

Dr Kuchhai & Saheecha's Surgery



Surgery Newsletter



Spring 2023

Dr Kuchhai & Saheecha's Surgery

Tel: 01708 343991 The Health Centre

Tel: 01708 343300 Heaton Avenue

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.

Hub Sites

You can book an appointment directly at the GP Access Hub by calling 020 3770 1888.

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

1st 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.

Patient Participation Group (PPG)

Our PPG Group has been on hold since covid-19 began. We are looking to restart this soon.

Want to learn more about Dr Kuchhai & Saheecha's Surgery PPG Group?

Just click on the tab headed "Patient Participation Group (PPG)" on our website www.drkuchhai-saheecha.co.uk to find out more information and how to become a member of the Group. We contact our group members via e-mail for their views and recommendations on any subject the surgery may have. An annual survey is sent and the results collated and sent to group members and published on our website.

YOUR VIEWS ARE IMPORTANT TO US... WE WANT TO HEAR FROM YOU!!

463 patient's DNA'd (did not attend) their appointments in the last quarter. This equates to 17.9% of booked appointments.

We are currently looking at ways to reduce the DNA appointments and may have to remove persistent non-attendees from our patient list. If an appointment has been made that is no longer required, please contact the surgery to cancel as it can then be made available to other patients. Appointments can be cancelled by replying to your text reminder, 24 hours per day or via online services. Your co-operation in this matter would be highly appreciated.

Change of surgery name

As you are aware Dr Kuchhai retired in 2020, we wish him all the best in his retirement.

We will soon be changing the surgery name to **The Harold Hill Medical Centres.**

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 on a Thursday afternoon at The Health Centre.

The Surgery is offering **FREE health checks** for patients aged 40-74. With no pre-existing health conditions. Please contact the surgery for a blood test form and to book an appointment with the nurse.

On-line services

<https://account.patientaccess.com/>

Patient access is fast, easy to use and works perfectly on smartphones, tablets as well as your computer. You will be able to view your medication history and allergies as well as ordering repeat prescriptions and booking/cancelling appointments.

Please ensure when booking an appointment you select the correct surgery as patients will not be seen unless at their registered surgery.

Our appointment line times changed from 1st February 2023.

Our new 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

You do not always need to see a GP

We now have more services available to us; we can refer you to a **clinical pharmacist** for minor ailments i.e. urinary tract infections for women, cold sores, sinusitis, coughs, infant colic, back pain, migraines, rashes, oral thrush and many more.

Ask our receptionist if they can refer you to **Joy**, our social prescribing service. 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 have and injuries requiring the expertise of a physiotherapist i.e. back pain, joint pains or an injury requiring treatment, our physio will be able to assess, advise and order any tests that may be required.

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. This is done by asking patients to complete a simple form every time you visit the surgery or have any form of contact with us.

The Friends and Family Test is anonymous. A link is sent to patients 24 hours after each consultation, alternatively the forms are on both surgery reception desks and can be completed via our surgery website. <https://www.drkuchhai-saheecha.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.

Named GP

You may be aware that all surgeries are required to provide all their patients with a named GP who will have overall responsibility for the care and support that our surgery provides to them. This does not prevent you from seeing any other GP or changing your allocated GP to another. You do not need to take any further action, but if you would like to know who your allocated named GP is or have any questions, please contact us on 01708 343991.



Bank Holiday Closures

We will be closed on

Early Spring Bank Holiday - Monday 1st May

Bank holiday for the coronation of King Charles III – Monday 8th May

Spring Bank Holiday - Monday 29th May

If you are unwell when the surgery is closed please ring NHS 111

Alternatively, emergency appointments may be made via the GP Access Hub

0203 770 1888

For life threatening emergencies please call 999

Please ensure you have enough medication over the bank holidays

