LONDON ROAD SURGERY

Website: www.thelondonroadsurgery.co.uk

Telephone: 01268 765533

**NEWSLETTER May/June 2025**

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 June 2025. Please see end of the newsletter.**

**NEW**

**TOTAL TRIAGE**

**We will be moving to a new appointment booking system on 24 June 2025. Total triage is being introduced to stop the 8:00am rush to make appointments both by the telephone and attending the practice in person. This means that the new system will ensure that the patients most in need of urgent appointments will be given them. You will need to complete an online Triage form via our website.**

**Total triage - Online Consultations**

**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 ACCURX. Please follow the instructions to submit your query. Your request will be triaged by a GP and we will contact you to arrange an appointment or signpost you to the correct service.**

**These changes are in line with NHS recommendations to provide a modern GP practice model with use of digital technology tools to provide fair access to medical care.**

**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.**

**Please ask your local Pharmacist for advice or use e-consult online consultation and receive a reply within 48 hours. Pharmacy First is a new campaign that allows the Pharmacists to treat 7 conditions. Please ask your pharmacist for more information.**

**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.

**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.

Thank you for your kind comments for some of our new reception staff.

These staff are trained professionals and if unable to support you they will refer you back to 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.

**Veteran Friendly Accreditation**

**We are 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 660 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. We also have a Nurse Practitioner who is studying to become an Advanced Nurse Practitioner. These staff members join the doctors and nurses and the new Social Prescriber and Mental Health First Contact Practitioner to help you. NEW – we have a Physio who works here on Tuesday and Friday who you can see by booking in with reception.**

**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**

We have a new noticeboard in our Waiting Room and the Chair – Sue Bunney will be coordinating new campaigns for the group to action. They have recently done a survey and their minutes are on our website. The group will be promoting the NHS App.

**Next Patient Group meeting: Monday 16 June 2025 at 2pm**

**All are welcome!**

**Patient Newsletter on 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.

**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](mailto: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](mailto: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. It will integrate with secondary care so you can see future hospital appointments.

**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

**June 2025**

**Pride Month**  
  
Did you know that Pride Month is celebrated in June to commemorate the 1969 Stonewall riots, the protests that marked a huge change for gay rights? Pride is just as important today; LGBTQ+ people still face unacceptable stigma and discrimination. Show your support this Pride Month!  
  
It’s a time to honour acceptance and equality, and to promote education about LGBTQ+ history, while raising awareness of the ongoing challenges the community faces.  
  
LGBTQ+ individuals often face unique challenges and disparities in healthcare. Patients are at the heart of our inclusive and welcoming practice. At [NAME OF PRACTICE], we welcome everyone and strive to provide a safe, supportive and caring environment. We believe in fairness and equality, and value diversity in our staff and patients.  
  
**Stillbirth and neonatal death – SANDS Awareness Month**  
  
*\*Trigger warning – infant loss*\*  
  
Every day in the UK, 13 babies die shortly before, during or soon after birth and at least one in six pregnancies end in loss. The heartbreak of baby loss can affect families for years to come, and it’s important that bereaved parents can access the right support.  
  
SANDS (stillbirth and neonatal death) Awareness Week is a chance to find out about the work being done to save babies’ lives and how to offer support to bereaved families.  
  
If you’ve been affected by baby loss, there is help and support here: <https://www.sands.org.uk/support-you>  
  
**CHD (important for your QOF for 2025/26)**  
  
Coronary heart disease affects around 2.3 million people in the UK and is the most common cause of premature death. You can make some simple lifestyle changes to help reduce your risk of CHD such as eating a healthy, balanced diet, increasing physical activity and stopping smoking.  
  
If you’re 40–75 years old and concerned about your heart health, why not book your free [NHS health check](https://www.nhs.uk/conditions/nhs-health-check/)to assess your risk of CHD and help reduce your risk.<https://www.bhf.org.uk/informationsupport/support/taking-control-of-your-weight>  
  
(*If you offer any local or in-house clinics to support this, add the info here and ff you have a ‘book online’ link, add that here, e.g., Book via our online booking system/ Your NHS App.)*  
  
**Volunteers’ Week, 1st – 7th June**  
  
We’re celebrating all our volunteers! Thank you for your hard work and dedication; we’d be lost without you!  
  
Volunteers’ Week is a UK-wide campaign held to celebrate and recognise the contributions of volunteers! 25 million people in the UK volunteered informally at least once last year and celebrating and sharing the importance of their contributions can help encourage even more people to volunteer!  
  
**Men’s Health Week, 9th – 15th June**  
  
Men’s Health Week takes place every year during the week leading up to Father’s Day. It’s happening this year from 9th – 15th June. The focus is on raising awareness about the health challenges men face and encouraging them to prioritise their wellbeing. Been putting off seeing your GP? Make an appointment today! #menshealthweek  
  
Did you know that four in five suicides are by men, with suicide noted as being the biggest cause of death for men under 35 (UK Parliament)? Men’s health cannot take a back seat. We’re urging the Government to fulfil their promise of putting in place a Men’s Health Strategy for the NHS this #menshealthweek.  
  
<https://www.menshealthforum.org.uk/mhw>  
  
**Carers’ Week, 9th – 15th June**  
  
Are you a carer? There are 5.8 million people in the UK caring for a family member, friend or neighbour who’s ill, older or disabled. Make sure you let us know if you’re caring for someone; it’s important that we can look after your health while you’re looking after them.  
  
