



December 2022

Best wishes for Christmas and the New Year

MEDICUS HOLIDAY OPENING TIME INFO

Friday 23rd December 2022	GP telephone lines and sites open at 8am close at 6.30pm	<p>For Medical Emergencies please call 999</p> <p>Contact 111 for advice and guidance during this period or visit their Website</p> <p>www.111.nhs.uk</p> <p>These services are open all through the Holiday period.</p> <p><i>Calls to these numbers are free</i></p> <p>You can also call 18001 111 on a textphone.</p>
Christmas Eve Saturday 24 th December 22	GP telephone lines, PATCHs Online Service and Sites closed	
Christmas Day Sunday 25 th December 22		
Boxing Day Monday 26 th December 22		
Bank Holiday Tuesday 27 th December 22		
Wednesday 28 th December – Friday 30 th December	GP telephone lines and sites open at 8am close at 6.30pm	
New Year's Eve & New Year's Day 31 st December 22 and 1 st January 2023	GP telephone lines and sites closed-reopen on 3 rd January 2023 at 8am	
Bank Holiday Monday 2 nd January 2023		

Local Pharmacy Information
(It is advisable to call before travelling to any Pharmacy)

Don't forget to order your repeat Medications – it takes 2 working days to process requests

Address	Telephone	Christmas Day 25 th Dec 22	Boxing Day 26 th Dec 22	Bank Holiday 27 th Dec 22	New Year Day 1 Jan 23	Bank Holiday 2 Jan 23
Elgon Chemist 291 High Street, Ponders End, Enfield EN3 4DN	020 8805 5298	10:00-18:00	10:00-16:00	10:00-16:00	10:00-16:00	10:00-16:00
Healthfare Pharmacy 9 Coleman Parade, Southbury Road, Enfield EN1 1YY	020 8367 5456	10:00-18:00	10:00-14:00	12:00-14:00	10:00-14:00	10:00-14:00
Bees Dispensing Chemist 172 Fore Street, Edmonton N18 2JB	020 8807 3228	10:00-18:00	10:00-14:00	10:00-14:00	10:00-14:00	10:00-14:00

Winter Coughs, Colds and Flu

All Medicus locations have Flu Vaccine – please book with the nurse

How to avoid spreading the flu

Flu is very infectious and easily spread to other people. You're more likely to give it to others in the first 5 days.

Flu is spread by germs from coughs and sneezes, which can live on hands and surfaces for 24 hours.

To reduce the risk of spreading flu:

- wash your hands often with warm water and soap
- cover your mouth and nose with a tissue when you cough or sneeze
- bin used tissues as quickly as possible and then wash your hands

Your local Pharmacy will be able to help with advice/medication to help you feel better

If you are coming to visit us at the surgery we ask you still wear a mask.

Many people are coming in with coughs, colds and other viruses, it helps stop you catching things and helps us keep staff well and reduces clinic cancellations

When you get home – wash your hands, many germs sit on surfaces we touch all the time.

Thank you

How to get a flu vaccine – free on the NHS for people of 50 and over

Flu vaccines are safe and effective. They're offered every year on the NHS to help protect people at risk of flu and its complications.

The best time to have a flu vaccine is in the autumn before flu starts spreading. But you can get vaccinated later.

Walk-in Service located at Medicus - Carlton House.

You can have COVID and Flu Vaccines at the same appointment

Pregnant – you can have a Flu vaccine at any time during your pregnancy



COVID Vaccine Status

GPs cannot offer letters for Vaccine status, please download the NHS App or contact 119 to obtain written confirmation.

Anyone over the age of 5 can have a COVID Vaccination.

Boosters (4th Dose) for over 50s and other patient groups who will get a letter advising them to attend are now available

A walk-in service for all of the above is available at:-

MHP – Carlton House in Tenniswood Road, EN1 3LL

Opening hours

9am – 1pm and 1.30pm - 6pm – 7 Days a week - Until 23rd December – reopens on 9th January 2023

If you need further help or information please call the Vaccination Team on **0208 920 9615**

This line is open Mon-Fri 8am – 4pm

Flu for Children are available at your local site – please book with the Nurse.

