LONDON ROAD SURGERY

Website: www.thelondonroadsurgery.co.uk

Telephone: 01268 765533

**NEWSLETTER March 2023**

Welcome to the practice newsletter. In it you will find some useful information, especially if you are not able to use a computer. **However, there are references to important websites and it might be useful if you have a friend or relative who could gain access to the relevant information for you. This is a bumper issue this month as there are lots of campaigns listed for April 2023. Please see end of the newsletter.**

**All prescription requests must be made online via the NHS App or via Online Services accessed by using the London Road Surgery website. Alternatively, you can post your request through our letterbox or send it by Royal Mail.**

**We are experiencing a high demand for appointments please ask your Pharmacist for advice or use e-consult and receive a reply within 48 hours.**

**e-consults**

**We have available via the website** [www.thelondonroadsurgery.co.uk](http://www.thelondonroadsurgery.co.uk) **a platform for consulting online a clinical or admin queries. This is called e-consult. Please follow the instructions to submit your query. You will get a response within 48 hours.**

**REMINDER: Live Well Link Well**

Are you looking to make changes to improve your social, physical and mental wellbeing?

Free confidential support of a non-medical nature.

Help given with: Mobility and equipment, home adaptations, safety and security, looking after someone, getting out and about and money worries.

Telephone: **0300 303 9988** Monday to Friday from 8am - 7pm.

Email: [livewell.linkwell@nhs.net](mailto:livewell.linkwell@nhs.net)

**New Reception Staff**

We have new staff who have joined our Reception team. Please be patient while they deal with your queries. Our Reception staff are now called Healthcare Navigators because they can sign post you to Health Care Professionals who support the doctors in primary care.

These staff are trained professionals and if unable to support you they will refer you back tp the doctor. These are: Pharmacists, Paramedic, Social Prescriber, Mental Health First Contact Practitioner, and retail Pharmacists. We also use the weekend appointments available to all the practices in Wickford.

**Ideas and Suggestions**

Please let us know if you have any ideas or suggestions by writing to us via the email address or by post.

Thank you

**Veteran Friendly Accreditation**

**We are now accredited as an Armed Forces veteran friendly accredited GP practice. Dr Richards is the Lead GP for this.**

**Patient Contact Details**

**Please keep us up to date with your contact details either by popping a note through our letterbox or by emailing us at** [londonroadsurgery@nhs.net](mailto:londonroadsurgery@nhs.net)

**Last month we had 927 patients with no mobile number on their record. This month we have 901 patients with no mobile number on their record. Please email us with your mobile number and email address.**

**Primary Care Network (PCN) Staff**

**In line with NHS England guidance and the development of Primary Care Networks (PCN’s) some new allied Health Care Professionals have joined the team at London Road Surgery. We have a Paramedic and 2 Advanced Nurse Practitioners who can treat minor illness. These staff members join the doctors and nurses and the new Social Prescriber and Mental Health First Contact Practitioner to help you.**

**To assist you with your request to see a clinician our Receptionists/Care Navigators will ask you the reason for your appointment so that they can guide you to the correct clinician for your condition.**

**PCN Pharmacists – now work at the surgery and you may be contacted by them before you see a doctor. They can sort minor illnesses as well as review all medication.**

**We encourage self-care and there are lots of information on our website and NHS App.**

**Local Pharmacists are happy to discuss with you about your minor illness and we can refer you to them using our clinical system. They will call you back in a few hours.**

**Basildon & Brentwood CCG website also has Health Information** <https://basildonandbrentwoodccg.nhs.uk/>

**Looking after yourself**

**We continue to offer free health checks for patients aged 40-74 who have not had a health check in 5 years and for those over 75 years.**

**Please call reception to book your health check with Natalie or Mel our Paramedic.**

**Contacting Us**

**Please do not use our email address to send any clinical queries to us. Please call the practice to make an appointment or use e-consult (see above). Please use NHS App to order repeat medication. We can process requests faster this way.**

**Patient Group Activity**

At the meeting on 25 January 2023 at 1pm the group met with the PCN Pharmacist to discuss their role and what they can do for patients regarding medication reviews.

