LONDON ROAD SURGERY

Website: www.thelondonroadsurgery.co.uk

Telephone: 01268 765533

**NEWSLETTER May 2024**

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 2024. 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 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.**

**e-consults or 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 e-consult. Please follow the instructions to submit your query. You will get a response within 48 hours.**

**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.

**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 accredited as an Armed Forces veteran friendly accredited GP practice. Dr Richards is the Lead GP for this.**

**Patient Contact Details**

**Please keep us up to date with your contact details either by popping a note through our letterbox or by emailing us at** londonroadsurgery@nhs.net

**Last month we had 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.**

**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 a new Chair – Sue Bunney who is coordinating new campaigns for the group to action. They have recently done a survey and their minutes are on our website.

**Next Patient Group meeting will be 1pm Wednesday 12 June 2024**

**All welcome!**

**Website**

We understand that lots of our patients are unable to view our website if you know a member of your community is housebound or without any computer access, please print this and deliver it to them. London Road Surgery thank you for this kindness.

**Healthwatch Essex**

<https://healthwatchessex.org.uk/>

Is an independent charity set up under the Health & Social Care Act 2012 and they use your voice to improve health and care in Essex. They undertake high-quality research and engagement to uncover your experience of services and use it to shape health and care. They are also proud hosts to the Essex Neurology Network.

They can help you find out about and access health and social care services through our Information & Guidance Service**. Call 0300 500 1895, text 07712395398** between 10am and 2pm on Monday, Wednesday and Friday. Outside of those times, you can use it to leave them a message. Check out how to get involved!

info@healthwatchessex.org.uk

Message on **07712395398**, Monday - Friday, 9am to 4:30pm

**Looking After Your Mental Wellbeing**

Looking after our mental wellbeing sometimes falls behind on our list of priorities. But keeping mentally well helps us to keep physically well too. Visit this website for some tips on how to look after your mind: <https://www.nhs.uk/oneyou/every-mind-matters/>

**Free listening services**

These services offer confidential advice from trained volunteers. You can talk about anything that is troubling you, no matter how difficult:

Call 116 123 to talk to [Samaritans](https://www.samaritans.org/how-we-can-help/contact-samaritan/), or email:  jo@samaritans.org for a reply within 24 hours.

Text "SHOUT" to 85258 to contact the [Shout Crisis Text Line](https://www.giveusashout.org/), or text "YM" if you're under 19.

If you are under 19, you can also call 0800 1111 to talk to [Childline](https://www.childline.org.uk/). The number will not appear on your phone bill.

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

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

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

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

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

**Provide CIC**

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

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

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

**Priority Digital Health**

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

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

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

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

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

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

**Age Well East**

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

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

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

**HCRG Care Group**

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

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

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

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

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

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

**Rural Community Council of Essex**

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

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

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

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

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

**Terrence Higgins Trust**

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

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

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

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

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

Services

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

T: 0300 303 9988

E: provide.essexwellbeing@nhs.net

**Opening Hours**

Monday to Friday 8.00am - 7.00pm

Saturday 9.00am to 12.00pm

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

**Complaints / Feedback**

T: 0300 303 9951

E: provide.customerservices@nhs.net

**NHS App**

If you have a smartphone you can download the NHS App which allows you to order repeat prescriptions and book appointments quickly and easily.

We encourage use of the NHS App as this saves time for the patients.

**Contact Details**

Don’t forget to let us know if you have new phone number or change address. You can email us or call us.

**The Good Grief Trust**

**Website** [**www.thegoodgrieftrust.org**](http://www.thegoodgrieftrust.org)

If you have been affected by a sudden bereavement during this crisis and need support, advice and guidance.

PLEASE CALL; SUDDEN BEREAVEMENT HELP 0800 2600 400,

OPERATING HOURS: 10AM – 4PM MONDAY – FRIDAY.

**Mental Health Information**

VitaMinds offer a free and confidential NHS Service and Psychological talking therapies. They offer support for Anxiety, Low mood, Depression, Panic attacks, Social anxiety, sleep problems, PTSD, OCD and specific phobias. You can self-refer online vitahealthgroup.co.uk or call 01268 977 171 Monday – Friday 8am – 8pm and Saturdays 9am – 12.30pm or Out of Hours emotional support 24/7 01268 977 171

**Contact Us Online**

We have updated our website and added a tab called Contact Us Online. This is for patients to send us administrative queries or medical issues. Hopefully this will free up our phone lines for those patients without internet access.

