

Dear Patients,

Welcome to the Summer edition of the **New River Health Newsletter**, where we keep you informed about the latest updates and improvements at our practice.

As we enjoy the longer days and warmer weather, it's a great time to focus on health and wellbeing. Whether you're spending more time outdoors, managing seasonal conditions, or just looking to stay on top of your health, we're here to help.

Here to Support You

In addition to our experienced GPs we have a varied clinical team ready to care for you, including:

- Paramedics and Advanced Nurse Practitioners - available to assess and treat minor illnesses.
- Clinical Pharmacist and Medicines Management Team are here to support you with:
Annual medication reviews
 - Medication queries
 - Advice on managing your repeat prescriptions via the NHS App or Airmid App—the most efficient way to order and track your repeat medication.

Hay Fever Help

Struggling with hay fever? Your local pharmacist is the best first stop for effective treatment and advice.

Joint Pain or Mobility Issues?

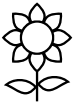
Our in-house First Contact Physiotherapist can assess and manage joint or muscle problems. You can book an appointment without seeing a GP first. A 20-minute appointment includes:

- Full assessment and diagnosis
- A personalised management plan
- Referral for imaging or specialist care if needed

Get Moving with Hertfordshire Health Walks and Everyone Active

Staying active is vital for both body and mind. Hertfordshire Health Walks offers free, friendly walking groups across the area. You do not need to book and there are walks of different grades to suit everyone. Information can be found on www.hertfordshire.gov.uk

You may also be eligible for a referral to structured exercise programme with Everyone active — you can be referred via our clinical team.



Feeling Isolated or Struggling?

We understand not everyone can get out and about. If you're feeling lonely or facing challenges, our Social Prescribers can connect you with support services, groups, or practical help. Speak to reception team to find out more.

We also have 2 specialist mental health nurses with 30-minute appointments for patients with more complex mental health needs.

Practice Improvements

Patient partner is our new automated phone system to book and cancel appointments. These can be on the day and routine appointments for GPs and other clinicians and the best thing is there is no queue! Of course, if you would rather speak to our trained reception team you are still able to. At busy times of the day there may be a queue. The call back system is a handy way to avoid waits on the phone. We now send reminder texts 48 hours before your appointment, with the aim to reduce DNA's (Did Not Attend) and make more appointments available.

Extended Access Clinics

We understand that some patients might find it difficult to attend an appointment during core GP hours. If you would prefer to see a nurse, GP or physio at the weekend or in the evening please ask to be booked into our extended access appointments.

Primary Care Network (PCN) wide Practice closures for teaching

This is for protected learning and training (PLT) for staff and occurs in GP surgeries across Hertfordshire and West Essex. This is funded by the NHS and commissioned by the Hertfordshire and West Essex Integrated care board (ICB). The surgeries will be closed from 1.30pm – 5.30pm on Thursday 12th June and Thursday 10th July. During this time there are extra GPs available for appointments through the Hertfordshire Urgent Care (HUC) team which can be accessed via 111.

Patient Participation Group (PPG) – Patient Voice

Patients' Voice provides an opportunity for patients to raise and discuss general issues regarding patient services, and to make suggestions for improvements to the service you receive. If you want to join the group you can contact the PPG chair via newriverhealthppg@gmail.com.

Wishing you a safe, active, and healthy Summer!

Best wishes from the team at New River Health.