



Dear Patients,

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

As we move into autumn, it's important to think ahead about preventative health. The change in season brings colder weather, shorter daylight hours, and an increase in common illnesses such as colds, flu and respiratory infections.

Here to Support You

Invitations for Influenza and COVID-19 vaccines have been sent out to eligible patients. Don't worry if you haven't booked through the link, there is still plenty of time to book your appointment if you haven't already.

This is also a great opportunity to make sure you're up to date with other important vaccines, such as shingles and pneumococcal. Please speak to the team if you think you may be due.

Information Online

Our practice website has a wide range of resources to support you, including:

- How to get blood tests arranged
- Guidance on tracking your referrals
- Information about eligibility for weight loss injections
- Details on ASD/ADHD referral pathways and more ...

We encourage you to take a look, as many common queries can be answered online.

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

Feeling Isolated or Struggling?

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.

If you need support for a mental health condition please visit **www.hpft-talkingtherapies.nhs.uk**.

You can refer yourself for talking therapy and seek self-help information such as webinars, videos and guides for a range of mental health conditions. If needing further support please book in with a GP.



Staff changes

We're delighted to welcome new team members:

- Katie Neale has joined as our new Practice Manager. She brings a wealth of experience and fresh ideas to support both patients and the practice team.
- Vivian joins us as a Practice Nurse, offering the full range of nursing expertise.
- Dr Anil is our new GP Registrar and will be at New River Health for her final year of GP training.

Dr Khamkar has left the practice to begin an exciting new adventure overseas with his young family. We will miss him but we all wish him and his family every success.

Nurse Andrea has recently expanded her training in women's health and is now able to offer ring pessary changes at Castlegate Surgery.

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

The surgeries will be closed from 1.30pm – 5.30pm on Tuesday 16th September, Wednesday 22nd October and Thursday 27th November. This is for protected learning and training (PLT) for clinical and administrative staff and occurs in GP surgeries across Hertfordshire and West Essex. This time is used for ongoing learning and training for all staff. 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 is a patient run group which that represents patients' views, organises health promotion events and provides an opportunity for patients to discuss patient services, and to make suggestions for improvements. We are hoping to grow in and diversify membership, if you would like to join the group please email patientsvoicenrh@outlook.com. Details about patient meetings will be on the website and notice boards. **Next meeting is Wednesday 8th October at 1.30pm at Church Street Surgery.**

Wishing you a safe and healthy Autumn!

Best wishes from the team at New River Health.