**Useful Telephone Numbers**

Boots Allianz The Wick 01268 574018

Boots Mayflower 01268 820235

Boots Willowdale 01268 761911

Co-op 01268 970532

Garbetts 01268 732042

Medipharm 01268 735777

Sainsbury’s 01268 270282

Shadforths 01268 733313

Shotgate 01268 768547

Tesco Mayflower 01268 367647

Wells Pharmacy 01268 762605

**CARING FOR OTHERS**

If you are caring for a relative, you can access information & advice, specialist support, groups & activities through Carers First. Carers First is a charity commissioned by Essex County Council:

Telephone: 0300 303 1555

Email: hello@CarersFIRST.org.uk

Please let us know if you are an unpaid Carer and if you need support

**Useful Resources:**

**Alzheimer’s Society:** 01245 260911 3 Lockside Marina Chelmsford CM2 6HF

**National Domestic Violence Helpline**: 0808 2000 247 https://www.nationaldahelpline.org.uk

**NSPCC helpline**: 0808 800 5000

**ChildLine**: 0800 1111

**MIND**: www.mind.org.uk

**YoungMinds**: https://youngminds.org.uk

**ICON**: Babies cry: You can cope https://iconcope.org

**IRISi:** irisi.org/iris/find-your-local-iris-site

**June 2024**

**Tourette's Awareness Month, 15th May – 15th June**

Tourette Syndrome is part of a group of tic disorders. Those living with tics have motor or vocal tics for varying periods of time through their lives.

<https://www.tourettes-action.org.uk/7-about-ts.html>

**Pride Month**

Pride Month means a huge amount to the LGBTQ+ community, and understanding some of the history of LGBTQ+ awareness and equality is critical to understanding Pride Month. Pride in London is a huge event celebrating the LGBTQ+ community. It’s held as close to 1st July as possible to commemorate the Stonewall Riots. You can choose how you become involved, from marching, to volunteering, or as a supporting business.

<https://www.activatelearning.ac.uk/news/a-proud-journey-the-history-of-the-pride-movement-in-the-uk/>

<https://prideinlondon.org/pride/>

**Stillbirth and neonatal death**

Losing a baby can be devastating and incredibly difficult to talk about.

Tommy’s offers support for those who have suffered the loss of a baby during pregnancy or after their birth.

Camp Out for Sands encourages us to spend time camping out, even in your sitting room, the idea is to raise funds and awareness for the impact of stillbirth and neonatal death. <https://www.tommys.org/baby-loss-support>

<https://www.sands.org.uk/get-involved/camp-out-sands>

**March for Men**

March for Men raises funds and awareness for Prostate Cancer. You can get involved across the country and marches are happening in the first weekend in June.

One in eight men will be diagnosed with prostate cancer in their lifetime. You can check your risk of prostate cancer by answering three quick questions. The risk for trans or non-binary people may be different.

<https://prostatecanceruk.org/get-involved/march-for-men>

<https://prostatecanceruk.org/risk-checker>

**CHD**

Coronary Heart Disease is restriction of blood flow to the heart due to a buildup of fatty deposits in the arteries around it.You can reduce your risk of coronary heart disease by maintaining a healthy weight, eating a healthy diet, quitting smoking, exercising, reducing alcohol consumption and taking your prescribed medications, along with keeping blood pressure and diabetes under control.

<https://www.bhf.org.uk/informationsupport/conditions/coronary-heart-disease>

<https://www.nhs.uk/conditions/coronary-heart-disease/prevention/>

**Volunteers’ Week, 1st – 7th**

Volunteers’ Week celebrates the amazing contribution that volunteers make to communities across the UK. Our world would look very different if we didn’t have people who dedicate their time to helping others! <https://volunteersweek.org/about-volunteers-week/>

**National Patient Participation Week, 3rd – 9th**

Have you considered joining our patient participation group? We’re always looking for people to support our groups. If you don’t know what’s involved, this handy guide can help fill you in.

If you’ve never considered becoming more involved with your GP practice, now is the time. Becoming a member of your Patient Participation Group can be really rewarding, and is an ideal volunteering opportunity for the Duke of Edinburgh Award.

<https://napp.org.uk/ppg-awareness-week-31-may-06-june-2023-your-practice-needs-you-2/>

<https://www.patients-association.org.uk/pages/category/patient-participation-groups>

**BNF Healthy Eating Week, 10th – 14th**

During Healthy Eating Week, let’s take some time to think about what a healthy diet looks like, and how you can make sure you’re eating well.

It can be difficult to know what a healthy diet looks like with so many easy food options available to us. The Eatwell Guide helps to illustrate what our plates should look like to ensure a well balanced and healthy diet.

<https://www.nutrition.org.uk/nutritional-information/>

<https://www.nhs.uk/live-well/eat-well/food-guidelines-and-food-labels/the-eatwell-guide/>

**Diabetes Week, 10th – 16th**

The focus of this year’s Diabetes Week is health checks.

If you have diabetes it’s important to make time for your health checks. We offer these to make sure that you’re staying fit and well, and that your condition is well managed to ensure you stay healthy in the longer term.

<https://www.diabetes.org.uk/diabetes-week>

<https://www.diabetes.co.uk/nhs/diabetes-health-checks.html> **Men’s Health, 10th – 16th**

This year the King shared news of health difficulties that he is facing. The focus of Men’s Health Week is honest sharing to help others. As they say, a problem shared is a problem halved.

<https://www.menshealthforum.org.uk/mhw>

**Carers Week, 10th – 16th**

Across the UK there are millions of unpaid carers who support family members and friends. Without this unseen support, many people who need support would have additional challenges in their lives. Carers are a vital source of support for many.

