**Welcome to our Spring**

**newsletter. We hope you**

**find the content useful.**

**PRACTICE NEWS**

We have new GP registrars at the practice. They are Dr Zainab Khan, Dr Mojahid Idris, and Dr Tasneem Ahmed.

Kim Bean (reception manager) has been promoted to assistant practice manager. Her role includes duties such as managing reception team, management of the appointment book, and taking on tasks to assist the practice manager. Congratulations Kim.

**MMR Vaccine**

With the increase in measles being reported you should ensure that your child is up to date with their childhood vaccination programme. If they have not had 2 doses of MMR, please call the surgery so that we can check their record and if necessary, book an appointment for them to have the vaccine. For more information about the illness and the vaccine please click on the link below.

[MMR vaccination (publishing.service.gov.uk)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1085983/UKHSA-12330-MMR-for-all-leaflet_June2022.pdf)

**Pharmacy Advanced Service**

From 31st January as part of the Pharmacy First Service Pharmacists will now be able to treat patients for 7 new 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 |

*WE’RE WORKING HARD TO KEEP YOU WELL*

**Spring Covid Booster**

The spring Covid booster campaign will be starting shortly. We will be giving the vaccine here at the practice and will inviting those patients who are eligible for the booster when we know when we will be receiving the vaccine.

**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 2024

* **4153**

**APPOINTMENTS AVAILABLE**

* **3775**

**BOOKED**

* **94**

**DID NOT ATTEND APPOINTMENTS**

* **6129**

**TELEPHONE CALLS WERE ANSWERED**

* **2154**

**PRESCRIPTIONS WERE ISSUED**

* **85**

**NEW REGISTRATIONS**

**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.

[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/>



*Help us help you by keeping your details up to date:*

Recently we have noticed many patients who do not have a mobile number registered or an incorrect telephone number in their medical records. To be able to communicate with patients quickly and efficiently we offer an SMS service to communicate various reminders, for example flu clinics, immunisation invitations and health advice. If you would like to be sent SMS reminders, please contact the Surgery to let us know your mobile number.



**Preferred method of contact**

**Following on from the above we are asking patients what their preferred method of contact is from the practice. If you receive an SMS message asking for this information, please respond so that we can update your records. If you do not have a mobile phone, please let us know when you next contact the practice.**

**getUBetter App**

Do you have a joint or muscle problem?

Please use the FREE getUBetter app designed and written by your local clinicians in North East London - BHR. It offers local? tips, advice, and exercises tailored to you and your stage of recovery. Instant access Easy to use Safe and effective Your healthcare professionals cannot be with you 24/7, but getUBetter can.

**Why is self-care important?** Most musculoskeletal (MSK) injuries and conditions can be treated at home and get better without the need for a specialist appointment. getUBetter gives you the knowledge, skills, and confidence you need to improve your MSK health and lifestyle.

**What is getUBetter?**

getUBetter is a safe and effective way to help you self-manage your injury or condition at home, work, and on the move. The app covers a range of musculoskeletal injuries and conditions… Back, Back & Leg Neck Shoulder Elbow Hip Knee Ankle Sprains and strains - leg Upper Limb Tendinopathy Lower Limb Tendinopathy and is designed to help you trust your recovery, live and work well.

**Who is getUBetter for?**

Anyone 18 or over who needs help with a joint or muscle problem.

**What will I get?**

 Instant and 24/7 access to a personalised programme Easy-to-follow self-progression exercises Daily tips and local guidance from day one Advice on where to seek help when needed Access to local treatments and service.

**What are the next steps?**

Follow the link to access your local health service, then select your GP practice, as well as the condition you’d like support with. Enter your email.

<https://app.getubetter.com/request-access/1/92977ae4d2ba21425a59afb269c2a14e>

**What are the next steps?**

* Download the getUBetter app and sign up using the same email address.
* Follow the instructions in the app to access your local support pathway.
* Log in and follow your programme regularly to improve your MSK health.

If you need further help getting started, watch our videos (GetUBetter get started, GetUBetter How it works) or get in touch with one of our team: contact@getubetter.com

**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 nurses 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 Children’s Centres**

These centres offer services to all families with children up to 4 years (and up to 8 years with SEND).

Please click on the link below for more information.

[Redbridge FiND | Children's Centres in Redbridge](https://find.redbridge.gov.uk/kb5/redbridge/fsd/family.page?familychannel=2)

**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

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 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)

**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.

**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.