LONDON ROAD SURGERY

Website: www.thelondonroadsurgery.co.uk

Telephone: 01268 765533

**NEWSLETTER July 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 July 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 803 patients with no mobile number on their record. This month we have 785 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**

The Patient Groups of all 3 practices in Wickford are working together with **Action for Family** **Carers** to develop a Carer’s Directory. The minutes of the meeting on 31.5.23 will be on the website. We will be discussing how the practices in Wickford can better identify patients who are unpaid carers. There is a Universal Form for patients to complete. Please check our website.

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

**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

**JULY 2023**

**Group B Strep Awareness Month (1st-31st July)**  
  
Group B Strep affects between two and four women in ten. In a small number of pregnancies (1 in 1,750), the baby will be affected during labour and may become ill. Tests for Group B Strep are not routinely undertaken in pregnancy, but if it’s identified during a urine test or vaginal swab, you may be offered treatment.  
If your current or previous pregnancy has been affected by GBS, you may require an additional test or antibiotics in labour and your birth plan may be affected by this. You should discuss this with your midwife or care team at your next appointment.  
<https://www.nhs.uk/conditions/group-b-strep/>  
<https://gbss.org.uk/info-support/about-group-b-strep/what-is-group-b-strep/>  
  
**Sarcoma Awareness Month (1st-31st July)**  
  
Sarcomas are uncommon types of cancer that affect any part of the body. There are two types of sarcoma – bone sarcoma and soft tissue sarcoma. Typically identified by large fast-growing lumps on the body, the average tumour is the size of a large tin of baked beans at the point of diagnosis.  
Sarcoma prognosis has not changed much over the last 40 years. Sarcoma UK are working to address that with a range of informative and interesting events throughout July. <https://sarcoma.org.uk/sarcoma-awareness-month/>  
<https://sarcoma.org.uk/about-sarcoma/what-is-sarcoma/>  
  
**Good Care Month (1st-31st July)**  
  
Carers UK understand the importance of carers and the challenges they face to keep caring. Life as a carer can be complex with challenges faced on a daily basis. Supporting carers ensures that the people they care for can stay at home where possible.  
July is Good Care Month, and Carers UK would like carers to fill in their annual survey. The Carers UK Annual State of Caring survey is aimed at understanding and changing the difficulties that carers face in looking after the people they care for. This year’s survey investigates areas like health, employment and finance.  
<https://www.surveymonkey.co.uk/r/LLCDH3C>  
[https://www.carersuk.org](https://www.carersuk.org/)  
  
**NHS75 (5th July)**  
  
NHS75 (England)  
Happy birthday to the NHS! The NHS has been providing care to the nation for 75 years. We think that’s something to celebrate. <https://www.england.nhs.uk/nhsbirthday/about-the-nhs-birthday/>  
  
NHS75 (Wales)  
Happy birthday to the NHS! The NHS has been providing care to the nation for 75 years. We think that’s something to celebrate.  
<https://www.nhs.wales/sa/nhs-wales-anniversary-2023/about-nhs-75/>  
  
NHS75 (Scotland)  
Happy birthday to the NHS! The NHS has been providing care to the nation for 75 years. We think that’s something to celebrate.  
<https://nhsscotlandevents.com/event/75th-anniversary-nhs-scotland>  
  
NHS75 (NI)  
Happy birthday to the NHS! The NHS has been providing care to the nation for 75 years. We think that’s something to celebrate.  
<https://www.health-ni.gov.uk/landing-pages/hsc-75>  
  
**Parkrun (in the week around 5th July)**  
  
5th July marks the 75th anniversary of the NHS. In 2018, 146,000 people joined Parkrun to celebrate the 70th anniversary of the NHS. If you haven’t considered Parkrun before, now is a brilliant time to think about it.  
To take part in Parkrun, you’ll need to register before you arrive; it’s easy and takes just a minute.  
You don’t need to be a grown-up to register; if you’re under 14, you can register to run at a junior event. Run over shorter distances to provide maximum fun for those aged four and over.  
Parkrun also needs volunteers, so you can offer support even if you’d prefer not to run. From marshals to tail-walkers, and those who support visually impaired runners, along with admin-based roles, all support is greatly appreciated.  
[https://www.parkrun.org.uk](https://www.parkrun.org.uk/)  
[https://www.parkrun.org.uk/events/juniorevents](https://www.parkrun.org.uk/events/juniorevents/#geo=4.39/55.05/-2.95)  
<https://www.parkrun.org.uk/register/>  
<https://support.parkrun.com/hc/en-us/articles/200566523-What-do-the-volunteers-do->  
  
**24/7 Samaritans Day (24th July)**  
  
Each year, the Samaritans use the 24th July (24/7) to remind us that if we’re finding life difficult, they’re available for us to speak to 24 hours a day, seven days a week.  
The Samaritans offer a wide range of support via a number of channels such as a self-help app on your phone, email or writing a letter. Additionally, they provide support to those in health and care, prisons, schools, workplaces and in the armed forces. If you need support, find out how you can access the help you need:  
<https://www.samaritans.org/how-we-can-help/>  
<https://www.samaritans.org/support-us/campaign/talk-us/>  
  