Carers UK offers help, support and advice to carers across the UK. Carers provide essential support for the people that they care for, and we need to make sure we champion what they do.

<https://www.carersweek.org/>

<https://www.carersuk.org/>

**Bike Week, 10th – 16th**

Bike Week this year has the theme “Be a Bike Hero”. Why? Because we know that that when more people cycle, we all become happier, healthier, greener and more connected.

<https://www.cyclinguk.org/bikeweek>

**World Blood Donor Day, 14th**

Access to safe blood and blood products is vital for every nation. Across the world millions donate blood to help save others’ lives. Let’s celebrate the selfless contribution made by blood donors.

In the UK, blood donations are urgently needed. You can find out more about how donating your blood can save a life here. In fact, you could save up to three lives in one hour.

<https://www.who.int/campaigns/world-blood-donor-day>

<https://www.blood.co.uk/>

**Cervical Screening, 17th – 23rd**

Cervical screening is a vital tool in preventing cervical cancer. Cervical screening is generally a painless procedure, and it could save your life.

Cervical cancer rates have increased in the 25-34 age group in the UK. Cervical screening can catch changes early. If you’ve never had a cervical screening test, you can find out more about what happens here.

<https://www.jostrust.org.uk/get-involved/campaign/cervical-screening-awareness-week>

<https://www.nhs.uk/conditions/cervical-screening/what-happens/>

**Learning Disability Week, 17th – 23rd**

People with learning disabilities face discrimination and difficulty throughout their lives and “Do you see me?” is the theme of this year’s Learning Disability Week. The week aims to encourage us to carefully think about how we can minimise those challenges.

<https://www.mencap.org.uk/learningdisabilityweek>

**World Continence Week, 17th – 23rd**

Urinary incontinence is a challenge, with around 14 million people in the UK thought to be affected. If you’re struggling with holding your pee, leakage when you’re coughing or laughing, or any other type of bladder weakness, please make a call to your GP practice.

<https://www.nhs.uk/conditions/urinary-incontinence/>

**Children’s Hospice Week, 17th – 23rd**

Children’s hospices provide vital support for seriously ill children and young people and their families across the nation. Without this vital support, many families would face greater challenges. Hospices need access to more funds to continue helping families, so please join us in raising awareness for this important cause.

[https://www.togetherforshortlives.o...nitiatives-and-appeals/childrens-hospice-week](https://www.togetherforshortlives.org.uk/get-involved/fundraise-for-us/initiatives-and-appeals/childrens-hospice-week)

**Autistic Pride, 18th**

Autistic Pride Day celebrates the diverse perspectives of autistic people. A rainbow infinity symbol reflects the unique strengths and qualities of individuals on the autistic spectrum.

<https://autisticprideday.org/>

**World Sickle Cell Day, 19th**

Sickle cell disease is inherited when you receive a copy of a faulty gene from each of your parents. People who have sickle cell disease have blood cells that find it difficult to move through the blood vessels, this is often experienced as pain known as a sickle cell crisis.

<https://www.letstalksicklecell.co.uk/>

**National Clean Air Day, 20th**

Air pollution is linked to 43,000 deaths in the UK each year. This is a shocking statistic and is something that we can all play a part in trying to resolve.

<https://www.actionforcleanair.org.uk/campaigns/clean-air-day>

**World Refugee Day, 20th June**

World Refugee Day aims to champion the right of refugees to seek safety. It also aims to build support for their economic and social inclusion. Being forced to flee your home is devastating, and understanding and supportiveness is critical.

<https://www.unhcr.org/uk/world-refugee-day>

**MND awareness, 21st June**

Motor Neurone Disease affects the nerves in your brain and spinal cord that tell your muscles what to do. Muscles may waste, weaken and stiffen, which can affect the way you move, walk, talk, eat, drink and breathe.

<https://www.mndassociation.org/about-mnd/mnd-explained/what-is-mnd>

**World Allergy Week, 23rd – 29th**

The focus of this year’s World Allergy Week is food allergies. Affecting many across the world, allergies can be life threatening, but there is much we can do to reduce risk and improve outcomes.

Symptoms of a food allergy can vary from mildly annoying to life threatening. You may experience swelling or tingling skin, lips, tongue or throat. You may experience digestive symptoms, or skin reactions. If you are experiencing swelling of the throat, shortness of breath, or other potentially life-threatening symptoms, you should urgently seek advice.

<https://worldallergy.org/resources/world-allergy-week>

<https://www.allergyuk.org/types-of-allergies/food-allergy/>

**Public Service Day, 23rd**

Public Service Day aims to highlight the importance of and opportunity presented by public service careers. Healthcare, government, defence, transport, policing and fire service careers all serve the public, and we couldn’t manage without the dedicated individuals who serve within them.

<https://www.un.org/en/observances/public-service-day>

**Armed Forces Day, 24th**

Our armed forces and their families make many personal sacrifices for the defence of our nation. Military careers are fulfilling and distinguished, and Armed Forces Day offers an opportunity to celebrate this.

<https://www.armedforcesday.org.uk/>