**Welcome to our Spring newsletter. We hope you find the content useful.**

**PRACTICE NEWS**

We have a new HCA and receptionist joining the practice in April.

**Patient Participation Group (PPG)**

If you want to get more involved in the Practice and be a patient advocate we have positions on our PPG. If you are interested in joining we meet bi-montly at the practice. Please email chandra18@gmail.com who will be happy to give you more information.

**Primary Care Network (PCN) Initiatives**

**Extended Access:** There are appointments available outside the surgery normal hours for your convenience. Please speak to reception if you wish to book an appointment that is more convenient for you.

These appointments are located at The Shrubberies (weekday evenings) and at Glebelands Practice (Saturdays). **They are appointment only, not a walk in service.** You can also have cervical smears and childrens immunisations at these clinics if the times are more convenient for you.

**CPCS (Community Pharmacy Consultation Service)**

This is a service where a patient can be referred for minor issues to a local pharmacist. Our reception staff will be able to refer you if your

problem is appropriate for the service without the need to see a GP.

**Social Prescriber:**

**Fahmida Patel, social prescriber.** People often have underlying social reasons for visiting their GP. They might be isolated or lonely, worrying about money or housing, struggling to find information to care for a relative or friend. These are all things a social prescriber can help with, by spending more time with the patient than a GP can, and identifying their problems and directing people to solutions. If you feel a social prescriber could help you please ask our receptionist to book you an appointment.

**Care Co-ordinator**

**Mary Grace, Care Co-ordinator**someone who can identify your care and support needs and who will work with you to connect you to the right services or professionals at the right time. Care Coordinators act as a central point of contact to ensure support is available to help patients to manage their care. If you would like to speak with our care co-ordinator please ask reception to make an appointment.

**Practice Pharmacist**

**Moksha Popat, Pharmacist.** The practice has a pharmacist who works in the surgery on Monday and Wednesday. Our pharmacist will be carrying out medication reviews, Asthma reviews, blood pressure checks etc.

**Winter Pressures**

We are no exception from the increase demand on services as reported nationwide. Our phone lines are being answered as quickly as they can, however with the increased volume of callers this is taking a little longer than normal. We do thank you for your patience.

Reception are doing their best to get you an appointment with the most appropriate clinician. They listen to your symptoms and navigate you to the best care. At times this could be A&E as your condition needs input that can’t be dealt with by clinicians in the surgery. They also suggest referral to the pharmacy. Please be assured you are not being “fobbed off” they have the skill set to help you.

**Childhood Vaccinations**

Childhood vaccination appointments are available with our practice nurse. Please ensure your child is up to date with their immunisations to ensure they have the best possible protection. If you have any concerns about your child having their immunisations please book an appointment with our nurse or one of the GPs to discuss this. For more information about immunisations please visit [Why vaccination is safe and important - NHS (www.nhs.uk)](https://www.nhs.uk/conditions/vaccinations/why-vaccination-is-safe-and-important/)

**Practice Website**

We have launched a new style practice website. We hope you will find it useful and easy to navigate. Our website address is [www.elmhurstpractice.co.uk](http://www.elmhurstpractice.co.uk)

**Redbridge Talking Therapies**

Redbridge Talking Therapies provides free, confidential treatments and support for those struggling with their wellbeing and mental health. You don’t need to be diagnosed with a mental health condition to access the service. The service can help with common issues such as anxiety, stress, sleep problems, Obsessive Compulsive Disorder (OCD), depression, phobias, social anxiety, Post Traumatic Stress Disorder (PTSD) amongst others. Treatments include Cognitive Behavioural Therapy (CBT), Interpersonal Therapy (IPT), Counselling for depression and more. The service offers individual as well as group therapies, delivered by a diverse range of clinicians, many of whom speak a variety of languages and come from a variety of different backgrounds/cultures. Redbridge Talking Therapies accepts self-referrals as well as referrals from GPs and other health professionals. You can find out more, and refer yourself for the service by calling on the number below, or by filling out an online form on the Redbridge Talking Therapies website.  Please note you must be at least 18 years old and registered with a Redbridge based GP to access the service. Email: RDBTalkingtherapies@nelft.nhs.uk

Website: [www.talkingtherapies.nelft.nhs.uk/redbridge/](http://www.talkingtherapies.nelft.nhs.uk/redbridge/)

Phone: 0300 300 1554—option 1 (9am–5pm, Monday–Friday)

Online self referral form: [www.iaptportal.co.uk/nelrd.html](http://www.iaptportal.co.uk/nelrd.html)

If you are suffering serious mental health issues and need urgent and immediate help, call 0300 555 1000 which is a 24 hour crisis line, open all year round.

