LONDON ROAD SURGERY

Website: www.thelondonroadsurgery.co.uk

Telephone: 01268 765533

**NEWSLETTER September 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 October 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 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.

**Next Patient Group meeting will be in November 2023 – date to be decided**

**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.

**The Essex Wellbeing Service 0300** **303 9988**

We provide Essex residents (excluding Southend-On-Sea and Thurrock) with access to health checks; stop smoking services; weight management courses; and emotional health and wellbeing support.

We also support Essex organisations at work via our three-tiered Working Well Accreditation. This consists of workplace health and wellbeing sessions; Mental Health First Aid training; and the Working Well Accreditation itself where organisations can be recognised for their commitment to staff health and wellbeing.

EWS also runs a volunteering service where we recruit and connect volunteers with Essex residents in need of support with everyday tasks, social isolation and making long-term friendships.

The Service is commissioned by Essex County Council. But we couldn’t do this without our amazing alliance of partners…

**Provide CIC**

Provide CIC is a Community Interest Company (social enterprise) that delivers a broad range of health and social care services in the community throughout Essex, Cambridgeshire and East Anglia.

Provide works from a variety of community settings, such as three community hospitals, community clinics, schools, nursing homes and primary care settings, as well as within people's homes to provide more than 40 services to children, families and adults.

Provide CIC has been commissioned by Essex County Council to deliver the Essex Wellbeing Service, in partnership with all the organisations listed on this page.

**Priority Digital Health**

Priority Digital Health (PDH) build digital solutions which empower better self-management and service-management of patients' health and wellbeing.

PDH ensures people get the help and support they need, swiftly, whilst remaining true to their 'Tell Your Story Once' mantra.

PDH’s speciality is disease prevention; their background is in changing behaviour, and their focus is cost-saving and service efficiencies – but not at the expense of user experience.

They have three main products: The Priority Platform (customisable case management software); Diabetes Book & Learn (connecting people with Diabetes to the right education); and AmaraHealth™ (a whole-body health and wellbeing app).

For Essex Wellbeing Service, PDH provides the case management system that digitises lifestyle bookings; volunteer sign-up and management; and referral or self-referral for support with everyday tasks.

PDH provides their marketing services for the EWS and Working Well website and social media. EWS also have access to PDH’s AmaraHealth™ app where Essex residents can track, analyse, and manage their whole-body health inside one app.

**Age Well East**

Age Well East offers community friendship services to anyone in Essex who is over 18 with an aim to end loneliness. They provide one to one volunteer friendship (befriending), pen friending and access to social groups and activities to empower people to live happier and healthier.

Age Well East believes everyone deserves to age well and they have been empowering people in later years since 1950. Their knowledgeable staff and volunteers provide excellent support services which are easily available.

They understand that changes in circumstances make people particularly susceptible to loneliness. When left ignored, loneliness can escalate from a temporary situation to a chronic challenge, which the NHS estimates as having the same detrimental impact as smoking 15 cigarettes a day on health deterioration.In Essex alone, as many as 80,000 people are thought to be lonely, which is one of many reasons Age Well East is so committed to providing excellent and trusted support.

**HCRG Care Group**

HCRG Care Group changes lives by transforming health and care. They are one of the UK’s leading independent providers of community health and care services, working with health and care commissioners and communities to transform services with a focus on experience, efficiency and improved outcomes.

The children and family healthy lifestyle service is here to support your family in making long term, sustainable adjustments to suit your lifestyle. If you are unsure if your child is within the healthy weight range, you can check their body mass index (BMI) using the NHS BMI Calculator. The calculator takes into account your child’s age and sex as well as their height and weight.

If you find your child is outside the healthy weight range - don’t panic! There are lots that the team can do to support you in making healthier lifestyle choices and to help your child achieve a healthier weight as they grow.

Being active and making balanced food choices is important, but HCRG Care Group will work with your family to make sure our support is the right offer for you and your family.

