

# Harold Hill Medical Centres (formerly Dr Kuchhai & Saheecha's Surgery)



## Surgery Newsletter Winter 2023/2024



### Harold Hill Medical Centres

Tel: 01708 343991 The Health Centre

Tel: 01708 343300 Heaton Avenue

[www.drkuchhai-saheecha.co.uk](http://www.drkuchhai-saheecha.co.uk)

#### Surgery opening times:

##### The Health Centre

Monday	8.00am to 6.30pm
Tuesday	8.00am to 6.30pm
Wednesday	8.00am to 6.30pm
Thursday	8.00am to 6.30pm
Friday	8.00am to 6.30pm

##### Heaton Avenue

Monday	8.00am to 6.30pm
Tuesday	8.00am to 6.30pm
Wednesday	8.00am to 1.00pm
Thursday	8.00am to 6.30pm
Friday	8.00am to 6.30pm

*The surgeries are not open on Saturdays, Sundays or bank holidays.*

Alternatively, when the surgery is closed patients can visit one of the **Walk In Centres** below.

The Harold Wood clinic is open from 8am to 8pm daily including Public Holidays.

South Hornchurch Walk-In Centre is open from 10am to 2pm Monday to Friday and from 10am to 2pm Saturday and Sunday – CLOSED on Public Holidays.

##### The HUB

You can now book online an evening or weekend appointment at our local hub, located in RM3 9PD. To book your slot visit: Book an appointment <https://nhs.bookings.herohealth.net/app/nhs/414/locations/624>

##### NHS Direct

In the case of urgent need when the surgery is closed you can call NHS Direct on 111 to speak to a triage nurse. Your needs will be assessed, and advice offered or arrangements made for you to see a doctor.

Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens.

**Call 999 in an emergency. Chest pains and / or shortness of breath constitute an emergency.**

### IMMUNISATIONS

#### Pneumococcal Immunisation

If you are aged 65 and above, or if under 65 and in an 'at risk' category, then you are eligible for a free Pneumococcal vaccination.

#### Shingles Immunisation

If you are aged between 70 and 79 then you are entitled to a free Shingles vaccine.

#### Childhood Immunisations

1<sup>st</sup> immunisations are due at 8, 12 & 16 weeks old. Boosters are due at 1 year and 3½ years old.

**Please contact reception if you wish to book these.**

### Get your Flu Shot!



### FLU Vaccinations

Eligible groups for the 2023 to 2024 season:

- Children aged 2 and 3 years
- those aged 6 months to under 65 years in clinical risk groups
- pregnant women
- all those aged 65 years and over
- carers, those in receipt of carer's allowance or main carer of an older or disabled person
- frontline health and social care staff

**If you fall into the above categories, please call reception.**

**Heaton Avenue 01708 386655**

**or**

**Health Centre 01708 348963**

### **Minor Surgery Clinic**

The Harold Hill Medical Centres carry out minor surgeries. These surgeries are only performed if referred by a GP.

Please book an appointment with your GP if this is a service you may require. The minor Surgery clinic runs most Thursday afternoons at The Health Centre.

### **View your GP health record**

**<https://www.nhs.uk/nhs-app/>**

What's in your GP record:

- medicines your GP has prescribed
- allergies you have
- vaccinations you've had
- conditions you've been diagnosed with
- notes from appointments at your GP surgery
- results of tests your GP surgery has arranged
- letters that hospitals or specialists have sent to your GP

When you view your record online, you will only see information that was added recently. If you need to see older information, please complete a form at reception.

### **Last quarter 722 patients did not attend their appointments. This equates to 7.9% of booked appointments.**

If you have booked an appointment and later cannot attend, please contact the surgery or respond to your appointment reminder text which is sent out 1 week before your appointment and 1 day before.

Appointments can be cancelled on any surgery number between 8am and 6.30pm

### **Our appointment line times changed on 1st February 2023.**

Our appointment line times are:

Monday, Tuesday & Friday 09:00 - 12:00 & 15:00 – 17:00.