**Coercive control**  
  
It can be difficult to identify coercive control when you’re in a relationship. Love bombing, wanting to keep you all to themselves and jealousy about your interactions with others can all be signs of controlling behaviour.  
If you’re female and experiencing domestic abuse, whether physical, verbal or coercive control, the National Domestic Abuse Helpline, run by Refuge, provides help and support to help you understand your situation and to leave if you need support with that.  
Men can also be victims of coercive control. If you’re finding that your partner is trying to isolate you, belittle you, or monitors your whereabouts or friendships, you might want to consider whether you’re a victim of coercive control.  
There are patterns of abuse common to both familial and romantic relationships. If you’re worried about behaviours in your relationships, you might find this information from Queen Mary University in London helpful in identifying some of the concerning behaviours:  
<https://sheffielddact.org.uk/domestic-abuse/redflags/>  
[https://www.nationaldahelpline.org.uk](https://www.nationaldahelpline.org.uk/)  
<https://mensadviceline.org.uk/male-victims/what-is-domestic-abuse/coercive-control/>  
<https://reportandsupport.qmul.ac.uk/campaigns/coercive-control-in-relationships-know-the-signs>  
  
**Kooth**  
  
Kooth offers support to young people for the digital age. If you’re experiencing challenges with your mental health, Kooth may just be what you need. Offering a range of different options for how you engage, you can find support in the best way to suit your needs.  
If you’re a young person, this video provides information about the ways in which Kooth offers support and information about challenges you might be facing.  
[https://www.kooth.com](https://www.kooth.com/)  
<https://www.kooth.com/video>  
  
**Herbert Protocol**  
  
If someone you care about is at risk of going missing, then you can use the Herbert Protocol to record important information about them. Recording this information in advance ensures that information is quickly available and that you don’t miss something in the stress of the situation. While the Herbert Protocol was originally designed to be used for someone suffering with dementia, the information recorded would be of use in the case of any missing person. Safe and Found offers a digital version of the paper form.  
[https://www.westyorkshire.police.uk...herbert-protocol-missing-person-incident-form](https://www.westyorkshire.police.uk/advice/personal-safety-and-possessions/dementia-awareness/herbert-protocol-missing-person-incident-form)  
[https://safeandfoundonline.co.uk](https://safeandfoundonline.co.uk/)  
  
**Hot weather advice**  
  
When we experience a prolonged spell of heat, there’s an increased risk of serious illness and even death for those who are more vulnerable. Even if you’re not at increased vulnerability, it makes sense to take some simple steps to stay well during hot weather.  
  
When the weather is warmer, sometimes we don’t realise just how much we need to drink to remain well hydrated. More vulnerable people become dehydrated more easily and are more susceptible to the more serious side effects of dehydration. If fluid intake is difficult, it may be that offering high-water-content foods can help to address this.  
You should aim to drink enough water so that your pee is a clear, pale-yellow colour. Non-alcoholic fluids count towards your daily fluid intake, but you might want to think about the amount of sugar or caffeine in the liquids you’re drinking.  
Dehydration isn’t the only factor though, whether you’re abroad or in the UK, the sun is strong and it’s important to make sure you adequately protect yourself from the sun’s harmful effects. While we need sunlight to produce vitamin D, we do need to make sure we don’t damage our skin in the process.  
[https://www.gov.uk/government/publi...ice/beat-the-heat-staying-safe-in-hot-weather](https://www.gov.uk/government/publications/beat-the-heat-hot-weather-advice/beat-the-heat-staying-safe-in-hot-weather)  
<https://www.nhs.uk/conditions/dehydration/>  
<https://www.nhs.uk/live-well/eat-well/food-guidelines-and-food-labels/water-drinks-nutrition/>  
<https://www.nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety/>  
  
**400/600/600 rule  
Two snacks a day, 100 cal max**  
  
If you have children, how sure are you that their diet is well matched to their needs? Offering your children snacks which are lower than 100 Kcal per snack and giving only two per day helps you to ensure that their calorie intake meets their nutritional needs, but also helps to reduce the number of sugar attacks on their teeth.  
It’s easy to exceed the number of calories you need for daily living, as we often incorrectly estimate portion size. It’s important to ensure that we eat the right number of calories to maintain a healthy weight. Using the 400/600/600 rule for calorie allocation can help you to achieve this. Calorie intake needs to be adjusted for age, sex and activity levels.  
<https://www.youtube.com/watch?v=met9h_GQEVc>  
<https://thrivingworkplaces.org.uk/why-were-flagging-the-calorie-creep-in-400-600-600-campaign/>  
  
**Shingles**  
  
Shingles is a painful condition, and the associated rash may be on one side of your body only. It can take up to four weeks for the rash to heal. You may feel unwell before the rash appears and this may continue for a few days.  
Shingles is a resurgence of the chicken pox virus. You cannot spread shingles, but you should be cautious as people who haven’t had chicken pox before can catch chicken pox from you when you have shingles. If you have shingles, you’re contagious until the last blister has dried and scabbed over.  
If you’re aged 70 to 79, you’re eligible for the shingles vaccination. Shingles is a painful condition in older adults, which can have serious complications. Having the shingles vaccine benefits you in two ways: you’re less likely to get shingles and if you do get shingles, you’re likely to have a milder, shorter illness.  
<https://www.nhs.uk/conditions/shingles/>  
[https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/shingles](https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/shingles#:~:text=Shingles%2C%20also%20known%20as%20herpes,virus%2C%20which%20also%20causes%20chickenpox)  
<https://www.nhs.uk/conditions/vaccinations/who-can-have-the-shingles-vaccine/>