HCRG Care Group’s teams have lots of resources that they would like to make available to your family. If you would like to register your interest or find out more about what HCRG can offer your family, please contact EWS.

HCRG Care Group also runs Essex Child and Family Wellbeing Service on behalf of Essex County Council.

**Rural Community Council of Essex**

Many Essex villages exude an air of prosperity. However, behind the affluent facade there is evidence of hidden deprivation, and with it the potential for people to be unreasonably disadvantaged by living in a rural location.

Rural communities are the reason for the existence of the Rural Community Council of Essex (RCCE) and remain the focus of the vast majority of their work, but they do provide some services, notably Community Agents Essex and United in Kind Coaches on a countywide basis.

Rural Community Council of Essex (RCCE) works to provide local communities with the skills, resources and expertise necessary to achieve a thriving and sustainable future.

RCCE provides support and facilitation for local community organisations and projects; develops initiatives that improve the life chances of disadvantaged people and families; and provides an influential voice for rural communities in Essex.

Part of their attention focuses on helping people who may experience disadvantage and exclusion through factors such as low wage employment, the high cost of housing, lack of access to essential services and a scarcity of public transport.

**Terrence Higgins Trust**

Terrence Higgins Trust (THT) team of specialist health and wellbeing coaches will work to re-engage those who have disengaged from or who have lost trust in the system.

The service works closely with a diverse range of populations across Essex, and in partnership with the wider EWS service to maximize opportunities for LGBT+, Traveller, Roma, and Racially Minoritised communities, as well as Drug and Alcohol Misusers, Homeless / those at risk of Homelessness, as well as those within the criminal justice system.

THT believes that involving and empowering local communities, particularly disadvantaged groups, and young people is central to both promotion of excellent Health and Wellbeing and the reduction of health inequalities.
THT champions that partnership approaches to service delivery, combined with innovation, improve engagement with service users, contribute to directly addressing marginalisation and powerlessness underpinning health and social inequalities and are effective in building sustainable communities.

THT is also the UK’s largest HIV and Sexual and Reproductive Health charity.

Building upon the already excellent established working relationship between THT and Provide in Essex the THT Essex Wellbeing Service (EWS) partnership will engage with and empower Seldom Heard From Communities.

Services

* [Stop Smoking](https://www.essexwellbeingservice.co.uk/services/stop-smoking)
* [Physical Activity](https://www.essexwellbeingservice.co.uk/services/physical-activity)
* [Social Isolation](https://www.essexwellbeingservice.co.uk/services/social-isolation)
* [Mental Health](https://www.essexwellbeingservice.co.uk/services/mental-health)
* [Alcohol Reduction](https://www.essexwellbeingservice.co.uk/services/alcohol-reduction)
* [Sleep](https://www.essexwellbeingservice.co.uk/services/sleep)
* [Health Checks](https://www.essexwellbeingservice.co.uk/services/health-checks)
* [Child Lifestyle Service](https://www.essexwellbeingservice.co.uk/services/child-lifestyle-service)
* [Weight Management](https://www.essexwellbeingservice.co.uk/services/weight-management)

T: 0300 303 9988

E: provide.essexwellbeing@nhs.net

**Opening Hours**

Monday to Friday 8.00am - 7.00pm

Saturday 9.00am to 12.00pm

All enquiries, will be responded to during the opening hours above

**Complaints / Feedback**

T: 0300 303 9951

E: provide.customerservices@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

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

**October 2023**

**National Cholesterol Month, 1st-31st October**

If you’re aged 40-74, at risk of familial hypercholesterolemia, are at high risk of heart disease, have had a previous diagnosis of heart disease, or are taking cholesterol-lowering medications, you should find out what your cholesterol levels are like.

If you’re looking to reduce your cholesterol levels, there are some gentle diet modifications and lifestyle changes you can make to give you the best chance of ensuring healthy cholesterol levels. To find out more, see the Heart UK website below.

