**Welcome to our autumn**

**newsletter. We hope you**

**find the content useful.**

**PRACTICE NEWS**

We have 2 new GP registrars at the practice. They are Dr Felix Chapman-Smith and Dr Farzeen Mahmood. We welcome them both to the team and hope they enjoy their time here with us.

**Flu Vaccinations**

We are now booking appointments for flu vaccinations. Please ensure you book your appointment to have your jab here at the practice.

You are eligible for a FREE flu vaccination if you fall into any of the following categories:

* If you are aged 65 or over or will be 65 by 31.3.25
* In a clinical at-risk group
* Pregnant
* All children aged 2 or 3 years on 31 August 2024
* A carer
* Close contacts of immunocompromised individuals

It is important for anyone in the above groups to have their flu vaccination so that you get the best protection during the winter months.

**COVID vaccines**

If you are eligible for a Covid vaccine we are holding some clinics at the practice where you can have this at the same time as your flu vaccine. If we don’t have any availability, you can have this at your local pharmacy.

**Shingles Vaccination**

From 1st September 2023, you’re eligible for the shingles vaccine when you turn 65.

You will remain eligible until your 80th birthday.

*WE’RE WORKING HARD TO KEEP YOU WELL*

Please contact us to make an appointment if you think you are eligible for the vaccine.

If you turned 65 before the 1st September 2023, you’ll be eligible for the shingles vaccine when you turn 70.

Everyone aged 70-79 is eligible for the shingles vaccine. Please contact us to make your appointment.

**Have you had your RSV Vaccine yet?**

If you are already aged 75-79 years old on the 1st September, then you are eligible for this vaccine.

RSV can cause pneumonia which can be very serious, so it is important that you are protected before the winter season.

Book your appointment now.

**ADHD Awareness Month**

The theme of this year’s ADHD Awareness Month is ‘awareness is key’. There are so many myths and misunderstandings surrounding ADHD, so providing information and awareness can help people with ADHD to thrive.

ADHD is a form of neurodiversity. ‘Neurodiversity’ is a word used to explain the unique ways in which people’s brains work. ‘Neurodiverse’ means that someone’s brain works in a different way to the ‘average’ or neurotypical brain. Neurodiversity can bring challenges, but it can also bring advantages.

ADHD is present in all stages of life, not just in childhood. Almost 5% of adults have ADHD and more that 80% of children who have ADHD will continue to meet the clinical diagnosis in adulthood.

<https://adhdaware.org.uk/october-is-adhd-awareness-month>

**Looking at our data**

Every quarter we will be releasing what we call our GP Infographics, which aim to give you an insight into the goings on at your local practice.

The latest infographics below relate to the 3-month period July to September 2024

* **4611**

**APPOINTMENTS AVAILABLE**

* **3999**

**BOOKED**

* **131**

**DID NOT ATTEND APPOINTMENTS**

* **6212**

**TELEPHONE CALLS WERE ANSWERED**

* **2041**

**PRESCRIPTIONS WERE ISSUED**

* **84**

**NEW REGISTRATIONS**

**Looking after Yourself**

We should look after ourselves all year round but when autumn starts to approach, we need to think about how best we can care for ourselves. The dark nights start to draw in and the weather changes. We should be mindful that just as the leaves dry on the tress so does our skin so keep yourself well hydrated and remember to moisturise your skin regularly so that it doesn’t become too dry.

Although it is getting colder you can still go out during the day for a walk and see the beauty of the autumn leaves. Be careful though not to slip on them if it is wet outside. If you are unable to get out or have difficulty moving around remember you can always do some exercise sitting in a chair.

Exercise is good for you at any time of year and can help lift your mood.

Please click on this link below for advice on exercise guidelines.

[Exercise guidelines - NHS (www.nhs.uk)](https://www.nhs.uk/live-well/exercise/exercise-guidelines/)

If you are not viewing this newsletter electronically, please visit the following website for more information.

<https://www.nhs.uklive-well/exercise/exercise-guidelines/>

**Community Health Drop-In**

On 26th September we held our annual community health drop-in day. This was managed by our PPG and the PPGs at The Shrubberies Medical Centre and Queen Mary Practice. We had lots of services here including Age UK, Diabetes UK, care services, Yoga, Healthwatch and many others. We received very positive feedback and all in all it was a great success.

Below are just some of the comments received from the survey we took on the day.

* All the services especially the blood pressure and blood sugar test. Thank you for the event
* Enjoyed chair yoga & got my blood sugar level and heart checked. Found it very useful
* Friendly & informative
* Such helpful dietary advice. Feels like I’m about to start a new chapter for my family’s health. Thank you so much.
* The young practitioners doing the bloods etc. were great and very helpful. Practice staff helpful too
* Updated my knowledge re services available.

