LONDON ROAD SURGERY

Website: www.thelondonroadsurgery.co.uk

Telephone: 01268 765533

**NEWSLETTER September 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 October 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 have started our Flu vaccination programme. We have started to vaccinate all Housebound patients and those in a Care Home.**

**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 1037 patients with no mobile number on their record. This month we have 1002 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.**

**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.

27.1.22 Restrictions have eased

You no longer need to wear a face covering, but consider wearing one in crowded, enclosed spaces where you may come into contact with people you do not normally meet.

You no longer need to show your NHS COVID Pass at venues and events.

**Patient Group Activity**

At the next meeting will be 5 October 2022 at 1pm. 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.

**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](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 October 2022**

Breast cancer awareness 1st – 31st October  
  
Not all breast cancer symptoms are a lump you can touch. You might find a change to the skin or to the nipple, and pain or discharge.  
  
There are 12 symptoms of breast cancer. Do you know all 12? Know Your Lemons has a fantastic and easy to understand set of graphics which explain what is normal in breast tissue.  
  
It’s not only women who can be affected by Breast Cancer. Breast cancer is rare in men, but can occur, most frequently in the over 60’s.  
  
If you are a trans-man, trans-woman, or identify as non-binary, your risk of cancer and screening for some cancers may be affected. This guidance from Cancer Research is helpful in determining any altered risk or screening changes.  
  
If you are experiencing unusual changes in your chest or breast, you should ask your GP practice to check these for you.  
  
<https://breastcancernow.org/information-support/check-your-breasts/learn-signs-breast-cancer>  
  
[https://knowyourlemons.org](https://knowyourlemons.org/)  
  
[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)  
  
<https://www.nhs.uk/conditions/breast-cancer-in-men/>

Stoptober 1st – 31st October  
  
Each year around 78,000 people die in the UK from smoking related illnesses. As we begin October, have you thought about quitting smoking? The long-term benefits are huge, both for your health and your pocket. If you quit smoking for 28 days, you’re 5 times more likely to stop smoking altogether. 28 days seems manageable, doesn’t it?  
  
If you smoke 10 a day, you could save over £160 if you didn’t smoke during October. If you smoke 20 a day, that increases to almost £325. 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 £4000 better off if you currently smoke 20 a day and make the decision to quit. You might be surprised how the costs add up over your lifetime.  
  
<https://www.nhs.uk/better-health/quit-smoking/>  
  
<https://www.blf.org.uk/take-action/campaign-with-us/stoptober>  
  
<https://www.nhsinform.scot/stopping-smoking/calculate-my-savings> <https://www.nhs.uk/common-health-questions/lifestyle/what-are-the-health-risks-of-smoking/>

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 easy diet modifications you can make to give you the best chance of ensuring healthy cholesterol levels.  
  
<https://www.heartuk.org.uk/cholesterol/getting-a-cholesterol-test>  
  
<https://www.heartuk.org.uk/healthy-living/introduction>  
  
Dyslexia Awareness Week 3rd – 9th October  
  
If you have a child who struggles with reading or writing, you may wish to consider whether they are dyslexic. It’s estimated that up to 1 in 10 people in the UK are affected to some degree by dyslexia.  
  
If you’ve ever wondered whether dyslexia might 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.  
  
<https://www.nhs.uk/conditions/dyslexia/>  
  
<https://www.bdadyslexia.org.uk/advice/adults/am-i-dyslexic>  
  
World Mental Health Day 10th October  
  
As the impact of COVID-19 continues to be felt, the theme of **Making Mental Health & Well-Being for All a Global Priority**seems appropriate for people the world over. If we focus on mental health and well-being, we can ensure that the damage caused by COVID-19 does not continue unchecked. <https://www.who.int/campaigns/world-mental-health-day/2022>

World Menopause Day 18th October  
  
18th October is World Menopause Day, and ITV will launch a programme: “Menopause: Continuing the Conversation”. Menopause will affect approximately 50% of the global population, and yet it is rarely spoken about. Over 13 million women in the UK are affected.  
  
Menopause symptoms are wide-ranging, and can affect your daily life. Some women will notice no symptoms, others will experience debilitating symptoms. Let’s shine a light on the effect of menopause on women and support them through the menopause and beyond.  
  
