LONDON ROAD SURGERY

Website: www.thelondonroadsurgery.co.uk

Telephone: 01268 765533

**NEWSLETTER November 2022**

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 December 2022. 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.**

**Flu & COVID 19 Vaccination programme**

**We are still offering patients a Flu vaccination as we have @100 left for those > 65 years. We are also running COVID -19 vaccine clinics. Please call the practice to make an appointment.**

**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.**

**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.**

**They will contact you when your 4th Booster is due. We are sending patients a SMS with a unique URL so they can click on the link and book their own appointment at a time that suits them.**

**Thank you**

**Patient Group Activity**

At the meeting on 23 November 2022 at 1pm the group met with the Mid Essex Integrated Care Board to discuss how they will work with community services and voluntary organisations.

We welcome new members and are keen to start a Young Person group so please email us if you are interested in joining.

**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.

**Live Well Link Well**

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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

**December 2022**

Mental health

The winter months can seem long and dark, and for many people, this leads to feeling low. Seasonal Affective Disorder affects around 2 million people in the UK, and the Met Office has some advice on how to keep it in check. [https://www.metoffice.gov.uk/weathe...ice/health-wellbeing/winter-and-mental-health](https://www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice/health-wellbeing/winter-and-mental-health)

You can reduce the effect of Seasonal Affective Disorder and improve your mental health by taking some simple steps such as making sure you get enough daylight and enough exercise during the winter. <https://www.nhs.uk/mental-health/conditions/seasonal-affective-disorder-sad/overview/>

ENGLAND

If you feel in urgent need of help with your mental health you can find out how to access support here. <https://www.nhs.uk/nhs-services/mental-health-services/get-urgent-help-for-mental-health/>

SCOTLAND

If you feel in urgent need of help with your mental health you can find out how to access support here.<https://www.nhsinform.scot/illnesses-and-conditions/mental-health/mental-health-support/mental-health-services-at-nhs-24>

WALES
If you feel in urgent need of help with your mental health you can find out how to access support here.<https://www.nhs.uk/nhs-services/mental-health-services/where-to-get-urgent-help-for-mental-health/>

NORTHERN IRELAND
If you feel in urgent need of help with your mental health you can find out how to access support here.
<https://www.nidirect.gov.uk/articles/mental-health-emergency-if-youre-crisis-or-despair>

Samaritans is a non-judgemental listening service, available 24/7 if you feel you need to talk. [https://www.samaritans.org](https://www.samaritans.org/)

If you’re struggling with your mental health, we’re here to help you. Please ask to speak to one of our team so we can get the right support in place for you. [INSERT SURGERY WEBSITE]

If you’re a barber or hairdresser, whether or not you have heard of “BarberTalk” or the Lions Barber Collective before, it’s well worth a look. You’ll know how many clients open up in the chair about their lives, and BarberTalk aims to harness that by supporting you to signpost organisations that can help with mental health. [https://www.thelionsbarbercollective.com/about-us](https://www.thelionsbarbercollective.com/about-us/)

Staying warm and cost of living

The BBC has done some research about how cold weather affects your body. Cold weather makes serious conditions like heart attack and stroke more likely.<https://www.bbc.co.uk/news/health-63602501>

British Gas has some advice on the most efficient ways to keep your home warm in winter.<https://www.britishgas.co.uk/the-source/beat-the-weather/warm-home-winter.html>

The Met Office offers advice on ways to keep your home warm in winter. This helpful article also links to some of the support you could receive to help with the cost of living.<https://www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice/your-home/keeping-your-home-warm-in-winter>

Heating Force offer some extra tips on how to keep the heat inside your house, including some easy, affordable tips you might not yet have thought about.<https://heatingforce.co.uk/blog/keep-house-warm-winter/>

The Guardian has a host of tips using everyday items that are already available in your home to help you stay warm for no additional cost. [https://www.theguardian.com/lifeand...-to-stay-warm-without-whacking-up-the-heating](https://www.theguardian.com/lifeandstyle/2021/jan/14/cold-as-ice-how-to-stay-warm-without-whacking-up-the-heating)

If you were born before 26th September 1956, you are eligible for the Winter Fuel payment to help with your fuel bills. Following the link will also show you other payments you might be entitled to.<https://www.gov.uk/winter-fuel-payment>

If you receive certain benefits or Support for Mortgage Interest, you may receive an additional payment if the weather is very cold. You can find out more here. <https://www.gov.uk/cold-weather-payment>

This year Asda have said that they will provide a meal for children for £1 in their cafes, with no minimum adult spend. This is available 7 days a week and may help some families.<https://www.asda.com/good-living/article/children-can-eat-for-just-1-at-asda>

If money worries are stopping you from taking your children out for the day, there are some fantastic free activities you can try. From free museums to days out in the woods, there is something for everyone.<https://www.dayoutwiththekids.co.uk/hub/things-to-do/free-family-days-out>

Small spaces heat up faster and children LOVE an adventure. Consider making a blanket fort with your children when it is chilly. You’ll stay warmer and the children will have a lot of fun.<https://www.wikihow.com/Make-a-Blanket-Fort>

Pats’ Food is a website aimed at helping people to eat well on a tight budget. With recipes and meal plans aimed at ensuring a family can eat for under £1 per person per day, there are costed meal plans for families at under £30 per week.[https://www.patsfood.org](https://www.patsfood.org/)

