

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



## Surgery Newsletter



### Summer 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

*Heaton Avenue patients please use the Health Centre on a Wednesday afternoon. 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:  
<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.**

#### We are pleased to announce that our new telephone system went live on 9th April 2024



The new system will enable you to contact the relevant department with ease, we will only have 1 telephone number for each surgery.

**The Health Centre - 01708 343991**  
**Heaton Avenue - 01708 343300**

You can select one of the options below when calling either surgery, you will be given a place in the queue where you can either wait on the line or request a call back when your position in the queue is next. Please note ALL calls will now be recorded.

Appointments  
General Enquiries  
Insurance/Solicitor Reports  
Referrals  
Registrations  
Results

Our other services have not changed so you can still use [AccuRx](#) for admin queries or book appointments using the [NHS APP](#).

## New Appointment Booking System

Appointments will be bookable from 8am-6:30pm, Monday to Friday. However, appointments will only be booked 2-weeks in advance and the appointments for 2-weeks' time will be released the following day at 8am.

For example, on Wednesday 27th March each surgery will release their appointment availability for the following day in 2 weeks time; Heaton Avenue will release 12 appointments for Wednesday 10th April and The Health Centre will release 14 appointments for the same day. Thursday 28th March; Heaton Avenue branch will release 20 appointments for Thursday 11th April and The Health Centre will release 20 appointments for the same day. These can be booked on-line or via phone. This will enable us to offer appointments in 2 weeks time rather than waiting the current 3-4 weeks.

**Emergency appointments** will still be available daily from 8am at each surgery.

Please ensure you call the surgery that you are registered at to book an appointment.



**Most pharmacies can help you with seven common conditions without needing a GP appointment.**

Speak to your pharmacist if you suspect you have:

1. Earache (in children)
2. Impetigo
3. Infected insect bite
4. Shingles
5. Sinusitis
6. Sore throat
7. Urinary tract infection (in women only)

Visit your Pharmacy First and ask for more information about this free NHS service.

## 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.

**Last quarter 444 patients did not attend their appointments. This equates to 5.3% 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

## 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.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"

### Practice Updates

We have a new Doctor joining our team in June. Dr Dita Fridrichova will be working 2 sessions AM & PM on Wednesdays. She has 25 years of experience working as a physician, palliative care fellow and in the past 10 years as a GP.

She has an interest in health promotion and preventative cardiology, dermatology, MSK health and palliative care. She is passionate about medical education and will be a great asset to our team.

One of our receptionists Nicola will be leaving reception in June and relocating to our Admin team to cover new registrations. We have recruited a new receptionist in her place, Rachel who has previous experience of working as a GP receptionist.

### Bank Holidays for Summer 2024

Spring Bank Holiday – Monday 27<sup>th</sup> May  
Summer Bank Holiday – Monday 26<sup>th</sup> August

We will be closed on these dates.

Please call **NHS 111** for urgent care or **999** in an emergency.