COVID and Flu Clinic Opening times during Holiday Period.

Carlton House Vaccine Clinic – Closes 6pm on 23rd December and reopens at 9am on the 9th January 2023.

Flu Vaccines still available at your local Medicus sites.

BOWEL CANCER SCREENING

Watch out for your Test Kit

We are supporting a London-wide campaign to encourage more patients to do their free NHS bowel cancer screening home test, which checks if you could have bowel cancer.

People who are the right age are sent a free NHS FIT (Faecal Immunochemical Test) kit every two years. You use it to collect a small sample of poo and post it back to an NHS lab.

The campaign by NHS London, "Your next poo could save your life", urges more people to use their kit – a message we wholeheartedly endorse.

Screening can help prevent bowel cancer and find it at an early stage when it's easier to treat. People who complete their screening are 25% less likely to die of bowel cancer.

The kits are for people with no symptoms and most people get the all-clear.

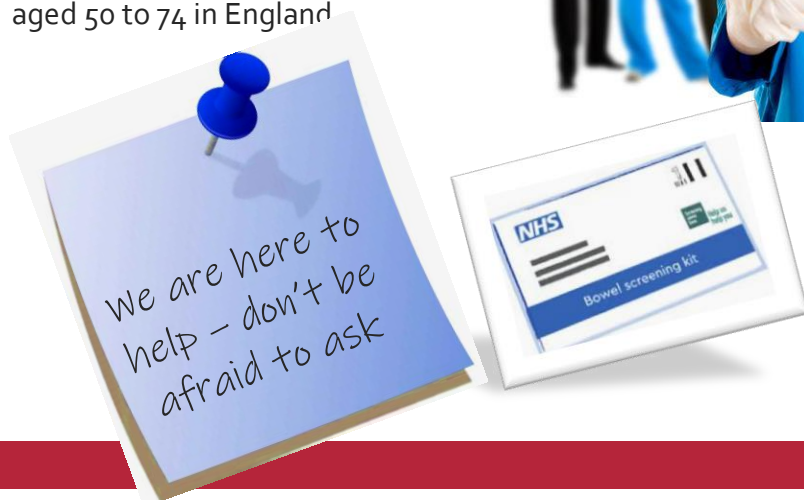
If you are aged 56, 58 (on or after 16 May 2022) or 60 to 74 and we have your correct address, you will be sent a kit every 2 years. Please use it. By April 2025, bowel cancer

Screening kits will be for everyone aged 50 to 74 in England

To find out more and hear from other Londoners about their experience of bowel cancer screening, visit

www.healthylondon.org/bcs

If you have symptoms of bowel cancer which last for three weeks or more, please contact us and ask for an appointment.



BREAST SCREENING

How and when do I get an invitation to attend?

Anyone registered with a GP as female will be invited for NHS Breast screening every 3 years between the ages of 50 and 71. You'll get a letter in the post inviting you to attend.

SHINGLES VACCINE

Who is eligible?

Anyone between 70 and 79 can request a Shingles Vaccine from their GP surgery; Medicus Health Partners will be inviting eligible patients after the New Year.

All Change at the Patient Participation Group (PPG)

After many years of support for the PPG Janice Downing and Adam White have decided to retire. Our thanks to both of them for their dedication and support of the PPG. The PPG Members have nominated candidates and are voting to appoint their new Chair.

In the next edition of "The Patient Voice" we will be introducing the

new Chair and they will be able to share their plans for the future.

If you would like to be part of the PPG please contact us via the Website or collect a form from reception.

.Our Purpose

To give practice staff and patients the opportunity to, where possible, support the delivery of healthcare to patients.

Great ideas come when we all work together. You can now contact us via the Medicus Website, so if you have any ideas please get in touch.

Welcome to our new members who have just joined the group.

NEW WEBSITE FOR MEDICUS

Medicus has launched a new Website
www.medicushealthpartners.co.uk



- New Features
 - Easy to Navigate
 - More Information
 - Links to Health Information
- To help us enhance the website our PPG Members are helping with suggestion and reviewing the work we have done.
 Thanks to Nigel and Steph.

