



<http://www.sgra-isleworth.org/>
<mailto:admin@sgra-isleworth.org>

January/February 2015

SAFER NEIGHBOURHOOD TEAMS

<http://www.met.police.uk/saferneighbourhoods>

Emergency & Non Emergency Calls

Please use "999" for emergency calls and "101" for non-emergency calls.

The Team at Hounslow Central are:

Inspector Andrew Morrow, Sergeant Mark Ogunwe, PC Michael Purvey & PCSO Matthew Cooke
HounslowCentral.snt@metpolice.uk

020 8247 6189, Mobile 020 8721 2531

The Team at Osterley and Spring Grove are:

Inspector Daniel Thompson, Sergeant Ronald Neil, PC David Popplewell & PCSO Shemica Barnes.
0208 247 6065.

Osterley.springgrove.snt@met.police.uk

0208 247 6065

Essential upgrade of your local electricity network

Some residents received a letter from the Project Manager, Michael Keating, regarding the above. We believe that it is worthwhile to keep all our members advised. The following represents an extract from the recent letter:

"I am writing to inform you that Scottish and Southern Energy Power Distribution (SSEPD) will soon be starting works in your area to renew the existing 66,000 volt (66kV) underground electricity cables, ensuring the long-term security of your electricity supply.

J Murphy and Sons Ltd, as the main contractor, will carry out this essential work.

The overall project, which started in, April 2014 is expected to last 18 months in total, with works carried out in various separate phases and locations around Ealing and Hounslow.

We have worked closely with Hounslow Council, Ealing Council, Transport for London, public transport services and the emergency service providers to plan the work and minimise disruption to road users.

As you are aware, work has been ongoing along Thornbury Road during the last number of weeks. From Monday January 5th we will return to cross the Thornbury Road junction with Spring Grove Road and we will continue working towards the A4, in small sections of road closures.

To allow us to carry out our works whilst ensuring

the safety of both the public and our workforce, parking will not be permitted within the road closures. Access to properties will be maintained throughout the duration of the works.

We will do all we can to minimise any inconvenience while this work is being carried out but we do appreciate that some disruption may be caused, I'd like to apologise in advance and thank you for your patience as we go about our essential work.

Please note that Bus Route H28 will not be able to serve Thornbury Rd between Spring Grove Road and the A4 Great West Road during the closure and will instead be diverted via A4 Great West Road, Syon Lane and London Road

If you have any queries regarding any part of this essential project, you can contact our team during normal working by calling J Murphy and Sons' Freephone Number, 0800 731 1163, quoting SSE-LPOE2BR as a reference."

AGM DATE FOR YOUR DIARY

The SGRA AGM will be held on
Thursday 16th April 2015
at St. Vincent de Paul's Church Hall
7.30 for 7.45pm

Thornbury Road Centre for Health

New appointment system

Starting 1st Feb 2015

The appointment system is changing from 1st February 2015. The new system, known as "Telephone triage", is being launched after patient feedback suggested changes to make same day appointments easier would be welcomed. It aims to increase the availability of same-day appointments for patients that need them.

GP triage will improve the efficiency and fairness with which access to same day appointments is handled. Having doctors respond to all requests means patients will be assessed more quickly and where necessary, booked to see the doctor that day. In some cases such as urgent medication issues, the doctor may be able to resolve the matter over the phone without you having to come in at all.

Alongside these changes we are increasing the proportion of appointments that can be booked up to four weeks in advance.

If you wish to book a SAME-DAY appointment, you will need to contact the practice between 8.30-9.30am.

Cont...

One will no longer be able to make same-day appointment requests at 2.30pm.

The main features of the new system are:

- Receptionists will no longer book same day appointments to see the GP.
- Reception staff will take details from the patient and add their request to the doctors' triage list.
- All requests for same day appointments will be triaged over the phone by a doctor.
- The doctor will book face to face appointments for the same day unless the problem can be resolved over the phone
- Face to face appointments will be booked through the doctor and not by receptionists or by patients
- The proportion of pre-bookable appointments available up to four weeks in advance will be increased
- Reception staff will still be able to book pre-bookable doctor appointments and continue to book all nurse appointments.
- Booking of nurse appointments remains the same
- You can pre-book a telephone appointment with the GP to discuss test results, referrals or anything else you want to speak to the GP about.

Why use triage?

GP telephone triage will make access to appointments quicker and fairer by involving clinicians in responding directly to all requests. It enables a doctor to understand the problem and ensure that patients who need to be seen on the day get an appointment. It is also a good way of ensuring that available appointment capacity is fully used. In a typical week nearly 30 of our GP appointments are wasted as a result of the patient not turning up. This includes a significant proportion of same day/urgent appointments.

It may take a while for patients to become familiar with the new system. The performance will be monitored. Your feedback and suggestions are invited.

Further information from the website

<http://www.thornburymedicalpractice.co.uk>

A Common Scam

If anyone calls claiming to be from a bank, insurer, utility provider, etc, NEVER give your personal or password details (for example, your mother's maiden name or place of birth). Say you'll call them back, but find the number independently.

Don't rely on caller IDs, or anyone drawing attention to them. Scammers can clone numbers, so it may look like the number your bank uses to call you. Plus, if you can, use a different phone to the one you were called on - so if you're called on your landline, use your mobile.

In one sophisticated scheme, the scammer told the victim their account had been hacked into, and encouraged the victim to phone their bank. The catch was that they didn't hang up after the initial call. They stayed on the line and played a dial tone while the victim called their bank and thought they were speaking to a bank employee.

The victim was then told to type their PIN into their phone keypad, thinking it was safe to do so, and was

instructed to hand over their card to a 'bank courier' who collected their card. The scammers then had both their bank card and PIN.

To read more on this scam, commonly called 'vishing', read [Called by an 'anti-fraud team'?](#)

PLANNING MATTERS AS AT **18th JANUARY 2015**

Hounslow Central

Applications

17 The Drive

Ground floor rear extension 6.0 metres deep, maximum height of 4.0 metres, 3.0 metres high to the eaves.

24 Worton Way

Erection of single storey rear extension and single storey side extension to the house.

Decisions

8 The Close

Certificate of Lawfulness for a change of use of a room to a chauffeur office, operated by a resident of the premises with no visiting staff or customers.

LAWFUL (FULL PLANNING PERMISSION NOT REQUIRED) 24/12/2014

45 Worton Gardens

Ground floor rear extension 6 metres deep, maximum height of 3.925 metres, 3 metres high to the eaves.

PRIOR APPROVAL NOT REQUIRED 16/12/2014

68 Worton Way

Certificate of lawfulness for rear roof extension with Juliet balcony, hip to gable conversion and two roof windows to front elevation of the house.

WITHDRAWN 22/12/2014

Osterley & Spring Grove

Applications

65 Burlington Road

Erection of a two-storey side extension and a single storey rear extension to the house.

Decisions

6 Eversley Crescent

Erection of a single storey side and rear extension to the house.

APPROVED 24/12/2014

6 Eversley Crescent

Certificate of Lawfulness for the erection of a rear roof extension with a hip to gable conversion and front roof windows to the house.

GRANTED (FULL PLANNING PERMISSION NOT REQUIRED) 24/12/2014

Other

Applications

763 - 767 London Road

The demolition of existing buildings and erection of 93 student units, contained within a part three-, part four-storey development with associated landscaping, cycle parking and refuse storage (outline application with reserved matters; appearance and landscaping).