

# Eastmead Surgery Spring 2020 Newsletter



A new app has been launch for patients in Ealing called “Health Help Now”. Health Help Now is designed to help residents and patients find the right NHS service for treatment in a hurry, to keep track of appointments and find advice and information on key conditions all in one place. **One app for all your NHS services, appointments, logins, advice and more.**

## **App features:**

- **Manage and book appointments** – people can access GP online through the app to book and change GP appointments and the electronic referral service (e-RS) to book and change hospital appointments, putting you in complete control.
- **Signposting services** – whatever time of day or location , the app will show the nearest services and opening hours – across GPs, pharmacies, urgent care centres and minor injury units to name a few.
- **Symptom check** – symptom checkers and NHS approved health apps are also signposted, making healthy lifestyle information easily accessible and providing support to patients with long-term conditions.

**Download today:** Search “Health Help Now” on the App Store and Google Play. Both are free to everyone who lives and works in Ealing, or pick up a “Download the free app” card which you will find in various places in the waiting room, **or alternatively ask reception.**

## **Sheltered Housing and Extra Care Housing**

We have received a very handy booklet called “Sheltered Housing and Extra Care Housing. Sheltered housing and extra care housing – also called retirement housing – is designed specifically with the needs of older people in mind. It can let you keep your independence while making sure help is available when you need it. You might move there if you want a smaller or adapted home, have health or mobility difficulties or are looking for somewhere you can get help easily if you need it.

The guide is intended to give you the information and confidence to make a decision that’s right for you. Whether you just want to find out what requirement housing offers or you’re seriously considering a move, this guide can help you understand what to look for and what questions to ask. **Please ask reception for a copy of this booklet.**

## **Prescribing of over the counter medicines is changing**

The Clinical Commissioning Group (CCG) are requesting that patients purchase “over the counter” medicines, rather than ask the GP to issue a prescription.

It has been requested that your GP, nurse or pharmacist should not generally give you a prescription for over the counter medicines for a range of minor health concerns.

Instead, over the counter medicines are available to buy in a pharmacy or supermarket in your local community.

The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health concerns and if your symptoms suggest it's more serious, they'll ensure you get the care you need.

Please help the NHS to use resources sensibly.

**For more information please ask for a copy of this leaflet from reception.**



### **REMEMBER**

Patients 75+ can request their repeat prescription from their nominated pharmacy.

As from end of March 2020 we will no longer accept repeat prescriptions by emails. Those patients that normally request repeat prescriptions by email should now order their repeat prescription online, via their online account. Please contact Reception to register for our on-line services

# **CORONAVIRUS**

**If you have travelled to Iran, Italy, South Korea, Hubei Province in the last 10 days DO NOT ATTEND the surgery or hospital.**

**Please visit NHS 111 Website, or 111.nhs.uk, or if you do not have access to the internet then call 111.**

**Thank you.**

## Staff News



*Sadly, we are saying goodbye to Dr Wasan, who has been a partner with the surgery for over 20 years. The good news is that we will hopefully see her back in the surgery from time to time as a locum GP. We are all so sorry to see her go, but would like to wish her well in the next chapter of her life. We'll miss you!*

*Also our Business/Practice Manager – Shaheen Hamid - will be retiring at the end of May 2020. Shaheen has been our longest serving Business/Practice Manager, working at Eastmead Surgery for over 10 years. We wish you well in your retirement.*

*We would like to welcome Charlotte Rose to our surgery. Charlotte is a qualified nurse and will be working at the surgery for 1 year as a Trainee Practice Nurse.*

### **AN ARTICLE THAT APPEARED IN THE BRITISH MEDICAL JOURNAL 14<sup>TH</sup> DECEMBER 2019**

#### **Measles: 142,000 people died in 2018 m mostly aged under 5**

*More than 142,000 people died from measles in 2018 around the world, and most deaths occurred in those aged under 5, show figures from WHO and the US Centres for Disease Control and Prevention.*

*Although the estimates reported a worldwide surge in measles, almost half of all cases were accounted for by just five countries: the Democratic Republic of the Congo, Liberia, Madagascar, Somalia and Ukraine. WHO's statistical modelling for 2018 estimated 9,769,400 cases 142,300 related deaths, up from 7,585,900 cases and 124,000 deaths in 2017.*

#### **Lower than 2017**

*However, those totals were far lower than in 2000, when an estimated 28,219,100 cases and 535,600 deaths occurred.*

*The regions worst affected in 2018 were Africa (1,759,000 cases; 52,600 deaths), eastern Mediterranean (2,852,700; 49,000), and South East Asia (3,803,800; 39,100). Europe had 861,800 cases and 200 deaths.*

*A total of 353,236 cases were reported in 2018. This year more than 413,000 cases had been reported by mid-November, with an additional 250,000 in the DRC.*

*Tedros Adhanom Ghebreyesus, WHO's director general, said **"That any child dies from a vaccine preventable disease like measles is frankly an outrage. To save lives, we must ensure everyone can benefit from vaccines"***

**So please think twice before making the decision  
not to immunise your child!**