LONDON ROAD SURGERY

Website: www.thelondonroadsurgery.co.uk

Telephone: 01268 765533

**NEWSLETTER August 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 September 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](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 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 on Wednesday 27 September at 1pm**

**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

**September 2023**

**Know your numbers (blood pressure): 4th-10th September**  
  
“Know Your Numbers!” Week is all about getting your free blood-pressure check, and making sure your numbers are within the normal range. The ideal blood pressure is 120/80. Over 6,000,000 people in the UK have high blood pressure and do not realise it, which leads to strokes and heart attacks that could have been prevented. Knowing what your blood pressure is can mean you’re able to make the right choices and look after your body properly.  
  
Some people with high blood pressure may experience symptoms, which can be a tell-tale sign that you need to get your blood pressure checked. Some examples of symptoms are: blurred vision, nosebleeds, shortness of breath, chest pain, dizziness and headaches. You can start to lower your blood pressure by eating less salt and more fruit and veg, losing weight, drinking less alcohol and being more active.  
  
<https://www.bloodpressureuk.org/know-your-numbers/>  
  
<https://www.bhf.org.uk/informationsupport/risk-factors/high-blood-pressure/symptoms-and-treatment>  
  
**World Suicide Prevention Day: 10th September**  
  
World Suicide Prevention Day takes place every year on 10th September and encourages us to talk to other people and take action if you’re concerned that someone could be seriously struggling with their mental health. You can find some ways that might help you to bring up the conversation with the person you’re worried about on the Samaritans website. You can also discover what kinds of social-media content may be harmful, and how to prevent sharing anything that may be harmful to someone’s mental health.  
  
<https://www.samaritans.org/support-us/campaign/world-suicide-prevention-day/>  
  
**World Sepsis Day: 13th September**  
  
Sepsis can be fatal, and it’s important to know the signs and symptoms. In adults and older children, the symptoms can be concerning. Symptoms can include: confusion and slurred speech, blue or grey blotchy skin, a rash that doesn’t fade when you roll a glass over it, and irregular breathing or shortness of breath. The symptoms can be signs of the fatal reaction and it’s important to call either 999 or 111 if you have any suspicions of sepsis.  
  
World Sepsis Day raises awareness of sepsis, and encourages many challenges and events to take place in support of World Sepsis Day. There are many social-media challenges that you can support if you can’t hold or attend an event yourself, or there are suggestions on the types of events you could organise and how to get started.  
  
<https://www.nhs.uk/conditions/sepsis/>  
  
<https://www.worldsepsisday.org/wsd2023>  
  
**World Patient Safety Day: 17th September**  
  
World Patient Safety Day helps to promote safety for all patients, and aims to help with eliminating any part of the healthcare system that might cause harm to patients. This campaign focuses on patient safety being a priority all around the world, and aims to help governments to understand ways in which they can make their healthcare systems safer. To find out more, you can see the link below.  
  
<https://www.iapo.org.uk/world-patient-safety-day>  
  
**National Eye Health Week: 18th-24th September**  
  
National Eye Health Week promotes the importance of good eye health and regular eye tests; you can take part in the eye health questionnaire, the eye health calculator, listen to the Vision Matters podcast, or find out more about how to properly look after your eyes. Over 2,000,000 people in the UK suffer with sight loss severe enough to impact their daily lives. It is important to regularly check on your eye health, especially as you get older, to ensure that you catch any problems as early as possible.  
  
<https://www.visionmatters.org.uk/>  
  
**National Fitness Day: 20th September**  
  
National Fitness Day helps to highlight the importance of fitness across the UK, and leading a healthy lifestyle that includes regular exercise. National Fitness Day aims to be the start of a regular fitness journey, not just a one-day event. To get involved, you can buy a NFD T-shirt to wear whilst exercising or to post on social media. National Fitness Day is about each person doing what they can to stay fit, and what fitness means to you. To find out more, please see the website below.  
  
<https://www.nationalfitnessday.com/#national-fitness-day-more>  
  
**Organ Donation Week: 18th-24th September**  
  
This year’s Organ Donation Week focuses on children and young people for the first time. This year concentrates on how lonely it can feel living with an illness. From September, children in secondary schools will be offered lessons on organ donation, and there will be promotion for the decision for young drivers to be registered as organ donors.  
  
Since 2020, all adults have been given the ‘opt out’ decision on organ donation, but you can register your preference so that your family are aware of your wishes. To find out more about organ donation and to support Organ Donation Week, please see the link below.  
  
<https://www.blood.co.uk/news-and-campaigns/the-donor/latest-stories/it-s-organ-donation-week/>  
  
<https://www.organdonation.nhs.uk/uk-laws/organ-donation-law-in-england/>  
  
**Migraine Awareness Week: 24th-30th September**  
  
Migraines can be difficult to live with, so knowing how to help with the symptoms might be useful. You can try to sleep or lie down in a dark room, avoid things that trigger your migraines, drink plenty of water, try to stay within a healthy weight range, try to manage your stress, and more. To find out other ways to help your migraines, or what to do if you think you have migraine symptoms, you can visit the NHS website.  
  
This year’s Migraine Awareness Week is about providing better care for the 1 in 7 adults and 1 in 10 children who suffer with migraines. It aims to stop migraines being considered as ‘just a headache’, and focuses more on the impacts that living with a migraine can actually have on a person's life. You can help by joining in on social media, fundraising and getting involved in your local community.  
  
