LONDON ROAD SURGERY

Website: www.thelondonroadsurgery.co.uk

Telephone: 01268 765533

**NEWSLETTER December 2021**

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.

**We are open and are allowing up to 6 persons in our waiting room at a time. 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.**

**Contacting Us**

**Please do not use our email address to send any clinical queries to us. Please call the practice to make an appointment. Please use NHS App to order repeat medication. We are able to process requests fast this way.**

**Covid Vaccination Programme**

**We are following NHS England’s Covid Vaccination Programme and are contacting patients in each cohort as we are advised to do so.**

**Covid Vaccination Boosters are now being offered at the Nevendon Centre Wickford**

**Please ring the surgery to book your vaccine 01268 765533 Thank you**

**Flu Vaccination Programme**

**We are currently offering Flu vaccinations and ask patients to ring in to make an appointment. If you are housebound or know someone who is, please let us know by phone or email. These are currently being undertaken by NELFT.**

**Covid-19 Timeline**

Please note that NHS England state that from **19th July 2021** all patients and clinical staff in healthcare settings including General Practice should continue to wear masks and follow social distancing. Thank you for assisting us in protecting the vulnerable members of our community.

New measures are being introduced because of concerns about the Omicron variant:

Face Coverings will be compulsory in shops and on public transport from **Tuesday 30 November 2021.**

Anyone arriving in the UK from 04.00 on 30.11.21 will have to take a PCR test within 48 hours of arrival and will have to self-isolate until they get a negative result.

All contacts of suspected cases of Omicron now have to isolate for 10 days whether or not they have been vaccinated or not.

Covid Booster jabs should be offered to all in UK over 18 government advisors JCVI say.

**Patient Group Activity**

We will let you know soon the date of the next meeting.

The Alzheimer’s Society will be working with the practice towards making us more Dementia Friendly.

**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 Yourself**

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.

**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)

**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

Please feel free to let us know what you think of our newsletter and if you would like anything else added. We look forward to hearing from you

**London Road Surgery**

**Wickford**