This year, Carers’ Week will focus on ‘[Caring About Equality](https://www.carersweek.org/about-carers-week/carers-week-theme-caring-about-equality/)’, highlighting the disparities and disadvantages faced by unpaid carers across the UK, to increase awareness and improve support. Caring for someone can have a significant impact on your own health, finances, employment and education opportunities. 70% of carers report a long-term physical or mental health condition, disability or illness, compared to 50% of non-carers, so it’s important you access the help you need as a carer. <https://www.carersuk.org/help-and-advice/>  
  
(*List any local groups or any specific carer offerings you have here.)*  
  
**Diabetes Week, 10th – 16th June**  
  
If you’re living with diabetes, it’s important to attend your regular checks with us at the surgery. We understand it can feel like you don’t have time or you’re feeling fine, but these checks will help keep you healthy and provide support, even if you feel like you don’t need it!  
  
Diabetes can cause other health issues, so it’s vital to pick these up in the early stages. Make your yearly health check an essential date in your diary.  
  
Read here what to expect: <https://www.diabetes.org.uk/about-diabetes/looking-after-diabetes/care-to-expect>  
  
(*Add in your specific booking information for your practice, e.g., Book with the nurse at a time to suit you here.)*  
  
**Bike Week, 10th – 16th June**  
  
Bike Week is the chance to celebrate the benefits of cycling for individuals, communities and the environment. Whether you ride every day or haven’t cycled in years, there are events for you!  
  
Bike Week shines a spotlight on the many ways cycling benefits us all – from boosting health and wellbeing to cutting carbon emissions and creating more connected communities. There are so many benefits to your health, including:

* Increased cardiovascular fitness
* Increased muscle strength and flexibility
* Improved joint mobility
* Decreased stress levels
* Stronger bones
* Decreased body fat levels

*(****Note:****Lots of areas have second-hand bike community shops or places where they’re donated and given away for a low fee. If you know of any of these, do share them with this post as it can help with access for those who aren’t able to purchase new bikes.)*  
  
**World Blood Donor Day, 14th June**  
  
Blood stocks throughout the UK remain critically low. You can save someone’s life this #WorldBloodDonorDay by giving blood.  
  
If you’re fit and healthy, and you’re aged between 17 and 65, you can generally give blood! The UK needs around 4,300 donations a day to meet the needs of hospitals and critical care. Men can donate every 12 weeks and women every 16 weeks. Do something amazing and save someone’s life today by giving blood. <https://www.blood.co.uk/why-give-blood/>  
 **Cervical Screening Awareness Week, 19th – 24th June**  
  
Cervical screening (which used to be called a smear test) is a free NHS health test that’s offered to women and all people with a cervix between the ages of 25 and 64. It helps prevent cervical cancer by checking for human papillomavirus (HPV). Screening saves over 5,000 lives a year. It’s a quick test, and we’ll make you feel relaxed and comfortable.  
  
This is a life-saving test, so when invited, please make sure you #AttendScreening.  
  
[https://www.cervicalcancerpreventio...appDefId=14c92d28-031e-7910-c9a8-a670011e062d](https://www.cervicalcancerpreventionweek.com/?questionId=2da414d0-9f10-4cf3-8586-3d5b0239826a&appDefId=14c92d28-031e-7910-c9a8-a670011e062d)  
  
**Armed Forces Day, 28th June**  
  
Today is an opportunity to show your support for the men and women who make up the Armed Forces community – from currently serving personnel to service families, veterans and cadets. #ArmedForcesDay  
  
Are you a veteran? It’s really important to let us know if you’re currently serving or have left the Armed Forces so we can ensure we look after the needs of you and your family.  
  
(*If you’re an RCGP Veteran-Friendly Practice, use your logo as an accompanying image for this post*.)  
  
**World Allergy Week, 29th June – 5th July**  
  
[Anaphylaxis](https://www.facebook.com/hashtag/anaphylaxis?__eep__=6&__cft__%5B0%5D=AZVK4CTbC0jZESz3OkmVNOF8grz6yxrd4By7-9OQrTk-_NiKn3HNftDpPvFh0mKUiULONk3TJideA8dVHHQSCfIA0bNzRoTqUaM2Dm9Ibpd7VDZKsJ35NZdQ0ejfuwyx1vJUkq8cQ2EG0cfNUnvA2SRwu6fDxMeSKdBa95O8Fn_MYJS_N2yvZx31wmRytJWDEhYT9RJHfDUrzsyZXxJMHvJO&__tn__=*NK-R) is a preventable threat! This #WorldAllergyWeek we’re raising awareness of recognising the signs of anaphylaxis and what to do in this emergency situation. Often referred to as the ABC, you can look out for the following:  
  
**Airway –** swelling in the throat/tongue, tightness in the throat  
  
**Breathing** – sudden onset wheezing or breathing difficulties  
  
**Circulation** – faint, sudden fatigue, confusion, pale clammy skin, even loss of consciousness  
  
If you suspect an anaphylactic reaction:

* Immediately use an adrenaline auto-injector (e.g., Epi-Pen) if you have one
* Call 999.
* Get the patient to lie down and raise their legs, and if they’re struggling to breathe, they should sit up and raise their shoulders.
* Do not allow them to stand or walk.
* After five minutes, you can administer a second adrenaline auto-injector if they’re not responding.

It’s important to remain as calm as you can; in this way, you’ll really help the patient.  
  
<https://www.nhs.uk/conditions/anaphylaxis/>