



Please see page 5 for information about free Vaccines now available via your GP, or the Medicus Vaccine Hub.

If you have questions about any Vaccinations please call our helpline – 0208 920 9615 (Lines are open Monday to Friday 8am – 4pm)



The Patient Voice

OCTOBER 24

Flu and COVID clinics started in October 2024 – please see our Website for updates

Lincoln Road Medical Practice – Now Fully Open



Thank you to all our patients for working with us while we upgraded Lincoln Road.

Welcome to all who have joined the surgery from other sites.

Vaccine Update

Flu – Vaccines available at your Local Medicus Surgery or at the Vaccines Hub

COVID - Booster for over 75 and invited patients, available at Vaccine Hub only

RSV -

Vaccine Hub  
 Carlton House  
 28 Tennis wood Road  
 Enfield  
 EN1 3LL

Opening Hours for Oct 9am – 6pm Mon-Sat  
 (Please see website for further details of call the Vaccine Helpline)

## Spotlight on Local Pharmacy Support

### The Benefits of Using Your Local Pharmacy for Healthcare Advice

In today's fast-paced world, many people are seeking convenient and accessible ways to manage their health. While your GP is an essential resource for medical care, don't overlook the valuable services offered by your local pharmacy. Pharmacists are highly trained healthcare professionals who can provide a wealth of knowledge and support. Here are some key benefits of utilising your pharmacy for healthcare advice:

#### 1. Accessibility and Convenience

Pharmacies are often more accessible than other healthcare facilities. Many are open longer hours, including evenings, weekends and Bank Holidays, making it easier to drop in when you have a question or need assistance. This immediate access can be particularly helpful for minor health concerns that may not require a visit to your GP.

They may also be able to offer treatment and prescription medicine for some conditions, without you needing to see a GP (this is called Pharmacy First). Conditions they can treat as part of Pharmacy First are:

Earache (aged 1 to 17 years)

Infected insect bites (aged 1 year and over)

Sinusitis (aged 12 years and over)

Urinary tract infections or UTIs (women aged 16 to 64 years)

Impetigo (aged 1 year and over)

Shingles (aged 18 years and over)

Sore throat (aged 5 years and over)

If you go to a pharmacy with one of these conditions, the pharmacist will offer you advice, treatment or refer you to a GP or other healthcare professional if required.

They will then update your GP health record, so your GP can see any treatment or advice given.

If you are not within these age ranges, a pharmacist can still offer advice, but you may need to see a GP for treatment.

#### 2. Expert Knowledge

Pharmacists undergo extensive training in medications, their effects, and potential interactions. They are well-equipped to answer questions about prescription and over-the-counter medications, including proper usage, dosages, and side effects. Their expertise can help you make informed decisions about your treatment options.



### **3. Medications Management**

If you are on multiple medications, a pharmacist can assist with medication management. They can review your medications for potential interactions, suggesting alternatives if necessary, and ensuring that you are taking them safely and effectively. This service can help prevent complications and improve overall health outcomes. That's why many GP surgeries now employ Pharmacists to support patient's healthcare needs.

### **4. Preventative Care and Health Screenings**

Many pharmacies now offer preventative care services and health screenings for conditions such as diabetes, hypertension, and cholesterol. Regular screenings can help identify health issues early when they are often more manageable. Your pharmacist can also provide advice on vaccinations, including flu & Covid.

### **5. Personalised Health Advice**

Pharmacists take the time to listen to your concerns and provide personalized advice tailored to your individual health needs. Whether you're dealing with seasonal allergies, digestive issues, or skin problems, your pharmacist can recommend over-the-counter remedies and lifestyle changes that may improve your condition.

### **6. Support for Chronic Conditions**

If you have a chronic condition such as asthma, heart disease, or diabetes, your pharmacist can be an essential part of your healthcare team. They can help you understand your medications, monitor your condition, and collaborate with your healthcare providers to manage your health effectively.

### **7. Confidential Consultations**

Pharmacies offer private consultation areas where you can discuss your health concerns confidentially. This creates a comfortable environment to ask questions without feeling rushed or judged, ensuring you receive the attention you deserve.

### **Conclusion**

Your local pharmacy is not just a place to pick up prescriptions; it's a valuable health resource that can provide guidance and support for a wide range of health issues. By utilizing the expertise of pharmacists, you can enhance your understanding of medications, improve health outcomes, and gain confidence in managing your health. Next time you have a question or concern, don't hesitate to stop by and speak with your pharmacist—they are there to help!

## Other services that your Local Pharmacy can offer:-

### Disposing of old medicines

If your medicine is out of date or unwanted, do not put it in the bin or flush it down the toilet. Take it to your pharmacy to be disposed of safely.

### Help with new medicines

You can have 3 appointments with a pharmacist when you start a new medicine for a long-term condition, to help with any questions.

### Emergency contraception

Some pharmacies offer the emergency contraceptive pill for free. If you're aged 16 or over, you can also buy it from most pharmacies.

