LONDON ROAD SURGERY

Website: www.thelondonroadsurgery.co.uk

Telephone: 01268 765533

**NEWSLETTER October 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 November 2022. Please see end of the newsletter.**

**We are open and continue to follow NHS England guidance re Pandemic working so we are wearing our masks and PPE as necessary. We 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.**

**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 Vaccination programme**

**We are still offering patients a Flu vaccination. 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](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.**

**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 sendin 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**

**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.

**Patient Group Activity**

At the next meeting will be 23 November 2022 at 2pm. 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](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

**Health Campaigns for November 2022**

Domestic violence and coercive control  
  
If your relationship feels challenging, have you considered whether it might be abusive? People often think that their relationship cannot be considered abusive if there is no physical violence, but domestic abuse also includes many different forms of control and emotional abuse.  
  
Women’s Aid identify coercive control in the following way: An act or a pattern of acts of assault, threats, humiliation and intimidation, or other abuse that is used to harm, punish, or frighten the victim. If you think you may be experiencing coercive control in your relationship, you can seek support from Women’s Aid.  
  
The government website has a great deal of advice and guidance if you, or someone you know is suffering from domestic abuse. With information available in multiple languages and an easy read version, as well as a sign language video, there is advice for any situation.  
  
If you are concerned that your activity online is being monitored by an abusive partner, you can access information about how to search for information more safely.  
  
The Women’s Aid website has an “exit site” button positioned on the right hand side so you can leave the site quickly if needed.  
  
[https://www.womensaid.org.uk/inform...ors-handbook/am-i-in-an-abusive-relationship/](https://www.womensaid.org.uk/information-support/the-survivors-handbook/am-i-in-an-abusive-relationship/)  
  
<https://www.womensaid.org.uk/information-support/what-is-domestic-abuse/coercive-control/>  
  
<https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>  
  
<https://www.womensaid.org.uk/cover-your-tracks-online/>  
  
Men become victims of domestic abuse less frequently, but some men are victims of serious domestic abuse. If you’re a man who is being abused by your partner, you can find help and advice here. [https://mensadviceline.org.uk](https://mensadviceline.org.uk/)  
  
Whether you are male or female, if you recognise that you may be abusing a member of your family you can ask Respect for help. Abuse can be mental or physical and support is available to help you stop. [https://respectphoneline.org.uk](https://respectphoneline.org.uk/)  
  
Diabetes  
  
Did you know that you can do a diabetes risk score to check your likely risk of developing type 2 diabetes in the future? Your age, height and weight, as well as having relatives with diabetes, all affect your level of risk.  
  
Taking the right steps can help to reduce the risk of type 2 diabetes by around 50% and Diabetes UK has some fantastic resources to help.  
  
<https://riskscore.diabetes.org.uk/start>  
  
<https://www.diabetes.org.uk/preventing-type-2-diabetes>  
  
Stay well in winter  
  
With the cost of living and energy prices causing concern for many, the NHS has advice to help keep you safe and well through winter.  
  
If you’re struggling to pay your energy bills, there is help available. Martin Lewis and Money Saving Expert have put together a list of the support that may be available to you.  
  
Heat the person, not the home, is one way to reduce your heating requirements, but there are always compromises. Eating a hot meal can help, and porridge or soup cooked in the microwave can be a quick and relatively cheap option.  
  
Did you know that there are five alert levels for cold weather, and that from 1st November the alert level automatically increases until 31st March. If you’re more vulnerable to cold weather, for example members of your household are over 65, under 5 or suffer from a long-term health condition, or if you have responsibility for someone who is vulnerable, you can get cold weather alerts sent to you.  
  
If you have elderly or vulnerable neighbours who might be affected by the cold weather and may find it harder to manage, please consider checking on them to make sure that they are okay.  
  
<https://www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/>  
  
[https://www.moneysavingexpert.com/u...if-you-re-struggling-with-your-energy-bills-/](https://www.moneysavingexpert.com/utilities/how-to-get-help-if-you-re-struggling-with-your-energy-bills-/)  
  
<https://www.moneysavingexpert.com/utilities/heat-the-human-not-the-home-save-energy/>  
  
<https://www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice/cold-weather-alerts>  
  
<https://www.thenationalcareline.org/SafetyAtHome/CheckOnYourNeighbour>  
  
Lung Cancer Awareness  
  
Lung cancer is the third most common cancer in the UK. Just under 50,000 people are diagnosed with lung cancer each year in the UK, and around 45 in every 100 people are 75 or over. Over 70% of lung cancers are caused by smoking, so if you do smoke, there’s no better time to consider quitting than right now.  
  
