LONDON ROAD SURGERY

Website: www.thelondonroadsurgery.co.uk

Telephone: 01268 765533

**NEWSLETTER December 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 January 2023. Please see end of the newsletter.**

**We are closed Monday 26 December 2022 and Tuesday 27 December 2022 and open on Wednesday 28 December 2022 at 8am**

**We next close on Monday 2 January 2023 and re-open on Tuesday 3 January 2023**

**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.**

**COVID 19 Vaccination programme**

**We are offering patients a COVID 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 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](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**

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

**January 2023**

Pagets disease (11th January 2023)  
  
Paget’s disease can cause :  
  
Constant, dull bone pain  
  
[Joint pain](https://www.nhs.uk/conditions/joint-pain/), stiffness and swelling  
  
A shooting pain that travels along or across the body, [numbness and tingling](https://www.nhs.uk/conditions/peripheral-neuropathy/), or loss of movement in part of the body  
  
If you’re concerned that you may be affected by Paget’s disease symptoms, you can make a routine appointment with your medical practice.  
<https://www.nhs.uk/conditions/pagets-disease-bone/>  
  
Paget’s disease affects bone growth and is estimated to affect around 1% of the over 55s. It’s the second most common bone disorder after osteoporosis. <https://www.arthritis.org/diseases/pagets-disease>  
  
Samaritans’ Brew Monday (16th January 2023)  
  
January can seem like the darkest month of the year. If you’re struggling, Samaritans are promoting Brew Monday to raise awareness of the support they offer. [https://www.samaritans.org](https://www.samaritans.org/)  
  
Cervical Cancer Prevention Week (23rd to 29th January)  
  
It’s Cervical Cancer Prevention Week, and Jo’s cervical cancer trust is holding its biggest event yet, raising awareness for cervical cancer.  
  
The symptoms of cervical cancer can include:  
  
- Unusual vaginal bleeding, especially after menopause  
- Changes to vaginal discharge  
- Pain or discomfort during sex  
- Unexplained pain in your lower back or between your hip bones (pelvis)  
If you notice changes, it’s better to get checked.  
  
<https://alcoholchange.org.uk/help-and-support/managing-your-drinking/dry-january>  
  
<https://www.jostrust.org.uk/information/cervical-cancer>  
  
Dry January  
  
Have you previously considered reducing your alcohol intake? Alcohol affects the human body in several different ways, and reducing alcohol consumption might improve things for you in ways you didn’t expect.  
  
Try this self-assessment tool about the amount of alcohol you drink. The questions are tailored to your responses and at the end, if you’re honest, you should get a good idea of whether your drinking is a problem or not.  
  
Each January people from across the UK sign up to be free of alcohol for 31 days. Reducing the amount you drink can have long-term health benefits. Follow the link to find out more.  
  
<https://www.drinkaware.co.uk/tools/self-assessment>  
  
<https://www.drinkaware.co.uk/advice/how-to-reduce-your-drinking/reasons-for-cutting-down-on-alcohol>  
  
<https://alcoholchange.org.uk/help-and-support/managing-your-drinking/dry-january>  
  
Men's wellbeing  
  
The period immediately after Christmas can be challenging for some. Men in particular may find it difficult to open up about their feelings. You can find out more about men’s mental health and support here. <https://www.mentalhealth.org.uk/explore-mental-health/a-z-topics/men-and-mental-health>  
  
STIs  
  
(England)  
  
If celebrations over the festive season have led to unplanned and unprotected sexual activity, make sure you get checked for sexually transmitted infections (STIs). Not all STIs have symptoms.  
<https://www.nhs.uk/live-well/sexual-health/visiting-an-sti-clinic/>  
  
(Northern Ireland)  
  
If celebrations over the festive season have led to unplanned and unprotected sexual activity, make sure you get checked for sexually transmitted infections (STIs). Not all STIs have symptoms.  
[https://www.sexualhealthni.info](https://www.sexualhealthni.info/)  
  