Thank you to all who helped arrange this event and for making it a great success.

We will be holding this type of event in the future so please watch out for dates when advertised in the practice and on our website.

**Patient survey**

To ensure we are giving the best service to our patients we would be most grateful if you would complete our patient survey. Please click the link to complete the survey [Patient Survey October 2024](https://www.mysurgeryintranet.co.uk/psurvey.aspx?p=359544&a=F86064) or you can also pick one up in the practice.

**Practice website update**

We are in the process of updating our website to give our patients greater access to the practice. You will be able to request test results, order repeat prescriptions and request fit notes. Please check our website for any updates of when this will be available. [www.elmhurstpractice.co.uk](http://www.elmhurstpractice.co.uk)

**Appointment reminders**

The practice are no longer sending text message reminders for appointments. However, our telephone system now gives you an option to be able to check your appointment date and time or cancel your appointment if you no longer need it. You are able to use this 24hrs day. Please listen to the options menu when you phone the practice.

**Booking Appointments**

Please remember appointments can be booked 2 weeks in advance and can be face-to-face or telephone (where appropriate). There are on-the-day appointments which are released each morning at 08:00 for patients who have not pre-booked and that feel it necessary to see a GP that same day.

For evening and weekend appointments in South Woodford please ask reception.

**NHS APP**

The Surgery would like to invite you to use the NHS App

The new, simple and secure way to access a range of NHS services on your smartphone or tablet - [**https://www.nhs.uk/nhs-app/**](https://www.nhs.uk/nhs-app/)

More and more services within the NHS are using the NHS app to contact and correspond with patients. You can read more about how it works here [www.nhs.uk/nhs-app/nhs-app-help-and-support/messaging-in-the-nhs-app/](http://www.nhs.uk/nhs-app/nhs-app-help-and-support/messaging-in-the-nhs-app/)

To ensure you receive all important messages and correspondence sent to you, **please make sure to have your notifications turned on** by following the instructions here

<https://www.nhs.uk/nhs-app/nhs-app-help-and-support/nhs-app-account-and-settings/managing-nhs-app-notifications>

**Redbridge Quits Stop Smoking can help**

They offer free and confidential:

• Personal 1-2-1 support sessions either by

phone, online or at a range of convenient

locations across Redbridge

• Nicotine replacement therapies

• Support for people who are using other forms of

tobacco that can also be addictive and harmful,

such as Paan, Betel quid, gutkha, bidi, and

shisha

• Support for people who are concerned about

their use of vapes/e-cigarettes.

Phone: 0300 303 2715

TextBREATHE to 82228

Email[rqs@wdp.org.uk](mailto:rqs@wdp.org.uk)

**Regular Items**

**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](mailto:RDBTalkingtherapies@nelft.nhs.uk?subject=Message%20from%20Redbridge%20Talking%20Therapies%20Website)

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.

**Cervical Screening** Please remember to book your appointment to have your cervical smear done. It is important for you to have this done as it can help to detect early signs of cancer. You can book an appointment with our practice nurse, or you can book in the extended access service in the evening or the weekend if that is more convenient for you.

**Childhood Immunisations**

Please remember to bring your Childs red book when attending for their immunisations. It is important to have these done at the recommended intervals so as to keep your Childs protection up to date. You can book with our practice nurse to have these, or we can book into the extended access clinic in the evening and at weekends if this is more convenient for you. Please advise our receptionists if you require an evening or weekend appointment. 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/)

**Help us to help you.**

We are always extremely busy from 08:00 in the morning booking patients that require an urgent appointment. Appointments are available to pre-book. Please call after 11:00 am to pre-book an appointment. This is when the lines are not so busy and should make it easier for you to get through to our receptionists. If you are calling for results, please call after 2:00pm. Appointments can also be booked in the evening and at the weekend in the extended access service. Please ask our receptionist if you wish to book this. If you have online access or the NHS app you can also book appointments online.

**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-monthly at the practice. Please email [chandra18@gmail.com](mailto:chandra18@gmail.com) who will be happy to give you more information.

**Comments about the Practice**

We welcome feedback both positive comments and constructive criticism. If you would like to write a comment about the practice, please visit the NHS website www.nhs.uk where you can leave a comment about the practice or you can leave feedback on google https://g.page/r/CQN4LqkVR13BEAE/review

**And finally**

As this is our last newsletter before December, we would like to take this opportunity to wish all of our patients a very merry Christmas and a happy and healthy New Year.

