

Summer can be a difficult time for patients who suffer with Hay Fever – see page 2 for information and handy tips to try.



Stay Safe in the sun

See page 3 for details



The Patient Voice

## COVID SPRING BOOSTERS

MAY/JUNE 2023

The COVID Spring Booster Campaign is running until 30<sup>th</sup> June 2023

You are still able to book a first or second dose, however please be aware that if you have a first dose now the second one will not be available until September 2023 – when the next booster campaign starts.

The Vaccine Centre is open 3 days a week, we offer Walk-in Appointments or you can book via our Helpline – **0208 920 9615 – you do not have to be a Medicus Patient to attend at this Centre.**

Medicus Health Partners  
Carlton House  
28 Tenniswood Road  
Enfield – EN1 3LL

**Please note** for children under 12, appointments are available on Saturday only

### Opening Times – 3 days a week

Friday - 9am – 1pm & 1.30pm – 6pm  
Saturday - 9am – 1pm & 1.30pm – 6pm  
Monday - 9am – 1pm & 1.30pm – 6pm

**Walk-in appointments always available**

## Hay Fever

Hay fever is a common allergic condition. It can affect up to 1 in 5 people at some point in their life. Some people have reported that their symptoms reduce as they get older.

You'll experience hay fever if you have an allergic reaction to pollen, everyone is different, you may have symptoms at different times of the year depending on which pollen you are allergic to.

Pollen is a fine powder released by plants as part of their reproductive cycle. It contains proteins that can cause your nose, eyes, throat and sinuses to become irritated and inflamed. Causing running nose, itchy eyes and throat.

You can have an allergy to:

- tree pollen, released during spring
- grass pollen, released during the end of spring and beginning of summer
- weed pollen, released late autumn



(wrap around glasses might help)

### Simple tips for reducing symptoms

- Wearing wraparound sunglasses can help reduce pollen contact with the eyes.
- Shower, wash your hair and change your clothes after spending time outdoors to remove any pollen from your skin and hair.
- Put some Vaseline on the inside of your nose to catch pollen particles.
- Some patients have reported that wearing a mask has helped reduce their symptoms when outside.
- Wash your hands and face as soon as you get in from being outside
- Take some wet wipes when you go out, to wipe eyes and face.

If you are taking Antihistamine to help relieve your symptoms, keep yourself well hydrated and avoid too much alcohol.

## Patient Questions:

### Is hay fever contagious?

Colds and hay fever share many similar symptoms, one of the differences is that hay fever isn't contagious. It's the body's immune response to external allergens, rather than an infection/virus that can be passed onto others.

### Do I need a Prescription for Antihistamine?

No, you can go to your local Pharmacy and they will help you select a suitable product.

### Are there remedies for children at the Pharmacy who have Hay Fever Symptoms?

Yes, Pharmacies will be able to advise you the best course of action for children.



PHARMACY

#### Get Advice from your local Pharmacy

Pharmacies offer a great range of over the counter products for Hay Fever. The pharmacist is a great source of information and will help you select appropriate products to try and relieve your symptoms.

If you are taking other medication, pharmacists will be able to advise what and how to take Hay Fever Remedies.

Ask your Pharmacist about:-

- Hay Fever/Allergy Tablets
- Eye Drops
- Nasal Sprays
- Oral Liquid
- Face Wipes

## NEW MEDICUS PPG CHAIR – JOHN DONNELLY



### All Change at the Patient Participation Group (PPG)

John has lived in Bush Hill Park for 35 years, is a registered patient at the Trinity Avenue Surgery and was the PPG Chair at that Surgery for 5 years. When the surgery joined Medicus Health Partners, John joined the PPG as the local representative.

He has been a School Governor for over 20 years in the Secondary sector, and is currently Chairman of Governors for 2 of the Secondary Schools within The Borough

He is also involved with Exodus, one of the Borough Food Banks, where he assists in collecting food and delivering to needy families on a weekly basis.

John stated that on becoming Chair of the enlarged Practice "he would devote time and enthusiasm to ensure the PPG was a success and a voice for all Medicus patients".

He has already started work on scheduling site visits to meet patients, dates for which will be published on the PPG webpage page and signs will be displayed at the sites advising when he will visit. Forms have been designed and will be available at receptions for patients to contact the PPG if they do not have access to online services.

