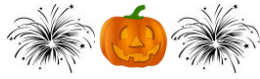


# The Saheecha's Practices Surgery Newsletter



Autumn 2024



## The Saheecha's Practices

Tel: 01708 343991 The Health Centre

Tel: 01708 343300 Heaton Avenue

[www.thesaheechaspractices.co.uk](http://www.thesaheechaspractices.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 the **Walk-In Centre** below.

#### The Harold Wood clinic

St Clements Avenue, Gubbins Lane, Harold Wood, RM3 0FE which is open from 8am to 9pm daily including 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

### RSV Immunisation

RSV is a common cause of coughs and colds. Most people get it several times during their life. It usually gets better by itself, but in some people (especially babies and older adults) it can cause illnesses such as: [pneumonia](#) or [bronchiolitis](#).

The RSV vaccine is recommended if: you're pregnant – the vaccine is recommended during every pregnancy (from 28 weeks onwards) to help protect your baby after they're born & if you're aged 75 to 79

### 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 2024 to 2025 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 to book  
Heaton Avenue 01708 343300  
or  
Health Centre 01708 343991**

## 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.

[www.thesaheechaspractices.co.uk](http://www.thesaheechaspractices.co.uk)

Since the FFT was launched in 2013, millions of patients have submitted feedback. It's used by most NHS services, including community care, hospitals, mental health services, maternity services, GP and dental practices, emergency care, and patient transport.

The Friends and Family Test  
"We need your feedback"

**Last quarter 59 patients did not attend their appointments. This equates to 3.7% 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 day before your appointment.

Please ensure your contact details are up to date.

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

## Practice Updates

The surgery has had a new self-check-in screen installed at The Health Centre. When you come in for your appointment just enter your month and day of birth, the first initial of your surname and take a seat. Your name and the room number will be called when the clinician is ready to see you and will appear on the screen in the waiting room.



Don't forget to sign up to the **PPG** (Patient Participation Group)

<https://www.thesaheechaspractices.co.uk/patient-participation-group>

The Aims of the Patient Participation Group

To offer opinions in a constructive manner and to put forward ideas on behalf of other patients.

To improve the provision of health care.

To improve communication between surgery, patients and the wider community about matters concerning the surgery and health in general.

To provide assistance in development of new services.

To encourage a spirit of self help and support amongst patients to improve their health and social care.



## Christmas & New Year Opening Times



We will be closed on Christmas Day, Boxing Day and New Years Day.

All other days we are open as usual.



# Services Available in the Surgery

## Phlebotomy Service

We provide a convenient phlebotomy service for the use of The Saheecha's Practices patients ONLY. 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.



Download the NHS app <https://www.nhsapp.service.nhs.uk/login>



## Have you Downloaded the NHS App?

The NHS app allows you to securely access your GP health record, to see information like your allergies and your current and past medicines



Did you know that NHS App is same as an NHS online account...

[Log in - NHS App Online \(service.nhs.uk\)](https://www.nhs.uk)

## Access your NHS services

Log in to your NHS account to access services online on your computer, tablet or mobile phone. You do not need to download anything.

Log in to your account to:

- order repeat prescriptions
- book and manage appointments
- get health information and advice
- view your health record securely
- view your NHS number

Get the NHS App on your smartphone or tablet

You can also log in to your NHS account using the NHS App.



## Who can have an NHS account

You can have an account if you are:

- registered with a GP surgery in England
- aged 13 or over

[Find out more about who can have an NHS account](#)

Continue



**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.