We welcome new members and are keen to start a Young Person group so please email us if you are interested in joining. We next meet in April 2023. Please check website for the date.

**Live Well Link Well**

Telephone: 0300 303 9988 Monday to Friday from 8am - 7pm.

Email: livewell.linkwell@nhs.net

**Website**

We understand that lots of our patients are unable to view our website if you know a member of your community is housebound or without any computer access please print this and deliver it to them. London Road Surgery thank you for this kindness.

**Healthwatch Essex**

<https://healthwatchessex.org.uk/>

Is an independent charity set up under the Health & Social Care Act 2012 and they use your voice to improve health and care in Essex. They undertake high-quality research and engagement to uncover your experience of services and use it to shape health and care. They are also proud hosts to the Essex Neurology Network.

They can help you find out about and access health and social care services through our Information & Guidance Service**. Call 0300 500 1895, text 07712395398** between 10am and 2pm on Monday, Wednesday and Friday. Outside of those times, you can use it to leave them a message. Check out how to get involved!

[info@healthwatchessex.org.uk](mailto:info@healthwatchessex.org.uk)

Message on **07712395398**, Monday - Friday, 9am to 4:30pm

**Looking After Your Mental Wellbeing**

Looking after our mental wellbeing sometimes falls behind on our list of priorities. But keeping mentally well helps us to keep physically well too. Visit this website for some tips on how to look after your mind: <https://www.nhs.uk/oneyou/every-mind-matters/>

**Free listening services**

These services offer confidential advice from trained volunteers. You can talk about anything that is troubling you, no matter how difficult:

Call [116 123](tel:116123) to talk to [Samaritans](https://www.samaritans.org/how-we-can-help/contact-samaritan/), or email:  [jo@samaritans.org](mailto:jo@samaritans.org) for a reply within 24 hours.

Text "SHOUT" to 85258 to contact the [Shout Crisis Text Line](https://www.giveusashout.org/), or text "YM" if you're under 19.

If you are under 19, you can also call [0800 1111](tel:0800%201111) to talk to [Childline](https://www.childline.org.uk/). The number will not appear on your phone bill.

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**NHS App**

If you have a smartphone you can download the NHS App which allows you to order repeat prescriptions and book appointments quickly and easily.

We encourage use of the NHS App as this saves time for the patients.

**Contact Details**

Don’t forget to let us know if you have new phone number or change address. You can email us or call us.

**The Good Grief Trust**

**Website** [**www.thegoodgrieftrust.org**](http://www.thegoodgrieftrust.org)

If you have been affected by a sudden bereavement during this crisis and need support, advice and guidance.

PLEASE CALL; SUDDEN BEREAVEMENT HELP 0800 2600 400,

OPERATING HOURS: 10AM – 4PM MONDAY – FRIDAY.

**Mental Health Information**

VitaMinds offer a free and confidential NHS Service and Psychological talking therapies. They offer support for Anxiety, Low mood, Depression, Panic attacks, Social anxiety, sleep problems, PTSD, OCD and specific phobias. You can self-refer online vitahealthgroup.co.uk or call 01268 977 171 Monday – Friday 8am – 8pm and Saturdays 9am – 12.30pm or Out of Hours emotional support 24/7 01268 977 171

**Contact Us Online**

We have updated our website and added a tab called Contact Us Online. This is for patients to send us administrative queries or medical issues. Hopefully this will free up our phone lines for those patients without internet access.