COFFEE MORNINGS AT MEDICUC SITES FOR CANCER CARE

To support the great work our Colleagues at Macmillan do, we had 2 coffee mornings recently. Carlton House and Connaught Site invited everyone to join in, enjoy cake and coffee while raising money for Cancer Care.



Patient Access to NHS Records

From November this year, patients using the NHS app or other approved GP Information Access methods will be able to view all new entries made in their GP records. This is an NHS initiative to give patients greater access to their health information.

If you have not yet signed up for the NHS App, its easy and here how to do it.

To have an NHS account, you must be aged 13 or over and registered with a GP surgery in England.

The NHS App is available on iOS, Android and via the NHS website <https://www.nhs.uk/nhs-app/>



1. Download the App onto your device
2. Please follow the instructions on the screen and have one of the following to hand:
 - a. Your passport
 - b. A UK photo driving licence (full or provisional)
 - c. A full European driving licence
 - d. A European identity card
 - e. It's helpful, but not essential, to know your NHS Number. You can find your NHS Number on any letter or document sent to you by the NHS, including prescriptions, test results, and referral or appointment letters.
3. If you need more help there are good tutorial videos and more guidance on our Website.

I use the NHS App to check my blood test results

Your NHS, your way
Download the NHS App 😊



I use the NHS App to order repeat prescriptions

Your NHS, your way
Download the NHS App 😊



PATIENT INFORMATION

All Medicus practices and telephone lines are open Mon-Fri 8am – 6.30pm

Repeat Prescriptions normally take 2 working days to process. Requests cannot be taken over the phone for safety reasons.

If you are requesting something new or a medication that is not on repeat a GP may need to review or contact you.

PATCHS

PATCHS slots are released each day and form part of the practices appointment schedules, once these are filled the system will advise patients to try again after a certain time.

Medicus PATCHS slots open at 7.30am at each location Monday – Friday. Your requested will be reviewed and actioned appropriately.

MORE INFORMATION ON VACCINES

If you need further information, please call your GP surgery or the Medicus Vaccine Team on

0208 920 9615



WEEKEND AND EVENING APPOINTMENTS - EXTENDED HOURS

There are now 2 locations open in the evenings and weekends to offer patients appointments, these are normally booked by your surgery:-

Medicus – Carlton House
28 Tenniswood Road, Enfield – EN1 3LL

Eagle House Surgery
Eagle House Surgery, 291 High St, Enfield EN3 4DN

NHS England Call 111 when it's a concern, but less urgent than 999. The NHS non-emergency number.

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Cost of Living Crisis

For help with the rising cost of living and how to access warm spaces this winter visit:

www.enfield.gov.uk/helpingyou

If you know someone who needs support please pass on this information.

If you are coming to visit us at the surgery we ask you still wear a mask.

Many people are coming in with coughs, colds and other viruses, it helps stop you catching things and helps us keep staff well and reduces clinic cancellations

When you get home – wash your hands, many germs sit on surfaces we touch all the time.



If you have booked an appointment and cannot attend please cancel it, so someone else can be seen.

You can now leave us a message to cancel when we are closed.

How NHS 111 works

You answer questions about your symptoms on the website, or by speaking to a fully trained adviser on the phone.

You can ask for a translator if you need one.

Depending on the situation you'll:

- find out what local service can help
- be connected to a GP, nurse, emergency dentist or pharmacist
- get a face-to-face appointment if needed
- be told how to get any medication
- get self-care advice

Upgrading Lincoln Road Medical Centre



Lincoln Road refurbishment started



MHP Lincoln Road upgrade has started, for those of you who have visited the surgery, you will see the hoarding has gone up, this is how the new premises will look.



- 2 New floors
- New consulting Rooms
- Lift to all floors
- The site will not close during any of the building works



Welcoming Patients who will transfer to this site when these site close:

**Bush Hill Park
Trinity Avenue
Southbury Surgery**



Self-Referrals

If you require support from any of the services below, you can contact them directly.