Wednesday & Thursday 09:00 – 12:00.

For Heaton Avenue please call 01708 386655

For The Health Centre, please call 01708 348963

**For Emergency Appointments please call at 09:00 or 15:00.**

***You can cancel an appointment at any time by calling:***

***The Health Centre on 01708 343991 or Heaton Avenue on 01708 343300.***

***Appointments can also be cancelled using on-line services and by responding to your reminder text message.***

## New services Available in the Surgery

### Phlebotomy Service

We provide a convenient phlebotomy service for the use of Harold Hill Medical Centre patients ONLY. The clinics will run on a Tuesday & Friday morning, **please contact reception to book an appointment.**

### You do not always need to see a GP.

Ask our receptionist if they can refer you to **Joy**, which are additional services provided within the surgery. See below for the type of help they can offer.



### Social Prescriber

**Links to community services:** local walking schemes, community gardening projects, volunteering, green gyms, arts and cultural events, dance and singing classes, befriending, cookery, healthy eating, relaxation sessions.

**Improved quality of life:** Managing debt, benefits advice, legal advice, housing, community employment support, skills/education development, drug and alcohol support, community safety, coping strategies.

**Personalised care plan:** Active listening, time, space, smart goals, empowerment, self-esteem, confidence, give control, social, practical and emotional support. Social, practical, emotional support: mild mental health, isolation, carer, low self-esteem, low confidence, pregnant women, elderly, managing long-term conditions, bereavement.

### Health & Well Being Coach

**Lifestyle Management:** Motivational coaching, Healthy Lifestyle Education, Self Esteem/Confidence, Weight Management, Activity management, Healthy Eating

**Stress Management:** Burn-out/Fatigue, Anxiety/Depression, Aches/Pains (stress related), Complementary Therapies (Yoga, Meditation, Shiatsu/Acupressure, Healing etc.), Lockdown Syndrome (low mood, apathy, helpless, mental/emotional fatigue, physical tiredness without cause)

**Long Term Conditions:** Diabetes, COPD, MSK (Desk related or sedentary lifestyle), Low Level Mental Health, Pre-medication (SSRIs, Analgesics, Statins etc.), Blood sugar, Cholesterol, Blood pressure.

### Physiotherapy

We also have an **in-house physiotherapist**. If you require the expertise of a physiotherapist for example back pain, joint pains or an injury requiring treatment, our physiotherapist will be able to assess, advise and order any tests that you may require.

### Dietician

Our Dieticians assess, diagnose and treat dietary and nutritional problems such as: IBD, IBS, coeliac disease, GORD. Overweight or obesity including complex weight management e.g. fatty liver, diabetes, low muscle mass. Frailty or malnutrition e.g. neurological conditions, access to food, modified diet/dietary restriction, risk of frailty - MUST of 2 or below, poor appetite, cachexia, low BMI, unplanned weight loss, sarcopenia and perioperative nutrition.

## PLEASE TAKE PART IN THE FRIENDS AND FAMILY TEST – YOUR VIEWS ARE IMPORTANT TO US!

We are offering patients the opportunity to feedback your views on the care and service we have provided.

**The Friends and Family Test is anonymous.** A link is sent to patients 24 hours after each consultation. This is quick & easy only consists of 2 questions. Alternatively, forms are available on both surgery reception desks and can also be completed via our surgery website. <https://www.drkuchhaisaheecha.co.uk/>

Since the Friends and Family Test began rolling out across most of the NHS three years ago – including to GP and dental surgeries last year – patients have given almost 17 million pieces of feedback – with more data due to be published soon – making it the biggest initiative in the world for listening to views on healthcare.

The Friends and Family Test

"We need your feedback"

## New General Practice Assistant (GPA) in Training

One of our receptionists; Sharon is currently training to be our new GPA.

GPA's form part of a multi-disciplinary team within primary care, and provide a support role, carrying out administrative tasks, combined in some areas with basic clinical duties, helping to free up GP's time and contribute to the smooth running of appointments, improving patients experience in the surgery.