The PPG members will be forming working groups to tackle issues highlighted by patients, support health related local projects and support communication between the practice and patients.

## SAFETY IN THE SUN

Be careful in the sun, it can burn you in less than 15/20 mins. Use sunscreen factor 30 or more is recommended, wear a hat & sun glasses and drink plenty of water.



Sunburn increases your risk of skin cancer. Sunburn does not just happen on holiday. You can burn in the UK, even when it's cloudy.

There's no safe or healthy way to get a tan. A tan does not protect your skin from the sun's harmful effects.

Aim to strike a balance between protecting yourself from the sun and getting enough vitamin D from sunlight.

If you are not sure what sunscreen to buy ask your local pharmacy – lots of options for adults and children

*Have a fun and safe summer - please ensure children are protected*



## NHS CANCER SCREENING PROGRAMMES



## Cancer Screening



The NHS offers a range of cancer screening tests to different people.



Screening is a way of finding out if you are likely to have a health problem.



Early treatment can be given to you as soon as possible to make it easier for you to make good decisions about your health.



We can also give you lots of accessible information to help you understand.



There are three national screening tests to check for cancer, they are for bowel, breast and cervical cancer.



The tests are simple and everything will be explained to you before it happens.

Made by The Eldridge Society for the NHS



For more information about cancer screening and symptom awareness visit: <https://www.smalc.org.uk>



## Cervical Screening



Cervical screening is a check to prevent cancer of the cervix.



Invitations are sent by post to all women and people with a cervix aged 25 to 64 years.



They are sent:  
every 3 years (25 - 49 years)  
every 5 years (50 - 64 years)



The letter will ask you to book an appointment by phone.



Trans men (registered as male with their GP) are not sent invitations automatically but they can still be screened if they have a cervix.



## Bowel Screening



Bowel screening is a check for cancer of the bowels. These are internal organs inside your body.



Bowel cancer screening is offered to everyone aged 60 to 74 every 2 years.



People eligible for bowel cancer screening get an invitation letter and an information leaflet.



A testing kit will be sent in the post about a week later. It will include instructions on how to use it at home.



The bowel screening programme will gradually invite everyone aged 50-59 years.



People over 74 years can ask for a screening kit every 2 years by calling the free helpline on 0800 707 60 60.



## Breast Screening



Breast screening is a test to check for cancer of the breast.



Women are invited for breast screening every 3 years between 50 and 71 years.



The first invitation to screening is sent some time between your 50th and 53rd birthday.



People aged 71 or over do not receive breast screening invitations but can still have a screen every 3 years.



An appointment can be arranged by calling 020 3748 2024.



The breast screening X-ray (mammogram) is done at a clinic or mobile breast screening unit.

LINCOLN ROAD – UPDGRADE PROGRESS

Building of the 2 additional floors is now well underway at Lincoln Road Medical Practice. The site is still open and offering normal services to all its patients. Please accept our apologies for any inconvenience caused by the building works going on all around the site.

Medicus are committed to providing patients and staff with premises that are fit for purpose; offer a pleasant environment to visit and work. Upgrades to this site will include:

- 2 Additional Floors
- New Consultation Rooms
- Lifts to all floors
- Disabled Parking Spaces
- InHealth Diagnostics will still be onsite
- Introduction of other Healthcare Services
- Disabled toilets and baby changing
- Upgrades to all areas of the practice
- Automatic Door



We look forward to welcoming patients later in the year.

Bush Hill Park Medical Practice and Trinity Avenue will also be relocating to Lincoln Road this year; this will take place after Southbury has settled in.

SOUTHBURY SURGERY MOVES IN NOVEMBER 2023

In November 2023 Southbury surgery will relocate to Lincoln Road Medical Practice. Full details are available at the surgery and published on our website. If you would like to ask a question or complete a survey in relation to this relocation, please either fill in on line via the Website, download from the website and send to the surgery or collect a copy from the surgery – patient feedback is important to us so please let us know your thoughts.