(Scotland)  
  
If celebrations over the festive season have led to unplanned and unprotected sexual activity, make sure you get checked for sexually transmitted infections (STIs). Not all STIs have symptoms.  
[https://www.nhsinform.scot/care-sup...h-services-online-appointments-booking-system](https://www.nhsinform.scot/care-support-and-rights/nhs-services/sexual-health/sexual-health-services-online-appointments-booking-system)  
  
(Wales)  
  
If celebrations over the festive season have led to unplanned and unprotected sexual activity, make sure you get checked for sexually transmitted infections (STIs). Not all STIs have symptoms.  
<https://111.wales.nhs.uk/Sexualhealthclinics/>  
  
Young carers  
  
If you’re under 25 and giving support with daily life to a friend or family member, you may be a young carer.  
  
If you’re a young carer offering support with daily living to someone in your life, have you looked at the support that is available to you?  
  
<https://carers.org/about-caring/about-young-carers>  
  
[https://www.nhs.uk/conditions/socia...nd-benefits-for-carers/help-for-young-carers/](https://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/help-for-young-carers/)  
  
Staying warm and winter payments  
  
Cold weather payments (England, Scotland, Wales)  
  
The government has advice on keeping warm this winter. Being too cold can have negative consequences for your health.  
Depending on where you live, and whether you receive certain benefits, you may be eligible for a cold weather payment, or additional support over winter.  
  
If you were born before 26th September 1956 you may be eligible for a winter fuel payment. If you’re eligible, you should get the payment automatically, but, if you don’t, you can find out more by clicking here.  
  
[https://www.gov.uk/government/publi...op-tips-for-keeping-warm-and-well-this-winter](https://www.gov.uk/government/publications/keep-warm-keep-well-leaflet-gives-advice-on-staying-healthy-in-cold-weather/top-tips-for-keeping-warm-and-well-this-winter)  
  
<https://www.gov.uk/cold-weather-payment>  
  
<https://www.gov.uk/winter-fuel-payment>  
  
Cold weather payments (Northern Ireland)  
  
The government has advice on keeping warm this winter. Being too cold can have negative consequences for your health.  
  
You may be eligible for an additional payment towards your winter heating costs if you’re in receipt of a qualifying benefit and live in a postcode area where payment is due to be made.  
  
[https://www.gov.uk/government/publi...op-tips-for-keeping-warm-and-well-this-winter](https://www.gov.uk/government/publications/keep-warm-keep-well-leaflet-gives-advice-on-staying-healthy-in-cold-weather/top-tips-for-keeping-warm-and-well-this-winter)  
  
<https://www.nidirect.gov.uk/services/cold-weather-payment-checker>  
  
Glaucoma Awareness Month  
  
Glaucoma is more common in older adults, but your ethnicity, family history and some medical conditions may make you more likely to develop glaucoma. You can find out what increases your risk.  
  
The most common form of glaucoma does not always present with symptoms and may only be picked up when testing for other things. If you are having problems with your vision, it’s worth having a look at this list, but you should also see a trained optician for assessment.  
  
<https://www.nhs.uk/conditions/glaucoma/>  
  
<https://glaucoma.uk/about-glaucoma/signs-symptoms/>  
  
Flu and flu vaccination  
  
It’s “flu season” and there are some fairly classic symptoms of flu. Flu is not just a “bad cold” and you should be aware of the symptoms and self-care advice.  
  
You may be eligible for a free flu vaccination if you:  
  
- Are 50 or over  
- Have certain health conditions  
- Are pregnant  
- Live in residential care  
- Are the main carer for someone, or receive carer’s allowance  
- Live with someone more likely to become ill if they get flu. <https://www.nhs.uk/conditions/flu/>  
  
<https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>  
  
New year, new you  
  
New year is a fantastic time to think about our health and well-being. With the opportunity to change things, now that the festive goodies are out of the way, there is better time to think about our diet.  
  
