

# Shakespeare Health Centre

NEWSLETTER

Dear Patients and Community Members,

Welcome to our Shakespeare Health Centre newsletter! This newsletter is here to share important news and updates from our practice. We want to keep you informed about what's happening and give you helpful health tips. We hope you enjoy reading it and find it interesting!

## Contact your GP practice online

Tired of waiting on hold? With eConsult, you can skip the phone queue and get medical advice directly online.

This convenient service allows you to submit your medical query at any time during the working week, and it will be reviewed promptly by one of our GPs. For a same-day response, simply submit your request before 2pm. If a face-to-face appointment is needed, our reception team will contact you to arrange it. eConsult offers a flexible and efficient way to receive professional medical advice from the comfort of your home.

If you need help using eConsult, our friendly reception team is always here to assist you.

For more information, visit <https://shakespearehealthcentre.webgp.com/>



## Connect with Us on Facebook

Did you know that we are on social media? Follow our Facebook page to stay updated with the latest health tips, service updates, and important announcements. Don't forget to share our page with your friends, family, and fellow patients so they can benefit from our updates too!



You can find us at <https://www.facebook.com/ShakespeareHealth/>

## Introduction of Additional Clinical Roles at the Practice

The additional clinical roles include Clinical Pharmacists, Physiotherapist, Dietitians, Mental Health Nurses, Social Prescriber and Podiatrist. The exciting addition of these roles provides access to health professionals with a wider range of expertise to help meet patient needs, improve access to services, and provide patient-centred and holistic care. Your GP may directly book your appointment with a clinician from these roles as they may be best suited to meet your health care needs.

**Clinical Pharmacists** are working closely with the practice teams to answer queries about medicines and ensure medicines are being used appropriately to keep patients safe.

Our Clinical pharmacists promote your well-being by performing medication reviews and also undertake long-term condition reviews for patients with Diabetes, high cholesterol, high blood pressure, heart or kidney disease, and much more. Additionally, we have a specialist clinical pharmacist running Diabetes clinics twice a week.



**Dietitians** are here to help with weight-related health issues.

Are you finding that your weight is affecting your diabetes, cholesterol, or blood pressure? Our Dietitian is here to provide expert advice and support. By working with you to develop a tailored dietary plan, we can help you manage your weight more effectively and improve your overall health. Don't let these issues hold you back—contact us to book an appointment and start your journey towards better health today.

**Physiotherapists** are here to help with your joint and muscle aches. They can assess, diagnose, treat, and manage musculoskeletal (MSK) problems, and even perform joint steroid injections if necessary. Don't wait to get the relief you need—contact us today to book an appointment and receive expert care tailored to your needs.

## Diabetes Review

Received text that your Diabetes blood test and checkups are due? Please contact surgery to book these reviews ASAP. Why is this important?

High blood sugars can silently cause long-term problems e.g. risk of heart attacks, strokes, eye problems/blindness, nerve problems causing pain, circulation in legs and feet which can cause ulcers or worse, kidney disease and more. Attending your yearly checkups and medication reviews will help us to look after you better, and hopefully avoid some of these complications.



## Serious Mental Illness Reviews

Known to have serious/complex mental health illness? Did you know we will invite you for yearly check-ups?

1. with our HCA for a blood test, BP, weight, smoking update etc, followed by 2. face-to-face review by Clinician for medication and mental health review - For your convenience all of this will be done on the same day

## Care Navigation

**For medical emergencies call 999.** This includes situations such as chest pain, pressure, or tightness across the chest; sudden difficulty breathing; suspected stroke symptoms (such as drooping on one side of the face, difficulty using an arm or leg, or speech problems); sudden confusion; swelling of the lips, mouth, tongue, or face; severe injury or accident; and severe heavy bleeding.

For more information on emergencies, visit the NHS website: <https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-call-999/>

**If you need medical help or advice but it's not life-threatening, call 111.** This service provides guidance for urgent but non-emergency issues, helping you find the right care.

Learn more about when to use 111: <https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-use-111/>

Why wait to see a GP when your **local pharmacist** can now treat seven common conditions, including ear pain, impetigo, infected insect bites, shingles, sinusitis, sore throat, and urinary tract infections? They can even prescribe antibiotics if needed. Pharmacists also provide advice on over-the-counter treatments for minor illnesses like coughs, colds, and headaches. According to NHS guidance, GPs are no longer prescribing certain over-the-counter medicines. For more information, visit:

<https://www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/>

<https://www.nwlondonicb.nhs.uk/application/files/3516/5755/3939/OTC-leaflet.pdf>



## Friends and Family Test

We would like your feedback on the care or treatment we give you any time you visit your GP or have contact with the practice. It doesn't take long.

Put us to the test and tell us what is working and what we can improve. You can say what you think without giving your name and we will use the information to plan improvements to our services.



Visit: <https://www.shakespearehealthcentre.nhs.uk/practice-information/friends-family-test/>

## NHS Health Checks

The NHS Health Check is for adults aged 40 to 74. It is designed to spot early signs of Type 2 Diabetes, Heart Disease and more.

For more information on what the appointment involves, please visit:

<https://www.nhs.uk/conditions/nhs-health-check/>



Thank you for your continued support and for being a valued patient of the practice!

Best regards,

Your GP Practice Team  
Shakespeare Health Centre