, patient data protected. DTAC certified, DSPT compliant, GDPR aligned, Every call securely protected



10

Emma

- Appointment requests
- Test results
- Admin queries
- Prescription renewals
- EMMA directs and documents
- Does not make clinical decisions



11

NHS App



12

Pharmacy first

Clinical pathway	Age range
Acute otitis media	1 to 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	Women 16-64 years



13

Prescription Payments

- Pre-payment certificate,
  £32.05 3 months
  £114.50 12 months
  Pays for itself if needing more than 11 items per year
- HRT prepayment certificate £19.80 for 12 months
- Prescriptions free- under 16s, 16-18 full-time education, Age > 60, pregnant, baby in past year, certain long term medical conditions, certain benefits



14

MEDLINK - Easier Health Reviews

We have introducing MedLink to make routine health reviews simpler and more convenient: -

- Look out for your invitation – if you are due a review, we may contact you by NHS App, text message or email with a secure link
- Complete your review online – answer a personalised set of questions about your health using a smartphone, tablet or computer
- No app or separate account is required – simply follow the link we send you
- You may be asked to arrange some checks – such as a blood test, blood pressure check, urine sample or other appointment, depending on your health needs

Please complete your MedLink review when invited – it helps us provide the right care and reduces unnecessary appointments



15

How to Improve your Health

- Park Walks
- Tea/coffee in practice
- Parkrun Practice
- Vaccination – including flu (2-3 year olds & pregnant women from now), other groups & Covid from the 1st October
- Smoking cessation clinics
- Weight loss support



16

Parkrun Practice

NHS

Vitality parkrun

Royal College of General Practitioners

PROUD TO BE A PARKRUN PRACTICE



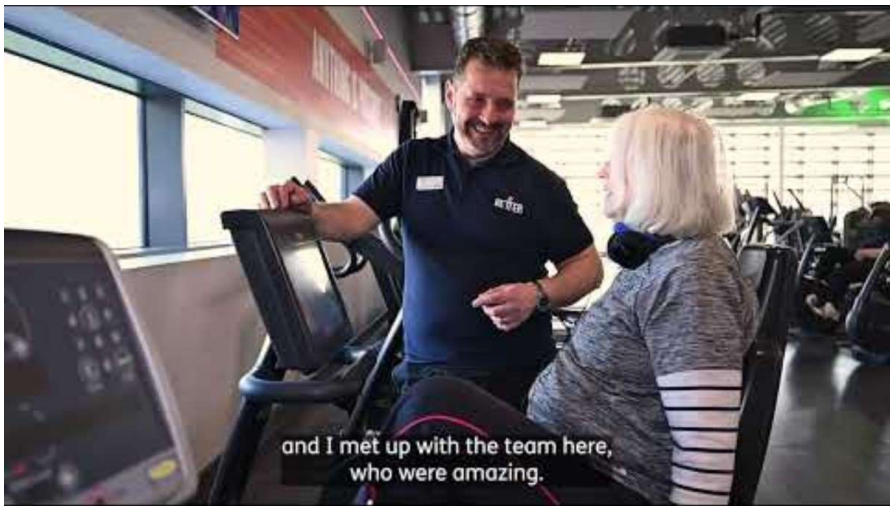
Register for parkrun



17

Healthwise

NHS



18

Questions ???

19