<https://www.heartuk.org.uk/cholesterol/getting-a-cholesterol-test>

<https://www.heartuk.org.uk/healthy-living/introduction>

**Stoptober, 1st-31st October**

Smoking causes 7/10 cases of lung cancer. Stoptober (or stop during October) is the month when people come together to try to quit smoking. Quitting smoking is not only good for your health, but it will also save you significant amounts of money.

If you smoke ten a day, you could save over £180 if you didn’t smoke during October. If you smoke 20 a day, that increases to almost £360. With the cost of living increasing all the time, there’s never been a better time to quit. After a year, you could be almost £4,400 better off if you currently smoke 20 a day and make the decision to quit. You might be surprised at how the cost adds up over your lifetime.
If you quit smoking for 28 days, you’re five times more likely to stop smoking altogether. 28 days is manageable, isn’t it?

<https://www.nhs.uk/common-health-questions/lifestyle/what-are-the-health-risks-of-smoking/>

<https://www.nhs.uk/better-health/quit-smoking/>

<https://www.nhsinform.scot/stopping-smoking/calculate-my-savings>

<https://www.asthmaandlung.org.uk/living-with/stop-smoking>

**Breast cancer awareness, 1st-31st October**

We often think that the sign of breast cancer is a lump on the breast, which it can be; however, there are also other signs that could indicate something is wrong. These changes could be as simple as a rash or a slight change in the appearance of the nipple.

There are 12 symptoms of breast cancer. Do you know what all 12 would be? Know Your Lemons has a fantastic and easy-to-understand set of graphics which explain what’s normal in breast tissue.
Breast cancer is rare in men, but can occur – more often if you’re over the age of 60.

If you’re a trans-man, trans-woman, or identify as non-binary, your risk of cancer and screening for some cancers may be affected. You can help to ensure you don’t miss any vital screening opportunities. This guidance from Cancer Research is helpful in determining any altered risk or screening changes.

If you notice any changes, it’s important to make an appointment with your GP practice.

<https://breastcancernow.org/information-support/check-your-breasts/learn-signs-breast-cancer>

[https://knowyourlemons.org](https://knowyourlemons.org/)

<https://www.nhs.uk/conditions/breast-cancer-in-men/>

[https://www.cancerresearchuk.org/ab...reening/trans-and-non-binary-cancer-screening](https://www.cancerresearchuk.org/about-cancer/cancer-symptoms/spot-cancer-early/screening/trans-and-non-binary-cancer-screening)

**Dyslexia awareness, 3rd-9th October**

If your child is struggling with reading, writing or spelling, it might mean that they have dyslexia. If you’re concerned, you can speak to the SENDCO at your child’s school as the first step towards supporting them.

If you’ve ever wondered if dyslexia may be the cause of your, or your child’s, difficulties with reading or writing, you may be able to gain some insight into whether this is likely here:

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

<https://www.bdadyslexia.org.uk/advice/adults/am-i-dyslexic/signs-of-dyslexia>

**World Menopause Day, 18th October**

18th October is World Menopause Day. This year the focus is on ‘**Menopause: Misinformation and Management**’. There will be a programme launching on the 18th about the misinformation surrounding the menopause. To find out more and to access the programme, you can click the link below.

Menopause symptoms are wide-ranging and can affect your daily life. Some women will notice no symptoms while others will experience debilitating symptoms. Let’s shine a light on the effect of the menopause on women and support them through this time and beyond.

<https://thebms.org.uk/publications/world-menopause-day-2023/>

<https://www.youtube.com/watch?v=IqoI5x3MXjU>

**World Osteoporosis Day, 20th October**

Osteoporosis increases the risk of broken bones (fractures). Do you know whether you’re at risk of osteoporosis? Risk factors include age, disease, sex and medication.