<https://www.nhs.uk/conditions/migraine/>  
  
<https://migrainetrust.org/news/migraine-awareness-week-2023/>  
  
**World’s biggest coffee morning: 29th September**  
  
The official coffee morning for Macmillan Cancer Support is on 29th September; however, you can host a coffee morning on any day throughout the year. The money raised from the Macmillan Coffee Mornings goes towards the life-saving cancer work that’s done by Macmillan. It goes towards funding nurses, answering calls on the support line and giving financial support to patients and families.  
  
If you’re hosting a coffee morning for Macmillan Cancer Support, you can be sent a free coffee morning kit, which includes balloons, a tablecloth and bunting, or the lighter kit which uses less paper and no plastic. <https://coffee.macmillan.org.uk/>  
  
<https://coffee.macmillan.org.uk/about/coffee-morning-fundraising-kits/>  
  
**Blood Cancer Awareness Month**  
  
September is Blood Cancer Awareness Month and the focus this year is talking about the symptoms of lymphoma, and how you can get involved in supporting lymphoma awareness. There are people available for you to call; you can discuss with them your experience of lymphoma, stories of people who have suffered with lymphoma, and a number that you can text to donate.  
  
<https://lymphoma-action.org.uk/lets-talk-lymphoma-september>  
  
**Bone marrow donation**  
  
Bone marrow is the spongy tissue found within your bones. This is where blood stem cells are, which produce blood cells that carry oxygen and white blood cells to fight infection. Some diseases, such as leukaemia, can prevent stem cells from producing blood cells. Sometimes, the best way to help treat such diseases is by replacing the bone marrow with healthy bone marrow. You can find out more about being on the bone marrow registry by clicking the link below.  
  
<https://www.bbmr.co.uk/>  
  
**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. If you’re eligible for a free flu vaccination, please get in contact with us.  
  
<https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>  
  
**Cardiovascular disease**  
  
Cardiovascular disease refers to any conditions affecting the heart or blood vessels. The four main types are: coronary heart disease, strokes and TIAs, peripheral arterial disease, and aortic disease. If you’re over the age of 40, you’ll be invited for a health check every five years, which will include checking your individual CVD risk. Things that can increase your CVD risk are smoking, diabetes, high cholesterol, being overweight or being very inactive. To find out more about the causes of CVD and how you can help to lower your chances of suffering, you can visit the NHS website.  
  
<https://www.nhs.uk/conditions/cardiovascular-disease/>  
  
**Cholesterol**  
  
High cholesterol can be a serious issue for your overall physical health. High cholesterol can cause fully or partially blocked blood vessels, which may eventually lead to strokes or a heart attack. The main causes of high cholesterol are smoking, eating fatty foods, not exercising enough and regularly drinking alcohol. There are no symptoms of high cholesterol, and you can only find out through a blood test.  
  
There are ways to naturally lower your cholesterol. These can include: eating more oily fish, reducing your saturated fat intake, eating fewer fatty foods, exercising more, stopping smoking or cutting down on regular drinking. These are methods that may be able to lower cholesterol before it becomes dangerous, and they can improve your overall health.  
  
<https://www.nhs.uk/conditions/high-cholesterol/>  
  
<https://www.nhs.uk/conditions/high-cholesterol/how-to-lower-your-cholesterol/>  
  
**Ovarian cancer**  
  
Your risk of developing ovarian cancer increases once you reach the age of 65. You may have an increased risk of ovarian cancer if you have the BRCA gene, if you have previously had breast or bowel cancer, if you have endometriosis or diabetes, if you have previously had radiotherapy, if you started your period or menopause late, and other factors. To find out how you can reduce your risk of ovarian cancer, please see the link below.  
  
<https://www.nhs.uk/conditions/ovarian-cancer/causes/>  
  
**Prostate health**  
  
Prostate problems are common in men over the age of 50. Symptoms of problems with your prostate are: difficulty starting or stopping urinating, a weak flow of urine, feeling like you’re not able to properly empty your bladder, needing to pee more often than normal or waking up several times in the night needing to pee. If you’re concerned that you’re suffering from any of these problems, you should contact your GP practice as soon as possible.  
  
<https://www.nhs.uk/conditions/prostate-problems/>  
  
**NSPCC Let’s Talk PANTS**  
  
Let’s Talk PANTS is designed to help keep your child safe from sexual abuse. You can bring up PANTS in many different ways; you can read the new PANTS book with your children, sing along to the pantosaurus song when going swimming or at bath time, or just after school on the walk home or in the car. There are many ways to talk about PANTS with your children, and there are a wide range of videos and resources to help you get started having the conversation with your children. To find out more about ways to speak to your children about PANTS, and what it really means, you can see the link to the NSPCC website below.  
  
<https://www.nspcc.org.uk/keeping-children-safe/support-for-parents/pants-underwear-rule/>  
  
**Alzheimer’s disease**  
  
Alzheimer’s disease affects many patients and families across the UK. It’s important to be aware of the early symptoms of Alzheimer’s, so that you can get the correct care for yourself or family members who may show symptoms. Symptoms can include: forgetting events or conversations, getting lost in familiar places or on a familiar journey, forgetting appointments or specific dates and becoming increasingly disorganised. If you’re worried that you or someone you care about may be suffering with these symptoms, please do get in touch as soon as possible.  
  
[https://www.alzheimers.org.uk/about...tia/alzheimers-disease-symptoms#content-start](https://www.alzheimers.org.uk/about-dementia/types-dementia/alzheimers-disease-symptoms#content-start)