LONDON ROAD SURGERY

Website: www.thelondonroadsurgery.co.uk

Telephone: 01268 765533

**NEWSLETTER January 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 February 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

**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

**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

**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

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 to talk to [Samaritans](https://www.samaritans.org/how-we-can-help/contact-samaritan/), or email:  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 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

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

**February 2023**

**International Prenatal Infection Month, 1-28 Feb**

Prenatal infections can be caused by different viruses and bacteria. Chicken pox, Group B streptococcus, STIs and infections spread by animals can all be the cause of a prenatal infection. If you have any worrying symptoms or have recently had an infection or virus while pregnant, you should consult a GP.
<https://www.nhs.uk/pregnancy/keeping-well/infections-that-may-affect-your-baby/>

**Time to Talk Day, 2 Feb**

If you’re struggling with your mental health, it’s important to reach out to someone and let them know. Talking to someone can help to create a supportive community and can inspire people to help to support each other.

There are a few ways to help your mental health which you can easily do online. You can download apps which can help you to relax and distract you from whatever might be going on. Your GP can also help you with any problems you might have regarding your mental health, so if you think you need support, please book an appointment.

<https://www.healthline.com/health/mental-health/mental-health-apps>

<https://www.mind.org.uk/get-involved/time-to-talk-day-2023/>

**World Cancer Day, 4 Feb**

Cancer is an issue that can affect people of any age, background or gender.

The number of men with cancer is rising. Men are less likely to consult a doctor about their symptoms.

Additionally, it’s important for females over the age of 25 to get regular smear tests, to ensure you’re protecting yourself from cervical cancer. Smear tests help to detect abnormal HPV cells; it’s important to make sure the HPV cells don’t cause changes to your cervix or contribute to the development of cancer. If you’re due for a smear test please book one now.

<https://www.worldcancerday.org/what-cancer>

<https://www.cancerresearchuk.org/about-cancer/mens-cancer>

<https://www.nhs.uk/conditions/cervical-screening/how-to-book/>

**Children’s Mental Health Week, 6-12 Feb**

Children’s Mental Health Week, organised by Place2Be, is focusing on making meaningful connections. This is to help people to connect with others in a healthy way, which can help to support our mental health and wellbeing.

Children’s mental health isn’t spoken about as widely as adult mental health, although awareness of the problem is still important. There are ways to support your child as a parent or carer.

<https://www.childrensmentalhealthweek.org.uk/about/>

<https://www.nhs.uk/every-mind-matters/supporting-others/childrens-mental-health/>

**Tinnitus Awareness, 6-12 Feb**

Tinnitus affects 15-20% of people in the UK. It’s a symptom of an underlying condition, such as hearing loss, aging, ear injury or circulatory problems. Symptoms include ringing, humming, hissing or roaring in the ear.

If you’re worried that you may have tinnitus, or you already have it and want to find out more, there are places that offer support including the British Tinnitus Association. [https://tinnitus.org.uk](https://tinnitus.org.uk/)

<https://nationaltoday.com/tinnitus-awareness-week/>

**Depression**

Depression can affect anyone. If you’re experiencing symptoms of low mood, sadness and depression, it’s important to ask for help. If you’re unsure about how you’re feeling, you can do the NHS Depression and Anxiety Self-assessment Quiz, or you can make an appointment with your GP.

If you’re a young person and you’re struggling with symptoms of depression, or you just need someone to talk to, there are plenty of websites that can help. Websites such as ‘Hidden Strength’ can help you to find support, and can help you to work through your feelings.

<https://hiddenstrength.com/advice/my-story/>

[https://www.nhs.uk/mental-health/se...ties/depression-anxiety-self-assessment-quiz/](https://www.nhs.uk/mental-health/self-help/guides-tools-and-activities/depression-anxiety-self-assessment-quiz/)

<https://www.nhs.uk/mental-health/self-help/tips-and-support/how-to-be-happier/>

**Internet safety**

It’s important to make sure your child is safe while using the internet, and that you’re aware of the ways in which you can ensure your child is safe online. Online safety can greatly impact mental health and wellbeing. There are organisations that can help.

If you’re a young person concerned about your internet safety, and you’re worried about telling people you know, there are websites that can help you.

[https://www.childline.org.uk/info-a...ety/online-mobile-safety/staying-safe-online/](https://www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/staying-safe-online/)

<https://www.nspcc.org.uk/keeping-children-safe/online-safety/>

**Sexual abuse in children**

Knowing the signs of sexual abuse in children is important; some children may not understand what’s happening to them, or they may be too scared to speak out.