Women are more prone to osteoporosis than men, but that isn’t the only thing that increases your risk. Medication, your lifestyle and family history can affect your risk of osteoporosis. In the UK, osteoporosis affects over 3,000,000 people, so it’s important to check the symptoms and contact your GP practice if you’re worried that you may be suffering from osteoporosis. You can assess your risk of osteoporosis with this quick quiz.
[https://riskcheck.osteoporosis.foundation](https://riskcheck.osteoporosis.foundation/)

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

**Psoriasis awareness, 29th October**

Psoriasis affects 2% of the UK population. Psoriasis is more than just dry skin; it causes flaky patches of skin which form scales. Treatments vary and sufferers may find the condition painful or embarrassing to live with. If you have psoriasis or are worried that you may have symptoms, you can check the NHS website to find out more information.

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

**World Stroke Day, 29th October**

One in four people will have a stroke in their lifetime, so it’s important that you know the signs of a stroke and what you can do to help. 90% of strokes could be prevented by addressing the risk factors associated with strokes.

<https://www.world-stroke.org/world-stroke-day-campaign/world-stroke-day-2023>

**The importance of childhood immunisation**

Vaccinations against some diseases are provided for free by the NHS. Ensuring you have the vaccinations you’re eligible for means you’ll have the best possible protection against illness. You can help by ensuring you have the vaccinations you need, and ensuring that anyone you care for has them too.
Vaccinations provided by the NHS follow a schedule to ensure the best long-term protection against disease.

<https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/>

<https://www.nhs.uk/conditions/vaccinations/why-vaccination-is-safe-and-important/>

**Childhood minor illnesses / accidents**

Most childhood illnesses are self-limiting and resolve within a few days. But it can be hard to know what steps to take if your child has an illness or accident. You can use the NHS website to try and identify what steps you may need to take, and you can use the online NHS 111 service for more personal advice.

The Lullaby Trust have an app you can download which will help you determine whether you need to seek help for your baby’s illness.

[https://www.nhs.uk/conditions/baby/...aid/what-to-do-if-your-child-has-an-accident/](https://www.nhs.uk/conditions/baby/first-aid-and-safety/first-aid/what-to-do-if-your-child-has-an-accident/)

<https://www.lullabytrust.org.uk/safer-sleep-advice/baby-check-app/>

**Mental health and keeping in touch**

If you’re struggling with your mental health, there’s plenty of support available. We’re ready and willing to listen, but we understand you may want support from elsewhere or when we’re closed. If you follow the link below, you can access several websites or online chats that you can use when you’re feeling down.

<https://www.mentalhealth.org.uk/explore-mental-health/looking-after-your-mental-health>

**Preparing for winter**

Those under the age of five, or over 65, on a low income, who have a disability, are pregnant, or with a health condition are more vulnerable during cold weather. There are simple ways to help you stay safe, warm and healthy. This page provides a list of suggestions and provides links to available help with the cost of heating during the winter.

With ongoing climate change, it’s likely that extreme weather will occur again this winter. Ensure you’re prepared by thinking about the types of things you might need to see you through a storm if the power is cut off at home.

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

<https://www.redcross.org.uk/get-help/prepare-for-emergencies/prepare-an-emergency-kit>

**Flu and COVID-19 vaccination**

Influenza will shortly be circulating. If you’re eligible for a flu vaccination, please make an appointment with us to have yours early in the season.

We’ve contacted patients who are eligible for a flu vaccination. If you’ve previously had a flu vaccination provided by the NHS and we’ve not contacted you yet, please get in touch to check whether you’re eligible.

Additionally, some patients will be eligible for a vaccination against COVID-19. If you’re eligible, we’ll be in touch to arrange your appointment. If you haven’t heard from us, you can check your eligibility here.

<https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>

<https://www.nhs.uk/conditions/covid-19/covid-19-vaccination/getting-a-covid-19-vaccine/>

**Shingles**

If you’re aged 70 to 79, you’re eligible for a shingles vaccination if you haven’t already had one. Shingles can be very painful, so if you’re eligible for vaccination and haven’t yet had it, please contact us so that we can book you an appointment.

Shingles can be very painful, and it can be dangerous to others if they have low or no immunity to shingles. If you think you may have shingles, please contact NHS 111 or your GP practice.

<https://www.nhs.uk/conditions/vaccinations/shingles-vaccination/>

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