Southbury Surgery – Relocation – Patient Information

MHP - Southbury Surgery services and all staff will move to Lincoln Road in November 23. Please see below for more details, local and general information to help you contact and find us, **when we move**. (When we have a confirmed date we will update our patients)

Address	Telephone Number	Website & Email
Medicus Health Partners Lincoln Road Medical Practice Lincoln Road Enfield EN3 3LJ	<b>0208 367 8989</b> The current surgery contact number will be active until May 2024	<a href="http://www.medicushealthpartners.co.uk">www.medicushealthpartners.co.uk</a> <a href="mailto:enfield.lincolnroadmedicalpractice@nhs.uk">enfield.lincolnroadmedicalpractice@nhs.uk</a>

Directions and Location



Travel Information			
Bus	Walking/Cycling	Car	
Local Buses 231, 192, 121 & 307 all stop on the A10 a few metres walk to Lincoln Road.	Lincoln Road is 0.8 miles from Southbury, walking would take on average 16 minutes and 4/5 minutes cycling	3 minute car journey from Southbury surgery to Lincoln Road. Disabled parking on site and free parking in the surrounding streets.	

We look forward to welcoming you to Lincoln Road Medical Practice

- Patients do not have to re-register or fill in any forms.
- You will see the same staff as they will be moving to the new location
- Telephone numbers will be redirected until May 2024

## Medicus Health Partners Opens – Outreach Service for Homeless Patients



**MEDICUS**  
Health Partners

**MEDICUS OUTREACH SERVICE**

Free NHS service for homeless patients to get direct access to GP & Emergency Care Practitioners

- Low waiting times
- Longer appointment times
- Mental health support
- Physical health management
- Signposting for social support

Contact us to register

Phone  
**02083704909**

Email  
**nclicb.medicusoutreach@nhs.net**

Carlton House Surgery  
28 Tenniswood Rd, Enfield EN1 3LL

Being homeless significantly reduces life expectancy. The average age of death among homeless people in the UK is 47 for a man and 43 for a woman. This compares to an average of 79.5 for men and 83.1 for women in the general population.

Patients are worried about having to show identity or have an address – this is not the case, they can use a friend's address or register with the practice address.

Having been refused before, they are confused about their right to GP Services.

If you know someone who is homeless or rough sleeping Medicus Outreach Service can help. Advise them to contact us or drop into the surgery, one of the team will make arrangements to book an appointment or get in contact.

This service is run by GPs and ECP – Emergency Care Practitioners, they will not judge anyone, explain how the services work and give clear information about how to access and what to expect.

Members of the team also go out on the streets to try and spread the word about the service.

Medicus are EDI Champions within Primary Healthcare – Everyone is welcome



EDI is the abbreviated term for Equality, Diversity, and Inclusion. It ensures fair treatment and opportunity for all, with the aim of eliminating prejudice and discrimination based on an individual group's characteristics.



## 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 you have not had for a while, you may need to speak to a clinician before it can be issued.

## CONTACTING YOU

Important Advice for Patients 16 years and over regarding your contact details

If we have home and mobile numbers listed on your record, all of these may be used to try and contact you. For personal reasons if you only wish certain numbers to be used, please inform us to ensure your record only holds the contact information you feel comfortable with, this includes email addresses.

If you move or change your mobile number please let us know your new details as soon as possible.

## MORE INFORMATION ON VACCINES

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

0208 920 9615

It is always best to call before you travel, to make sure they are open and have what you need.

## 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



**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](http://www.enfield.gov.uk/helpingyou)

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

**Finding a Pharmacy – evenings and weekends**

Some pharmacies are open in the evening and at weekends. You can find out if there is one near you by using this link

<https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy>

Enter your postcode and select – Open Now - a list showing the nearest first and what time they open, address details and telephone number.



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

## Meet Your Medicus Team

With lots of new staff joining Primary Care Teams across the UK, Medicus would like to update patients on how these staff will help and what they do.

We all work together, booking appointments with the person who is best placed to help

The information below give a quick summary of what each person does and how they fit into the Clinical Team

So don't worry if you are not seeing a GP. Many of the team can prescribe medication and refer to other services.

These posters will be going up in all Medicus locations, to give more information to patients about Team Members.