<https://thebms.org.uk/publications/world-menopause-day-2022/>  
  
<https://www.youtube.com/watch?v=ddzdgEUOGlk&t=4s>  
  
World Osteoporosis Day 20th October  
  
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, among other factors, can affect your risk of osteoporosis. In the UK osteoporosis affects over three million people.  
  
Do you know whether you are at risk of osteoporosis? Risk factors include age, disease, sex and medication. You can assess your risk of osteoporosis with this quick quiz.  
  
<https://www.nhs.uk/conditions/osteoporosis/>  
  
[https://riskcheck.osteoporosis.foundation](https://riskcheck.osteoporosis.foundation/)  
  
World Stroke Day 29th October  
  
Would you recognise the signs of a stroke FAST? World Stroke Day aims to increase awareness of the signs of Stroke. **F**ace **A**rms **S**peech **T**elephone (FAST).  
Can you identify a stroke? <https://www.world-stroke.org/world-stroke-day-campaign/world-stroke-campaign/save-lives-be-fast>  
  
Importance of childhood immunization  
  
Vaccinations against some diseases are provided for free by the NHS. Vaccinations provided by the NHS follow a schedule to ensure the best long-term protection against disease.  
  
Ensuring you have the vaccinations you’re eligible for means you’ll have the best possible protection against illness.  
  
If you’re not sure whether you’ve had all the vaccinations you should have, you can check what we vaccinate against here:  
  
<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/>

Children, incidents, accidents, and illness  
  
As Halloween approaches, the nights are drawing in. By Halloween it will be dark in the early evening. While this makes for spooky fun, children are more likely to be run over at Halloween than any other night of the year. We’ve some safety tips to ensure you have spooky fun, not a big scare.  
  
As winter approaches, self-care is important. Most childhood illnesses are self-limiting and resolve within a few days. Cambridgeshire and Peterborough NHS CCG has a fantastic guide to dealing with most minor illnesses.  
  
<https://www.safekids.org/tip/halloween-safety-tips>  
  
[https://www.cambridgeshireandpeterb...g-after-children-with-minor-common-illnesses/](https://www.cambridgeshireandpeterboroughccg.nhs.uk/your-health-and-services/self-care/looking-after-children-with-minor-common-illnesses/)  
  
Preparing for winter, household preparedness and self-care for adults  
  
People who are under 5, over 65, on a low income, have a disability, are pregnant, or have a health condition are more vulnerable during cold weather. There are simple ways to stay safe, warm and healthy.  
  
Last winter saw storms and floods that caused chaos for thousands of people. It is likely that extreme weather will occur again this winter. Ensure you are prepared by thinking about the types of things you might need to see you through a storm or similar at home if power is cut off.  
  
West Leicestershire CCG has a guide to medications you can buy over the counter to ensure you can manage minor illnesses at home without needing to wait for a GP appointment.  
  
<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>  
  
[https://www.westleicestershireccg.n...nd-your-medicine/self-care-for-minor-ailments](https://www.westleicestershireccg.nhs.uk/your-health-and-services/you-and-your-medicine/self-care-for-minor-ailments)  
  
Carents website  
  
Are you caring for your parents? The Carents Room aims to provide support to those who are looking after elderly relatives. The Carents Room was set up by a GP with personal experience and is well worth a look if you find yourself caring for your parents. [https://thecarentsroom.com](https://thecarentsroom.com/)  
  
Flu 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 have 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.  
  
Shingles  
  
If you are aged 70 to 79, you are 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 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.  
  
<https://www.nhs.uk/conditions/shingles/>  
  
<https://www.nhs.uk/conditions/vaccinations/shingles-vaccination/>  
  
COVID-19  
  
An increase in the number of cases of Coronavirus is likely during the winter months. You can find advice about what to do and when you should seek further advice.  
  
Vaccination programmes for COVID-19 are ongoing. It is likely that Coronavirus cases will increase over winter. If you haven’t had all the doses of vaccination you’re entitled to, please contact us to arrange your vaccination.  
  
<https://www.nhs.uk/conditions/coronavirus-covid-19/using-the-nhs-and-other-health-services/>  
  
<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine/>

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**