Childline offers support for children suffering from abuse or for those who are concerned about a child they know.

If you’re a young person and you’re worried that something wrong is happening to you, or to one of your friends, there are ways to get help. You can speak to a trusted adult, or reach out to one of the websites below:

<https://www.childline.org.uk/get-support/contacting-childline/>

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/child-sexual-abuse/>

**Stay well in winter**

Cold weather can make existing health problems worse, or it can lead to serious health complications, especially if you’re 65 or over or have an existing medical condition. You can get help and advice from a pharmacy, GP or NHS 111.

Cold weather can also be an issue if you suffer from asthma, but there are ways to control the symptoms of asthma in colder weather:

<https://www.nhs.uk/conditions/asthma/living-with/>

<https://www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/>

**Heart Month**

Currently, there are about 7.6 million people in the UK suffering from a heart problem. There are a few things you can do to help prevent heart issues, and to keep track of your normal numbers. If you have any concerns about your heart health, or you’ve noticed any changes recently, then you should get in touch with a GP.

An example of a heart problem is valve disease. Valve disease is not spoken about as commonly as other heart problems, yet it can be just as dangerous. Symptoms of valve disease can include: shortness of breath, swollen ankles, fatigue and chest pain.

Babies and children can also get heart problems, although they’re not as common as those in older people. These problems can be caused by a number of factors. To find out more, you can look at the NHS website:

<https://www.nhs.uk/conditions/congenital-heart-disease/>

[https://www.bhf.org.uk/what-we-do/n...022/february/support-the-bhf-this-heart-month](https://www.bhf.org.uk/what-we-do/news-from-the-bhf/news-archive/2022/february/support-the-bhf-this-heart-month)

<https://www.bhf.org.uk/informationsupport/conditions/heart-valve-disease>

**Self-care**

Looking after yourself is very important. Some small, simple lifestyle changes can make a big difference to mental health and wellbeing.

Self-care in younger people is also important. Being aware of what self-care actually is, and how to practise it, can help you to improve your mental health.

Some good tips for self-care and mental wellbeing can include: exercise, making sure you’re getting enough sleep, eating well and keeping in touch with friends. For more tips and tricks on how to look after yourself, and to take care of your mental wellbeing, have a look at this website:

<https://kidshelpline.com.au/teens/issues/self-care>

[https://www.mind.org.uk/information...ental-health-problems-introduction/self-care/](https://www.mind.org.uk/information-support/types-of-mental-health-problems/mental-health-problems-introduction/self-care/)

<https://www.youngminds.org.uk/young-person/coping-with-life/self-care/>

**Wash your hands**

Washing your hands properly is important to prevent the spread of viruses and bacteria. You should wash your hands regularly to prevent catching food poisoning or other illnesses.

If you are a parent, helping your children learn to wash their hands properly is important, so that they can reduce the likelihood of spreading viruses and bacteria. There are websites with helpful tips and tricks on how to teach your child to wash their hands properly:

<https://www.cdc.gov/handwashing/handwashing-family.html>

<https://www.nhs.uk/live-well/best-way-to-wash-your-hands/>

**Flu**

Flu usually goes away on its own, but if it won’t go away, or you feel that something is wrong, you should make an appointment to see your GP. It’s important to get your flu vaccine if you’re advised to.

Flu in children can also be an issue, and often the symptoms of flu in children are the same as those in adults. Children are also more commonly affected by earache or becoming less active, which may be less obvious signs to look out for.

<https://www.calpol.co.uk/fever-information/flu>

<https://www.nhs.uk/conditions/flu/>

**Pneumonia**

Pneumonia is a swelling of the tissue in the lungs, usually caused by a bacterial infection. If you have symptoms of pneumonia, you should contact your GP or call 111. If you have severe symptoms, you should call 999.

There can be an increased risk of children with other medical conditions such as asthma getting pneumonia. There are ways that you can try to prevent this, and things that you can do if you’re worried that your child might have pneumonia:

<https://www.blf.org.uk/support-for-you/pneumonia-in-children/treatment>

<https://www.nhs.uk/conditions/pneumonia/>

**COVID-19**

It’s important to remain aware of the symptoms of COVID-19, and to stay at home if you have a high temperature or if you don’t feel well enough to do your usual activities.

If you’re worried about COVID-19, there are places you can look that might help you to feel better – for example, the NHS Better Health website.

<https://www.nhs.uk/every-mind-matters/coronavirus/covid-19-anxiety-tips/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/main-symptoms/>