The Roy Castle Lung Cancer Foundation has produced a booklet called “Follow my Lead” which aims to raise awareness around how the things we say when someone tells us they have cancer aren’t always helpful. Aimed at those who know someone diagnosed with lung cancer, it’s relevant for all cancers and is well worth a read.  
  
<https://www.cancerresearchuk.org/about-cancer/lung-cancer>  
  
<https://roycastle.org/campaigns/follow-my-lead/follow-my-lead-booklet/>  
  
Stay safe at bonfire night (1st week of November)  
  
It’s safer to attend an organised display, but if you’re planning to have your own bonfire, Manchester Fire Service has some advice to help you manage your bonfire more safely.  
  
RoSPA has advice about managing fireworks safely. Injuries from fireworks can be very serious and, even if you’re being very responsible, accidents can and do happen.  
  
<https://www.manchesterfire.gov.uk/your-safety/fire-safety/celebrating-safely/bonfire-safety/>  
  
<https://www.rospa.com/home-safety/advice/fireworks-safety>  
  
Anti-Bullying Week (14th – 18th November)  
  
Across the UK 14th – 18th November is Anti-Bullying Week. If you know someone who is being bullied, reach out to offer your support. Bullying is never okay.  
  
Wearing odd socks on Monday 14th November helps to raise awareness of Anti-Bullying Week. Wear your odd socks with pride and when someone asks, explain what it’s all about!  
  
<https://anti-bullyingalliance.org.uk/anti-bullying-week/odd-socks-day>  
  
<https://anti-bullyingalliance.org.uk/anti-bullying-week/anti-bullying-week-2022-reach-out>  
  
COPD Day (16th November 2022)  
  
It’s World COPD Day. World COPD Day this year encourages us to ensure that we’re doing all we can to support the health of our lungs so they can support us for the rest of our lives.  
  
COPD (chronic obstructive pulmonary disease) is a group of lung conditions that cause breathing difficulties. If you’re affected by the symptoms of COPD, and in particular if you’re over 35 and smoke, or used to, you should make an appointment to see your GP.  
  
<https://goldcopd.org/world-copd-day-2022/>  
  
<https://www.nhs.uk/conditions/chronic-obstructive-pulmonary-disease-copd/>  
  
Self-Care Week (14th – 20th November)  
  
It’s Self-Care Week, and we thought it would be a good time to look at the “self-care continuum”. Self-care is a vital part of our long-term health and can be as simple as healthy lifestyle choices.  
  
Eating a well balanced, healthy diet is a vital part of self-care on many levels. A diverse intake of fruit and vegetables provides your body with a wide range of nutrients, and contributes to healthy gut flora.  
  
<https://www.selfcareforum.org/wp-content/uploads/2012/08/The-self-care-continuum.pdf>  
  
[https://www.forbes.com/sites/nomana...lf-care-a-part-of-every-meal/?sh=12022db534fe](https://www.forbes.com/sites/nomanazish/2017/12/11/10-smart-ways-to-make-self-care-a-part-of-every-meal/?sh=12022db534fe)  
  
16 Days of Activism against Gender-Based Violence (25th November – 10th December – Runs from International Day for Elimination of Violence against Women to Human Rights Day)  
  
25th November is International Day for Elimination of Violence against Women. Only two in three countries throughout the world have outlawed domestic violence. There are 37 countries which exempt perpetrators of rape from prosecution if they are married to, or eventually marry their victim. Violence is not acceptable and should not be tolerated. Help to raise awareness and end violence against women.  
  
What is femicide? Femicide is the killing of a woman or girl because they are female. In the UK a woman is killed by her male partner or former partner once every four days.  
  
<https://www.un.org/en/observances/ending-violence-against-women-day/background>  
  
<https://www.womensaid.org.uk/what-we-do/campaigning-and-influencing/what-is-femicide/>  
  
World Antimicrobial Awareness Week (18th – 24th November 2022)  
  
If you’ve ever wondered why the GP won’t prescribe antibiotics when you’re unwell, you might find this article interesting. Antibiotics won’t work for every illness, and won’t have any effect at all on a viral infection.  
  
If we prescribe antibiotics when they aren’t needed, we increase the risk of antimicrobial resistance. Antimicrobial resistance means that bacteria become more resistant to the antibiotics we have available. If antimicrobial resistance increases, we have fewer tools to use when people do become unwell with bacterial infections.  
  
<https://www.webmd.com/a-to-z-guides/bacterial-and-viral-infections>  
  
<https://patient.info/news-and-features/why-wasnt-i-prescribed-antibiotics>

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