**Useful Telephone Numbers**

Boots Allianz The Wick 01268 574018

Boots Mayflower 01268 820235

Boots Willowdale 01268 761911

Co-op 01268 970532

Garbetts 01268 732042

Medipharm 01268 735777

Sainsbury’s 01268 270282

Shadforths 01268 733313

Shotgate 01268 768547

Tesco Mayflower 01268 367647

Wells Pharmacy 01268 762605

**CARING FOR OTHERS**

If you are caring for a relative, you can access information & advice, specialist support, groups & activities through Carers First. Carers First is a charity commissioned by Essex County Council:

Telephone: 0300 303 1555

Email: [hello@CarersFIRST.org.uk](mailto:hello@CarersFIRST.org.uk)

Please let us know if you are an unpaid Carer and if you need support

**Useful Resources:**

**Alzheimer’s Society:** 01245 260911 3 Lockside Marina Chelmsford CM2 6HF

**National Domestic Violence Helpline**: 0808 2000 247 https://www.nationaldahelpline.org.uk

**NSPCC helpline**: 0808 800 5000

**ChildLine**: 0800 1111

**MIND**: www.mind.org.uk

**YoungMinds**: https://youngminds.org.uk

**ICON**: Babies cry: You can cope https://iconcope.org

**IRISi:** irisi.org/iris/find-your-local-iris-site

**April 2023**

**Stress Awareness, 1st – 30th April**  
  
Stress Awareness Month takes place throughout the whole of April. This year, the Stress Management Society is promoting a 30-day challenge in which every day you do something to improve your physical, mental or emotional wellbeing. This challenge aims to reduce the overall stress that people may feel in their day-to-day lives, and helps to teach techniques that reduce stress which you can use in your daily life after the challenge.  
  
If you’re feeling stressed, there are steps you can take to help yourself feel better. These can include techniques as simple as going for a walk, trying meditation, eating a little bit healthier or spending time with friends and family. If you’re finding stress unmanageable, then it’s important to speak to your GP.  
  
<https://www.stress.org.uk/national-stress-awareness-month/>  
  
<https://www.nhs.uk/mental-health/feelings-symptoms-behaviours/feelings-and-symptoms/stress/>  
  
**Testicular Cancer Awareness Month, 1st – 30th April**  
  
It’s important to check for testicular cancer regularly and to be aware of any changes. It’s important to check your testicles for size, weight and any new lumps that might appear. If you’re concerned about testicular cancer, or know someone who has been diagnosed with the condition, you can find out more at the Testicular Cancer UK website.  
  
You should see a doctor if you notice any pain, heaviness or other changes that you know aren’t normal.  
  
If you’re concerned that you may have symptoms of testicular cancer, making an appointment with your GP practice is vitally important.  
<https://www.nhs.uk/conditions/testicular-cancer/>  
  
[https://www.testicularcanceruk.com](https://www.testicularcanceruk.com/)  
  
**Parkinson’s Awareness Month, 1st – 30th April**  
  
Parkinson’s Awareness Month is an opportunity to spread awareness about the disease and support victims. Symptoms such as trembling, stiffness and rigidity are usually key symptoms of the disease. Symptoms normally start slowly and on one side of the body and then usually spread in time to the other side of the body. Get involved by attending a local fundraising event to show your support, and make sure everything is okay and you don’t ignore any potential signs.  
  
[https://www.parkinsons.org.uk](https://www.parkinsons.org.uk/)  
  
**IBS Awareness Month, 1st – 30th April**Irritable Bowel Syndrome affects between 5 and 10% of people worldwide; however, many people are completely unaware that they even have it. There are ways to get involved, such as downloading the IBS toolkit, joining IFFGD to help raise awareness, and advocating for gut health.  
  
Symptoms of IBS can include stomach cramps, bloating, diarrhoea and constipation. If you’re worried that you might be suffering with any or a number of these symptoms, then it’s important to get in touch with your GP and arrange a check-up.  
  
[https://www.theibsnetwork.org](https://www.theibsnetwork.org/)  
  
<https://www.nhs.uk/conditions/irritable-bowel-syndrome-ibs/symptoms/>  
  
**Autism Awareness Day, 2nd April**  
  
Autism Awareness Day starts off Autism Awareness Month on 2nd April. Autism Awareness Month focuses on accepting the diversity of people on the spectrum and the stories that they may have to share. This year specifically focuses on people with autism having the ability to reach their full potential.  
  