# How can we help you?

You will now find a wider team of specialists and professionals across all Medicus Sites working together to help and care for you

### GP/Doctor

- Able to assess, diagnose and treat any medical condition
- Prescribe medication
- Refer patients for further care such as hospitals, clinics or specialists
- Manage and review long term conditions
- Support end of life care
- Perform procedures such as joint injections, minor surgery and coil insertions

### Nurse

- Diagnose and treat minor illnesses
- Manage and treat wounds
- Carry out cervical smears
- Baby checks and vaccines for all ages
- Provide injections for certain conditions e.g., Prostate cancer
- Manage long term conditions such as Asthma, COPD, Hypertension and Diabetes.

### Clinical Pharmacist

- Carry out medication and prescription reviews
- Update discharge summaries from hospitals, adding and removing medication as instructed
- Senior pharmacists can prescribe medication
- Carry out long term condition reviews and give advice

### Emergency Care Practitioner (ECP)

- Diagnose and treat acute medical conditions
- Home visits, referrals if appropriate
- Ability to carry out NHS health checks, Long Term Condition and Medication Reviews
- Manage and treat wounds and give injections
- Request certain blood tests if appropriate

### Physician Associate (PA)

- Perform physical examinations
- Diagnosing certain illnesses
- Refer patients for further care to specialist clinics.
- Seeing patients with long-term chronic conditions, performing diagnostic investigations, analyse test results and supporting GPs with general patient care

### Social Prescriber

- Assist patients in managing situations of unhappiness, stress, and anxiety
- Can arrange for a variety of activities, provides support in the local community, and aids in positively transforming patient circumstances.
- Identify social support needs, guiding towards appropriate resources, and aiding individuals to overcome social obstacles affecting their lives and health



### Healthcare Assistant (HCA)

- Assist the healthcare team with general patient care
- Offer services such as simple dressings, blood pressure checks, blood tests and NHS health check
- Promote health and wellbeing

### Care Coordinator

- Work closely with Pharmacists and GPs
- Support patient reviews and long-term condition testing
- Disease prevention management

Speak to your receptionist or visit our website for more information

For more information about booking an appointment with one of the team, please ask at reception



## 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
<b>Maternity</b>  North Central London Maternity information, to help you make decision about your care.  <a href="http://www.nclmaternity.nhs.uk">www.nclmaternity.nhs.uk</a>  Links to providers and lots of helpful information	<b>North Middlesex Hospital</b> <b>Maternity Service Information</b> <a href="https://www.northmid.nhs.uk/maternity-services/">https://www.northmid.nhs.uk/maternity-services/</a> <b>Referral Form</b> <a href="https://nmuh-maternity.patientdb.com/">https://nmuh-maternity.patientdb.com/</a> Tel: 020 8887 4238	All maternity Services
	<b>Whittington Hospital</b> <b>Maternity Service Information</b> <a href="https://www.whittington.nhs.uk/default.asp?c=28697">https://www.whittington.nhs.uk/default.asp?c=28697</a> <b>Self-Referral Form</b> <a href="https://www.whittington.nhs.uk/mini-apps/default.asp?page=Maternity/Self_referral.aspx">https://www.whittington.nhs.uk/mini-apps/default.asp?page=Maternity/Self_referral.aspx</a> Tel: 020 7272 3070	
	<b>University College Hospital</b> <b>Maternity Service Information</b> <a href="https://www.uclh.nhs.uk/our-services/find-service/womens-health-1/maternity-services">https://www.uclh.nhs.uk/our-services/find-service/womens-health-1/maternity-services</a> <b>Self-referral Form</b> <a href="https://www.uclh.nhs.uk/our-services/find-service/womens-health-1/maternity-services/refer">https://www.uclh.nhs.uk/our-services/find-service/womens-health-1/maternity-services/refer</a> Tel: 020 3447 9400 - select option 1	
	<b>Royal Free Hospital/Barnet Hospital/Chase Farm</b>  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.  <b>Maternity Service Information - Tel: 0203 758 2022 option 4.</b> <a href="https://www.royalfree.nhs.uk/services/services-a-z/maternity-services/">https://www.royalfree.nhs.uk/services/services-a-z/maternity-services/</a>  <b>Referral Form</b> <a href="https://www.royalfree.nhs.uk/services/services-a-z/maternity-services/maternity-self-referral-form/">https://www.royalfree.nhs.uk/services/services-a-z/maternity-services/maternity-self-referral-form/</a>	

