**Welcome to our Spring**

**newsletter. We hope you**

**find the content useful.**

**PRACTICE NEWS**

We have 2 new members of staff who have joined the team. They are Sameeah Sandford GPA (general practice assistant) and Yasmin Ali Receptionist.

**SPRING COVID VACCINE**

The practice will not be taking part in the spring covid booster vaccine. If you are eligible, please visit your local pharmacy.

**WEBSITE UPDATE**

We have made several changes to our website which will make it easier for you to navigate. You can request test results, order prescriptions and sick notes and learn about the NHS App. Please visit [www.elmhurstpractice.co.uk](http://www.elmhurstpractice.co.uk)

**TELEPHONE SYSTEM UPDATE**

We are pleased to advise that we have 2 new options available on our phone system. The first is for patients to be able to advise us of a bereavement. We understand that this is a difficult time for family members so to ensure you do not have to wait in the queue this option will take you through to a dedicated line where one of our team will be able to help you. Please listen to the greeting to hear this option. Please note if this option is selected for anything other than to inform us of a bereavement, we will not be able to help you, and you will have to hang up and call back.

The second option is to check or cancel your appointment 24hrs day. Please listen to the message to hear this option. This has been put in place to give patients greater ease of access to check their appointment as we no longer send SMS appointment reminders. You can also cancel your appointment without having to speak to reception.

*WE’RE WORKING HARD TO KEEP YOU WELL*

**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 January to March 2025

* **4903**

**APPOINTMENTS AVAILABLE**

* **4347**

**BOOKED**

* **219**

**DID NOT ATTEND APPOINTMENTS**

* **5912**

**TELEPHONE CALLS WERE ANSWERED**

* **2051**

**PRESCRIPTIONS WERE ISSUED**

* **76**

**NEW REGISTRATIONS**

**RSV (Respiratory Syncytial virus) VACCINES**

The RSV vaccine helps to protect against the respiratory syncytial virus which can lead to pneumonia and bronchiolitis. The vaccine is for:

· Pregnant ladies who are 28 weeks or over.

· Patients aged 75-79.

It is a one-off vaccine administered in the arm and protects you for several years. If you eligible for the vaccine, then please ask the reception team to book you an appointment.

**HAYFEVER SEASON**

As spring approaches, it brings with it increased levels of pollen. If you suffer from hayfever please remember to speak to your pharmacist to obtain the medication you need to help keep this under control. Hayfever treatment can be bought over the counter it is not prescribed by your GP.

**PHARMACY ADVANCED SERVICE**

Please remember as part of the Pharmacy First Service Pharmacists are able to treat patients for 7 clinical pathways (listed below). Patients suffering with any of these conditions can be treated with an appropriate antibiotic/antiviral medicine at participating pharmacies. Your practice can refer you or you can self-refer to the service.

|  |  |
| --- | --- |
| **Clinical Pathway** | **Age range** |
| Acute otitis Media | 1 to 17 |
| Impetigo | 1 year and over |
| Infected insect bites | 1 year and over |
| Shingles | 18 years and over |
| Sinusitis | 12 years and over |
| Sore throat | 5 years and over |
| Uncomplicated urinary tract infections | Women 16-64 years |

**VETERANS SUPPORT**

We are proud to be an Armed Forces Veteran Friendly Accredited GP Practice!

**Supporting our veterans: A GP Practice’s role in remembrance and care**

As a veteran-accredited practice, we take pride in providing dedicated care to those who have served our nation. Remembrance Day serves as a poignant reminder of the sacrifices made by veterans and their families – a reminder that their bravery, resilience and commitment deserve our respect and support not just on November 11th, but every day of the year.

**The role of Veteran-Accredited GP Practices**

Veteran accreditation signals a GP practice’s commitment to understanding and meeting the unique needs of those who have served in the Armed Forces. Veterans often face distinct health challenges, ranging from physical injuries to mental health conditions such as PTSD, anxiety and depression. Recognising these challenges requires not only clinical expertise but also a compassionate and tailored approach to care,

Our practice is trained to identify these needs and connect veterans with appropriate support systems, whether through specialised NHS services, via Op Courage – the veterans Mental Health and Wellbeing Service, Op Restore – the veterans Physical Health and Wellbeing Service or Op Fortitude – the new dedicated referral pathway for homeless veterans. Accreditation also ensures that veterans receive treatment for conditions related to their service, in line with the Armed Forces.

**Supporting Veterans Year-Round**

While Remembrance Day focuses the nation’s attention on the Armed Forces community, our commitment extends far beyond November. This is also recognised in the NHS constitution, which states:

“The NHS will ensure that in line with the Armed Forces Covenant, those in the Armed Forces, Reservists, their families and veterans are not disadvantaged in accessing health services in the area they reside”.

**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/>

What does the NHS APP do?

Use the NHS App to:

* check your symptoms
* find out what to do when you need help urgently
* book and manage appointments at your GP surgery
* order repeat prescriptions
* view your GP medical record securely
* register to be an organ donor
* choose how the NHS uses your data

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

<https://www.nhs.uk/nhs-app/nhs-app-help-and-suport/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/](https://www.nhs.uk/nhs-app/nhs-app-help-and%20-support/nhs-app-account-and-settings/managing-nhs-app-notifications/)

**BREAST SCREENING**

Breast cancer is the most common type of cancer in women in England, the chance of getting breast cancer increases as you get older.