Autism is a spectrum condition, with a wide range of differences between the ways in which individuals experience autism.  
  
Describing autism as a ‘spectrum condition’ can mean that people think of a line. Each individual experiences their autism differently, and this explanation by The Art of Autism can help to show how different autism can be for each person.  
  
[https://www.autism.org.uk](https://www.autism.org.uk/)  
  
<https://www.nhs.uk/conditions/autism/>  
<https://the-art-of-autism.com/understanding-the-spectrum-a-comic-strip-explanation/>  
  
**On your feet Britain, 27th April**  
  
‘On your feet Britain’ takes place on 27th April this year. The day focuses on adding a bit more physical activity into your usual day if you work at a desk, to help to improve both your mental and physical health. Ways that they suggest more physical activity can be included in your day are as simple as: standing when on the phone, using stairs more, eating lunch away from the desk, or arranging standing or walking meetings.  
  
Having a desk-based job doesn’t mean you need to stop moving altogether. Consider making your calls while standing using a headset, or think about ways you can move more. A surf-board desk might feel like a step too far, but you never know until you’ve tried it!  
  
<https://yo-yodesk.co.uk/pages/onyourfeet#event>  
  
<https://blog.movegb.com/ways-to-stay-active-at-your-desk-job>  
  
**Diabetes Awareness**  
  
There are two types of diabetes – Type 1, which is a lifelong condition that results in the immune system destroying the cells that produce insulin, and Type 2 diabetes, where the body no longer produces insulin or the body’s cells no longer react to insulin properly. Type 2 diabetes is much more common, with over 90% of adult diabetes sufferers having Type 2. Non-diabetic hyperglycaemia, or pre-diabetes, is also an issue in the UK. This increases the risk of developing Type 2 diabetes; however, there can be lifestyle changes made that can reduce this risk.  
  
It’s important to be aware of the symptoms of diabetes so that you know whether you or someone close to you is starting to develop symptoms. Symptoms can include: always feeling thirsty, urinating more often than usual, feeling very fatigued, having slow-healing cuts, blurred vision and more. If you’re worried that you might be suffering from any of these symptoms, or there is a history of diabetes in your family, it’s important to arrange an appointment with your GP practice.  
  
<https://www.nhs.uk/conditions/diabetes/>  
  
<https://www.nhsinform.scot/illnesses-and-conditions/diabetes/type-2-diabetes>  
  
**Gynaecological red flags**  
  
There are five types of gynaecological cancer that you should be aware of. These are ovarian, cervical, endometrial, vulval and vaginal. Common symptoms that may be caused by all types can include: bleeding when you’re not expecting to, pain during sex, and unusual vaginal discharge. If you’re worried that you might be suffering from these symptoms, or if gynaecological cancers run in your family, then it’s important that you get in touch with your GP practice.  
  
<https://www.glastonburysurgery.co.uk/somerset-nhs-menopause-service/symptoms-of-gynaecological-cancer-red-flags/>  
  
Endometriosis affects 1 in 10 women, and can be extremely painful and difficult for the sufferer to deal with. Symptoms of endometriosis are often different in each person, as there are many ways in which it can affect the body. Some examples of symptoms are: painful and heavy periods, lower-back pain, pain during and after intercourse, fertility problems, and breathing difficulties. If you’re worried that you might have some of these symptoms, then you should make an appointment with your GP.  
  