People in the UK are receiving support over the winter to help with the cost of energy. What you will receive and how you will receive it depends on how you get the energy to power your home.<https://www.gov.uk/guidance/getting-the-energy-bills-support-scheme-discount>

Free school meals

England

Some children can receive free school meals. If you haven’t checked whether you are entitled to them, you can find out more here.
<https://www.gov.uk/apply-free-school-meals>

NI

Some children can receive free school meals. If you haven’t checked whether you are entitled to them, you can find out more here.
<https://www.nidirect.gov.uk/articles/nutrition-and-school-lunches>

Scotland

Some children can receive free school meals. If you haven’t checked whether you are entitled to them, you can find out more here.
<https://www.mygov.scot/school-meals>

Wales

Some children can receive free school meals. If you haven’t checked whether you are entitled to them, you can find out more here.<https://gov.wales/free-school-meals-information-schools>

Caring for elderly relatives

If you look after someone else, whether because they are older, or disabled, or due to ill health, it’s important to make sure you get the help you need. AgeUK has lots of information to help and support you.<https://www.ageuk.org.uk/information-advice/care/helping-a-loved-one/>

If you find that you or someone you care for needs more help and support, there are ways you can get the support you need. Depending on the situation, care may be provided by the local authority, NHS or a private care organisation. <https://www.nhs.uk/conditions/social-care-and-support-guide/introduction-to-care-and-support/>

If you care for someone, you may be able to get access to some support and respite. It’s important to make sure you take the support offered so you can continue in your caring role. <https://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/>

Cold, flu, or covid?

While Covid vaccination has made a significant impact on the pandemic, we are still dealing with a virus that can cause serious illness. This chart can help you establish whether it’s a cold, flu or Covid you’re likely suffering from.<https://www.boots.com/health/cold-and-flu/difference-between-cold-and-flu>

Norovirus

Norovirus is also known as the “winter vomiting bug”. It can be very unpleasant, but generally only lasts a couple of days. <https://www.nhs.uk/conditions/norovirus/>

If you, or a family member is suffering from vomiting or diarrhoea, there are some ways to make managing this at home easier. Make sure your drink plenty of fluids so you do not get dehydrated. <https://www.nhs.uk/conditions/diarrhoea-and-vomiting/>

Domestic abuse

If you’re experiencing domestic abuse, Refuge have lots of information to help and support you, with a quick exit button if you need to hide what you’re looking at hurriedly. [https://refuge.org.uk](https://refuge.org.uk/)

The National Domestic Abuse Helpline offers support if you are experiencing domestic abuse. Domestic abuse includes coercive control, financial and verbal abuse, as well as violent behaviour. You can call for support any time, day or night.[https://www.nationaldahelpline.org.uk](https://www.nationaldahelpline.org.uk/)

If you’re at risk of violence, knowing how to make a silent 999 call might help save your life. When connected to 999, press “55” so they know the call isn’t accidental. <https://www.met.police.uk/contact/how-to-make-a-silent-999-call/>

You can find Home Office advice on getting support if you’re experiencing domestic abuse in Arabic, Bengali, Farsi, French, Gujarati, Hindi, Pashto, Punjabi, Somali, Turkish, and Urdu [https://www.westyorkshire.police.uk...advice-other-languages/advice-other-languages](https://www.westyorkshire.police.uk/advice/abuse-anti-social-behaviour/domestic-abuse/advice-other-languages/advice-other-languages)

NHS111 for OOH – and alternatives

ENGLAND

Over the festive season the practice will be closed for weekends and bank holidays. If you need assistance when the practice is closed you can see what support is available here.<https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/nhs-out-of-hours-services/>

Christmas closures

The practice will be closed on weekends and bank holidays over the festive season. You can see our opening hours here www.londonroadsurgery.co.uk

World AIDS Day (1st December 2022)

Each year, 1st December is World AIDS day. It’s an opportunity to demonstrate support for those living with HIV and AIDS. <https://www.worldaidsday.org/2022-campaign/> #RockTheRibbon

You can download a Virtual Red Ribbon. Even if you’re not leaving the house, you can still show your support for those living with HIV and AIDS. <https://www.worldaidsday.org/virtualribbon/>

Crohns and Colitis Awareness Week (1st – 7th December 2022)

This week is Crohns and Colitis Awareness week. Crohns and Colitis are inflammatory bowel diseases that cause your bowel to become swollen, inflamed and ulcerated. <https://crohnsandcolitis.org.uk/get-involved/your-story/crohns-and-colitis-awareness-week>

Grief Awareness Week (2nd – 8th December 2022)

This week is Grief Awareness Week. In the last few years, many of us have lost people we care about. In many cases, we have been unable to mark their loss in the way we might want. It’s important to recognise the impact of grief in our lives. <https://www.thegoodgrieftrust.org/ngaw/>

We hear about the seven stages of grief, but what we hear less about is that we might move backwards and forwards through these stages as we navigate the “firsts” that happen without our loved ones. <https://www.coop.co.uk/funeralcare/advice/do-the-seven-stages-of-grief-exist>

Cruse supports people who are bereaved and have lost someone that they care about. The right support can help you to find your way in a world that has changed for you. [https://www.cruse.org.uk](https://www.cruse.org.uk/)

**LONDON ROAD SURGERY**