If you haven’t exercised in a meaningful way for some time, the new year can be a brilliant opportunity to start as the hours of daylight start to get longer. As with all new things, start gently!  
  
Parkrun is a free event held each week across the country to help get you up and moving.  
  
<https://www.nhs.uk/live-well/eat-well/how-to-eat-a-balanced-diet/eight-tips-for-healthy-eating/>  
  
<https://www.mayoclinic.org/healthy-lifestyle/fitness/in-depth/fitness/art-20048269>  
  
[https://www.parkrun.org.uk](https://www.parkrun.org.uk/)  
  
Diabetic education programmes  
  
Do you know what your risk of diabetes is? If not, you should try this diabetes risk score, which will give you advice based on your circumstances. Knowing if you’re at increased risk can help improve your long-term health outcomes.  
  
If you’re a type 1 diabetic, you might find a course about life with type 1 diabetes useful. You can join a course no matter how long it is since you were diagnosed, and many diabetics have really positive things to say about participating.  
  
If you’re a diabetic, or at high risk of diabetes, you can find out more about the education courses available to support you on your journey. Health education improves outcomes.  
  
<https://riskscore.diabetes.org.uk/start>  
  
[https://www.nhs.uk/conditions/type-...carbohydrates/doing-a-type-1-diabetes-course/](https://www.nhs.uk/conditions/type-1-diabetes/learning-to-count-carbohydrates/doing-a-type-1-diabetes-course/)  
  
<https://www.diabetes.org.uk/guide-to-diabetes/managing-your-diabetes/education>  
  
JAM card  
  
If you have a hidden condition that means you may need more time to respond to something, you may find the “ just a minute” (JAM) card helpful. Available as a physical card, or on an app, it can help others understand they may need to allow you more time. [https://www.jamcard.org](https://www.jamcard.org/)  
  
Blood and plasma donation  
  
If you’ve not donated blood before, could you consider doing so? If you’re over 18 and in good health, your donation could save someone’s life.  
  
Plasma donors are in great demand. If you live near a plasma donation centre, your plasma could be used to make vital medicines for serious illnesses.  
  
[https://www.blood.co.uk](https://www.blood.co.uk/)  
  
<https://www.blood.co.uk/plasma/>  
  
Who to call and when  
  
Health services are under pressure over the winter, and ensuring that you’re using the right service for the issue you’re having makes the health service work better for everyone.  
  
Ambulances are for life-threatening emergencies. There is clear advice about when 999 is the most appropriate service for you. If you’re not sure whether 999 is right, you should check this link:  
  
Alder Hey Children’s Hospital has developed a symptom checker for children. The symptom checker gives a list of symptoms against a number of common childhood conditions and advice about what you should do next.  
  
If you have a baby, it can be very difficult to know what is normal, or when to seek help. Lullaby Trust has developed an app to help you identify if your baby is seriously unwell and in need of medical assessment or advice.  
  
If you have babies or young children, knowing how to help them with a range of health issues and injuries can be vital.  
  
<https://www.nwas.nhs.uk/get-involved/campaigns/make-the-right-call/>  
  
<https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-call-999/>  
  
[https://alderhey.nhs.uk/symptom-checker?q=/symptom-checker](https://alderhey.nhs.uk/symptom-checker?q=%2Fsymptom-checker)  
  
<https://www.lullabytrust.org.uk/safer-sleep-advice/baby-check-app/>  
  
<https://www.redcross.org.uk/first-aid/learn-first-aid-for-babies-and-children>  
  
Strikes  
  
Across the UK there are likely to be strikes including ambulance services and nursing staff. Advice for patients details what might be affected and when. To see advice about how strikes may affect you, click here:  
  
<https://www.england.nhs.uk/long-read/information-for-the-public-on-industrial-action/>

**Thank you**

**LONDON ROAD SURGERY**