

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



Surgery Newsletter



Autumn 2023

Harold Hill Medical Centres

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.

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

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.

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

Change of surgery name

We have now changed our surgery name. We will now be known as
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 most Thursday afternoon's at The Health Centre.

510 patient's DNA'd (did not attend) their appointments in the last quarter. This equates to 7.2% 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.

On-line services

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

Patient access is fast, easy to use and works perfectly on smartphones, tablets as well as a 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 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 start running from October 2023 and will run on a Tuesday & Friday morning, **Please contact reception to book an appointment on Tuesday & Friday mornings.**

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.

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.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.

The Friends and Family Test
"We need your feedback"

New Staff

We would like to welcome Lynda our new Health Care Assistant to the surgery.
Linda will be available for a variety of services including phlebotomy as part of our new blood clinic.



Autumn Covid Vaccinations

These are currently available at

CRESCENT PHARMACY

65 Masefield Crescent

Gidea Park

Romford

Essex

RM3 7PB

Either WhatsApp on 07812 064493 or call on 01708
345349 to book

*Flu vaccines **will not** be given at Crescent Pharmacy
Please contact the surgery to book these*