Available to all patients registered with Medicus Health Partners

No need for a GP referral or letter. Just contact the service and complete the requested information.

If you are making a referral for someone else please ensure you have their consent before contacting the service

Service	Contact Details	Deals with
<p>Maternity</p> <p>North Central London Maternity information, to help you make decision about your care.</p> <p>www.nclmaternity.nhs.uk</p> <p>Links to providers and lots of helpful information</p>	<p>North Middlesex Hospital Maternity Service Information https://www.northmid.nhs.uk/maternity-services/ Referral Form https://nmuh-maternity.patientdb.com/ Tel: 020 8887 4238</p>	All maternity Services
	<p>Whittington Hospital Maternity Service Information https://www.whittington.nhs.uk/default.asp?c=28697 Self-Referral Form https://www.whittington.nhs.uk/mini-apps/default.asp?page=Maternity/Self_referral.aspx Tel: 020 7272 3070</p>	
	<p>University College Hospital Maternity Service Information https://www.uclh.nhs.uk/our-services/find-service/womens-health-1/maternity-services Self-referral Form https://www.uclh.nhs.uk/our-services/find-service/womens-health-1/maternity-services/refer Tel: 020 3447 9400 - select option 1</p>	
	<p>Royal Free Hospital/Barnet Hospital/Chase Farm</p> <p>The Royal Free London NHS Foundation Trust has full maternity services at The Royal Free Hospital in Hampstead and at Barnet General Hospital in Barnet. They also provide antenatal care at Chase Farm Hospital in Enfield. They have a stand-alone birth centre in Edgware Hospital in Edgware. They would happily facilitate a home birth for you. They also provide care from GP surgeries and other satellite units.</p> <p>Maternity Service Information - Tel: 0203 758 2022 option 4. https://www.royalfree.nhs.uk/services/services-a-z/maternity-services/</p> <p>Referral Form https://www.royalfree.nhs.uk/services/services-a-z/maternity-services/maternity-self-referral-form/</p>	

<p>Physiotherapy</p>	<p>https://physioselfrefer.co.uk/</p> <p>Patients register on the Portal for this service – link is available from our phone system for patients with mobile phones.</p> <p>Number for patients without the internet 03330 433966</p>	<p>Patients over 16.</p> <p>This service provides specialist assessment, early advice, and treatment for people with back, neck or joint complaints; problems following injuries; muscle or tendon problems or any recent changes in a long-standing condition.</p>
<p>Counselling and Talking Therapy Services - IAPT</p>  <p>IAPT = Improved Access to Psychological Therapies</p> 	<p>Let's Talk Enfield</p> <p>http://www.lets-talk-iapt.nhs.uk/</p> <p>Log onto the webpage and make a referral</p> <p>Email: lets-talk-enfield@nhs.net</p> <p>Number for patients without the internet 0208 702 4900</p> <p>Operates (8am-5pm Mon-Fri)</p> <p>Mind in Enfield</p> <p>https://www.mindeb.org.uk/</p> <p>Email: enfieldcounselling@mindeb.org.uk</p> <p>Tel: 0208 887 1495</p>	<p>Patients over 16.</p> <p>Offering support for a range of common mental health difficulties such as depression and anxiety, OCD, PTSD and more.</p> <p>Patients over 16</p> <p>Free and Confidential Counselling service for people registered with a GP in Enfield and experiencing low mood.</p>
<p>Sexual Health</p> <p>ECHO Clinics</p> <p>Whole range of family planning methods including coil i.e. IUD/IUS, and the sub dermal implant for Enfield residents.</p>	<p>Telephone: 0208 887 4510</p> <p>You can book online – clinics run 7 days a week, please follow the link to find out more</p> <p>https://www.echoclinics.nhs.uk/</p>	<p>The team provides a confidential, non-judgemental, friendly service. Free HIV and STI testing and treatment and emergency contraception.</p> <p>Confidential sexual health screening and/or treatment and general advice regardless of your age, sexuality or culture or where you live.</p>