## More services – ask your local Pharmacy what Services they offer

**Free** Delivery Service for your Medication

**Free** blood pressure check

**Advice** from a pharmacist after contacting NHS 111 or a GP

**Chlamydia** screening and treatment

**Advice** and help on how to stop smoking

**Cholesterol** and blood sugar testing

**Substance** misuse service, including needle and syringe exchange schemes

**Advice** and help on how to manage your weight

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Finding your local Pharmacy is easy

This is the NHS link to

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



You will be able to search for open Pharmacies within the area, it will show the distance, opening times and address

## Summary of the Benefits of Vaccines

Medicus is pleased to be able to offer patients all the major vaccines offered by the NHS, some of these are available throughout the year, some are released at certain times, for example Flu and other are for certain age groups. You will receive invitations to attend, please take-up the offers as vaccines play a crucial part in protecting individual and public health.

Here are some key benefits of getting vaccinated:

- 1. Disease Prevention** - Vaccines help prevent the spread of infectious diseases such as measles, polio, flu, and COVID-19, significantly reducing the incidence of these illnesses.
- 2. Community Immunity** - Widespread vaccination leads to herd immunity, which protects those who cannot be vaccinated, such as individuals with certain medical conditions or weakened immune systems.
- 3. Better Healthcare Outcomes** - By preventing serious illnesses, vaccines decrease the need for hospital admittance, treatments, and long-term care.
- 4. Protection Against Severe Illness** - Vaccines not only prevent infections but also reduce the severity of diseases in those who do contract them, resulting in fewer complications and better health outcomes.
- 5. Safe and Effective** - Vaccines undergo rigorous testing and monitoring to ensure their safety and efficacy, providing a reliable means of disease prevention.
- 6. Long-term Health Benefits** - Some vaccines provide long-lasting immunity, offering years of protection against certain diseases, while also preventing related complications or secondary infections.
- 7. Global Health Impact** - Vaccination has led to the eradication or reduction of many diseases worldwide, contributing significantly to public health improvements and increased life expectancy.

In summary, vaccines are a vital public health tool that plays an essential role in preventing diseases, protecting communities, and contributing to overall health and well-being

COVID – Vaccine Hub only (Over 65)	Flu – GP and Vaccine Hub Children Flu – GP only	RSV – GP (75-79) - GP respiratory syncytial virus
Child Imms - GP	Shingles – GP (70-79)	If you are pregnant, please talk to your GP about recommended vaccines

## MEDICUS HEALTH PARTNERS SUPPORTING LOCAL FOOD BANK



Medicus Patient Participation Group (PPG) and Staff filled the Local Food Bank Basket at Lincoln Road.

Each PPG Member made a contribution and will continue to support the Food Bank along with the Medicus Staff and Partners.

The Food Bank were delighted, they are looking forward to our next call to collect.

Lincoln Road Reception will be happy to take any contributions from patients who want to support this local service.

## Medicus is Awarded SILVER

The Practice is very proud to announce that we have been awarded a SILVER Pride in Practice Award from the LGBT Foundation.

All staff have attended training sessions with professional LGBT mentors, to help understand how to help and support patients.

We are committed to improving our services for LGBT patients.



**Medicus are EDI Champions within Primary Healthcare – Everyone is welcome**



ED&I 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 character traits.



# Meet Your Medicus Team

## 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

Speak to your receptionist or visit our website for more information

### 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

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

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 gives 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.

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 Ethnic Society for the NHS



For more information about cancer screening and symptom awareness visit: <https://www.smallc.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.



## Medicus Health Partners – Directory of Local Services

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



**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  
**nclib.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 service works 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.

## PATIENT INFORMATION – QUICK GUIDE

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

## 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><b>Maternity</b></p> <p>North Central London Maternity information, to help you make decision about your care.</p> <p><a href="http://www.nclmaternity.nhs.uk">www.nclmaternity.nhs.uk</a></p> <p>Links to providers and lots of helpful information</p>	<p>North Middlesex Hospital                      Maternity Service Information  <a href="https://www.northmid.nhs.uk/maternity-services/">https://www.northmid.nhs.uk/maternity-services/</a>                      Referral Form  <a href="https://nmuh-maternity.patientdb.com/">https://nmuh-maternity.patientdb.com/</a>                      Tel: 020 8887 4238</p>	<p>All maternity Services</p>
	<p>Whittington Hospital                      Maternity Service Information  <a href="https://www.whittington.nhs.uk/default.asp?c=28697">https://www.whittington.nhs.uk/default.asp?c=28697</a>                      Self-Referral Form  <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</p>	
	<p>University College Hospital                      Maternity Service Information  <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>                      Self-referral Form  <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</p>	
	<p><b>Royal Free Hospital/Barnet Hospital/Chase Farm</b></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.  <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></p> <p>Referral Form  <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>	

<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>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>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>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-judgmental, 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 <a href="mailto:PatientCareTeam@inhealthgroup.com">PatientCareTeam@inhealthgroup.com</a>
X-Ray & Ultrasound	
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**



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.