<p><b>Physiotherapy</b></p>	<p><a href="https://physioselfrefer.co.uk/">https://physioselfrefer.co.uk/</a></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><b>Patients over 16.</b></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><b>Counselling and Talking Therapy Services - IAPT</b></p>  <p><b>IAPT = Improved Access to Psychological Therapies</b></p> 	<p><b>Let's Talk Enfield</b></p> <p><a href="http://www.lets-talk-iapt.nhs.uk/">http://www.lets-talk-iapt.nhs.uk/</a></p> <p>Log onto the webpage and make a referral</p> <p>Email: <a href="mailto:lets-talk-enfield@nhs.net">lets-talk-enfield@nhs.net</a></p> <p>Number for patients without the internet 0208 702 4900</p> <p>Operates (8am-5pm Mon-Fri)</p> <p><b>Mind in Enfield</b></p> <p><a href="https://www.mindeb.org.uk/">https://www.mindeb.org.uk/</a></p> <p>Email: <a href="mailto:enfieldcounselling@mindeb.org.uk">enfieldcounselling@mindeb.org.uk</a></p> <p>Tel: 0208 887 1495</p>	<p><b>Patients over 16.</b></p> <p>Offering support for a range of common mental health difficulties such as depression and anxiety, OCD, PTSD and more.</p> <p><b>Patients over 16</b></p> <p>Free and Confidential Counselling service for people registered with a GP in Enfield and experiencing low mood.</p>
<p><b>Sexual Health</b></p> <p><b>ECHO Clinics</b></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><a href="https://www.echoclinics.nhs.uk/">https://www.echoclinics.nhs.uk/</a></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>

## Local Services and Contact Details

## Services Delivered at Alma Healthcare Centre

All these services are delivered at Alma Healthcare Centre, if you have an appointment booked and need to cancel or change please call the service directly – Alma Healthcare do not have access to their booking systems.

Dermatology Appointments	0203 695 0912
Back Pain Clinic	0208 887 8354
AAA Screening - InHealth	0333 202 0300
Panthera \clinic	0203 301 6329

## Services Delivered at Lincoln Road Medical Practice

Enquiries about referrals, changes to appointments please use the contact details below

MRI	0333 202 030
X-Ray & Ultrasound	<a href="mailto:PatientCareTeam@inhealthgroup.com">PatientCareTeam@inhealthgroup.com</a>
Eye Clinic – The Cataract Centre	0203 198 7001
Cataract Centre - Chase farm	0208 375 2328 OR 0208 375 2143 <a href="mailto:cc.referrals@nhs.net">cc.referrals@nhs.net</a>

## Easy Reference Local Hospital Numbers

North Middlesex Hospital	
North Mid Urgent Blood Tests	0208 887 2238
North Mid Routine Blood Tests	0208 887 2484
North Mid Switchboard	0208 887 2000
Chase Farm Hospital	
Chase Farm Switchboard	0208 375 2999
Chase Farm Blood Tests	0207 443 9757
UCLH (University College London Hospital)	
Patient appointment queries The appointments call centre can be contacted about referrals and appointments	020 3447 9393 ( 9am-5pm Monday to Friday) or by email <a href="mailto:uclh.appointments@nhs.net">uclh.appointments@nhs.net</a>

## Patient Transport Services

If you have been booked for a hospital appointment and offered transport to take you, please call them directly to book, change or cancel.

**0333 240 4909**

**Open: Mon-Fri - 8am – 5pm**

## Enfield Referral Service

If you have been booked for a hospital appointment via this service, sometime called ERS, please contact them to enquire or rebook

**0203 198 6677**

[enfccg.erspatientqueries@nhs.net](mailto:enfccg.erspatientqueries@nhs.net)

## North London Breast Screening Service

Mon to Fri 8am to 7pm  
Sat/Sun 8am to 4pm

**0203 758 2024**

Website - <https://enfieldcarers.org/>

## Enfield Carers Centre,

Britannia House,  
137-143 Baker Street  
Enfield, EN1 3JL  
T: 020 8366 3677

E: [info@enfieldcarers.org](mailto:info@enfieldcarers.org)

A carer is someone of any age who provides unpaid support to family, a partner or close friend who could not manage without help. This could be because of illness, frailty, disability, mental ill health or substance misuse problems.