Regular breast screening is one of the best ways to spot a cancer that is too small to feel or see yourself – it saves around 1,300 lives each year in the UK.

Anyone registered with a GP as female aged from 50 up to their 71st birthday will be invited for NHS breast screening every 3 years. You'll automatically get your first invite for breast screening between the ages of 50 and 53. You'll get a letter in the post inviting you.

Finding cancer early can make it more likely that treatment will be successful.

Breast screening can detect cancer long before you can even feel it. Or more likely, put your mind at rest.

**So when you're invited, save the date, it could save your life.**

**CERVICAL SCREENING**

It is important to book an appointment to have your cervical screening (smear test). Women aged 25-49 should have a test every 3 years and woman aged 50-64 every 5 years. You can find out more about the test by visiting the following website.

<https://www.nhs.uk/conditions/cervica-screening/>

If you do not have access to the internet you can pick up a leaflet from reception.

**CHILDHOOD IMMUNISATIONS**

**Give your children a Bright Start in Life**

**Why are vaccines important?**

Vaccines have been around for a long time and have been saving lives in the UK for decades. They undergo rigorous research, safety testing and monitoring to make sure they are safe for you and your family. As a parent or carer, you’ll know how easily germs can spread among children and how difficult it can be to avoid this from happening. Vaccination helps provide peace of mind that your child is protected from many serious and potentially deadly diseases. When you take your child for their vaccines, you’re not only protecting them but you’re also helping to keep other people you care about safe too. They help stop dangerous diseases from spreading in local communities. So, by keeping up to date with your child’s vaccines, you can also help keep those who are most vulnerable safe, including babies, people living with certain health conditions and older people.

**Has your child had their pre-school immunisations?**

If your child is aged between three and five years old, they should be up to date with their immunisations before starting school. These pre-school immunisations (also known as vaccinations) will help protect your child against many serious infections, for example, there is currently a large measles outbreak in London. Now is a good time to catch up with any of the usual immunisations your child may have missed as a baby or toddler.

For more information about immunisations please visit

<https://www.nhs.uk/vaccinations/why-vaccination-is-important-and-the-safest-way-to-protect-yourself/>

**NHS HEALTH CHECKS**

The NHS heath check is a free check-up of your overall health. It can tell you whether you’re at higher risk of getting certain health problems, such as heart disease, diabetes, kidney disease & stroke.

**Who is the health check for?**

It is for people who are aged 40-74 who do not have any of the following pre-existing conditions:

* heart disease
* chronic kidney disease
* diabetes
* high blood pressure (hypertension)
* atrial fibrillation
* transient ischaemic attack
* inherited high cholesterol (familial hypercholesterolemia)
* heart failure
* peripheral arterial disease
* stroke
* currently being prescribed statins to lower cholesterol
* previous checks have found that you have a 20% or higher risk of getting cardiovascular disease over the next 10 years.

If you think you are eligible, please call us to book an appointment 020 8491 3310.

**BENEFITS OF EXERCISE**

With spring arriving and the days staying brighter for longer it’s a good time to start thinking about the benefits of regular exercise.

Regular exercise can help with your health & wellbeing. Even a small amount can help. It can help reduce your risk of major illnesses such as Coronary heart Disease, Stroke, Type 2 Diabetes and Cancer. Walking is one of the best exercises as is cycling. If you have difficulty in getting around why not try some exercises while sitting in a chair. If you’re feeling energetic there’s always the gym. Any amount of regular exercise will help. Please click on this link below for advice on exercise guidelines.

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

**HELP US HELP YOU BY KEEPING YOUR DETAILS UP TO DATE**

Recently we have noticed many patient’s landline or mobile numbers are not recognised or no longer in service. There are also several that we do not have an email address for. To be able to communicate with quickly and efficiently it is important for us to hold the correct contact details for you. If you have changed your number or have an email address that we do not hold, please visit our website [www.elmhurstpractice.co.uk](http://www.elmhurstpractice.co.uk) and complete the Your contact details form.

**MINOR EYE PROBLEMS?**

**Red eyes? Flashes or floaters? Any other eye problems?**

**Woodford Eye Clinic have NHS appointments available.**

**To book an appointment call 0203 951 7192**

**TRAVEL VACCINATIONS**

Our nurse can provide travel health advice and arrange for appropriate immunisations. Please arrange an appointment for a travel consultation at least 6-8 weeks before departure if possible. Vaccines need time to take effect, and some may require a course over several weeks.

**REDBRIDGE TALKNG 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.

**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 who will be happy to give you more information.

**PRACTICE FEEDBACK**

We welcome feedback, both positive comments and constructive criticism. If you would like to write a comment about the practice, please use one of the following links.

**Google Feedback**

[**https://g.page/r/CQN4LqkVR13BEAE/review**](https://g.page/r/CQN4LqkVR13BEAE/review)

**NHS feedback:**

[**https://www.nhs.uk/services/gp-surgery/the-elmhurst-practice/F86064/leave-a-review**](https://www.nhs.uk/services/gp-surgery/the-elmhurst-practice/F86064/leave-a-review)