[https://www.endometriosis-uk.org](https://www.endometriosis-uk.org/)  
  
**Healthy diet in women**  
  
It’s important to make sure you’re consuming a healthy diet and having a healthy lifestyle in order for you to prevent any medical problems and to ensure you’re taking care of your mental health. It can be difficult to eat nutritional meals or take time for yourself if you’re busy, but it’s important to maintain a healthy and balanced diet. To find out more ideas for recipes, or to learn more about portion sizes, see the link below:  
  
<https://www.bbcgoodfood.com/howto/guide/balanced-diet-women>  
  
**Cholesterol**  
  
High cholesterol can be a serious issue for your overall physical health. High cholesterol can cause fully or partially blocked blood vessels, which may eventually lead to strokes or a heart attack. The main causes of high cholesterol are smoking, eating fatty foods, not exercising enough, and regularly drinking alcohol. There are no symptoms of high cholesterol, and you can only find out through a blood test.  
  
There are ways in which you can naturally lower your cholesterol. These can include eating more oily fish, reducing your saturated fat intake, eating less fatty foods, exercising more, stopping smoking, and/or cutting down on regular drinking. These are methods that may be able to lower cholesterol before it becomes dangerous, and can improve your overall health.  
  
<https://www.nhs.uk/conditions/high-cholesterol/>  
  
<https://www.nhs.uk/conditions/high-cholesterol/how-to-lower-your-cholesterol/>  
  
**Bullying**  
  
Bullying is something that, unfortunately, many people have experienced at some point in their lives. Bullying can take place both in person – for example, at school – or online. There are many different types of bullying, and all of them can be really difficult to deal with. If you’re feeling like you’re being bullied in person or online, it’s important to tell a trusted adult, who will be able to help. There are also websites such as Childline where you can find more information or chat to someone if you don’t feel you can tell anyone you know.  
  
<https://www.childline.org.uk/info-advice/bullying-abuse-safety/types-bullying/>  
  
**Changes that happen with age**  
  
As we get older, there are changes that happen both physically and mentally. Some common diseases that can develop as we get older are: arthritis, dementia, diabetes, hearing loss, eye health problems, and high blood pressure. All of these things can be difficult to accept and come to terms with, but it’s important to know the signs to look out for and what to do if you spot them. Age UK has lots of information on conditions that can develop and what you can do about them.  
  
<https://www.ageuk.org.uk/information-advice/health-wellbeing/conditions-illnesses/>  
  
**Bowel cancer**  
  
If you’re between the ages of 60 and 74, you will automatically be sent a bowel screening kit every two years. It’s really important to make sure you do the tests, because these tests can help to discover issues early on, which may help to reduce fatalities.  
  
There are many causes of bowel cancer; these include your age, family history, diet, smoking, drinking, and digestive disorders. Symptoms can include: a persistent change in bowel habits, abdominal pain, and blood in your poo. If you have any concerns, it’s important to get in touch with your GP as soon as possible. <https://www.nhs.uk/conditions/bowel-cancer/>  
[https://www.bowelcanceruk.org.uk](https://www.bowelcanceruk.org.uk/)  
  
**Emergency alerts and domestic abuse**  
  
The Government will test the emergency alerts system set up in the UK on 23rd April. This will result in an emergency alert being sent to all phones, even if they’re set to silent. If you have a hidden phone because you’re living with domestic violence, you should check your settings. Refuge has a video explainer you can see below.  
  
Refuge offers support for women and children suffering domestic abuse. If you’re experiencing domestic violence, including coercive control, Refuge can help. If you’re concerned that your abuser may be keeping a check on which websites you’re using, ensure that you use a safe or incognito browser and keep an eye on the “Quick exit” tab to the bottom right of the screen.  
  
<https://www.youtube.com/watch?v=I2MBcHwmiy8>  
  
[https://refuge.org.uk/?gclid=CjwKCA...fsBRYaFReEF1K5YSvJbcd4Ma8xiMtJkRoCmgcQAvD\_BwE](https://refuge.org.uk/?gclid=CjwKCAjwzuqgBhAcEiwAdj5dRqP8pEt5JmsTbzjMmmSx1jfsBRYaFReEF1K5YSvJbcd4Ma8xiMtJkRoCmgcQAvD_BwE)