

ERPA - Enderley Road Patients' Association

is the voice of patients and is run by a committee whose members are elected at an Annual General Meeting (AGM) which all patients are welcome to attend.

The main role of the committee is to feedback information to surgery staff, to help them to provide the best possible experience to patients. The committee meets regularly with some meetings attended by the Practice Manager and Partners.

Can you offer any views on improving your visit to ERM (Enderley Road Medical Centre)? If you would like to contact / join us, please let us know at: erpanews.information@gmail.com

Message

From Helena Reid - ERPA Chair



As Chair of the Enderley Road Patients' Association, I would like to advise you that the recommencement of the committee's work following the end of the Covid period has been very successful.

We have resumed holding regular ERPA meetings, meeting with the Practice Manager and his assistant, the administrative staff and last but certainly not least, the Partners. These meetings with ERM have been invaluable for both sides, giving ERPA a huge insight into the difficulties of managing a huge GP practice and sharing with them improvements and successes through the year. It gives us the opportunity to continue our role of 'supportive friend' and suggest and discuss further improvements from the patient viewpoint.

Our main initiative since re-forming is the creation of The Friendship Club, held twice a

month (the second and fourth Tuesdays of the month) at Harrow Weald Lawn Tennis Club, 49-51 College Road, Harrow Weald HA3 6EF. It runs from 10:00 - 12:00, is a fun morning of lively chat and discussion and we are starting to add various activities such as Tai Chi, quizzes and reminiscence groups, with much more planned - see page 3 for further details.

ERPA have helped at the surgery directing patients for flu vaccinations, aiding patients with the NHS app and offering assistance to people struggling to check in online.

Committee members recently helped ERM at their very successful Health Fair held at the tennis club - on one of the hottest nights in June! (See page 4 for further details and images).

I would like to pay tribute to the team at ERPA who work with me. Their help, advice and support has been outstanding and without them there would be no Patients' Association.



ERMC Practice Manager's Report

As you may have noticed, the practice has been increasingly busy as we continue to meet the growing needs of our patient community.

In response to the increased demand for our services, we have expanded our general appointment capacity and steadily increased the number of face-to-face consultations. To further support this growth, we are delighted to welcome several new Care Navigators (Receptionists) and two new General Practitioners to our team.

We've also made significant upgrades to our telephone system, which now includes a call-back feature.

Please ensure that your contact information - mobile number and email address - is always up to date, allowing us to share important updates. We also strongly encourage patients to sign up for the NHS App, which enables you to order prescriptions, view parts of your medical record, and manage your health more conveniently. You can use the following web address: www.nhs.uk

Following Covid, we are delighted that our Patients' Association (ERPA) has restarted and provides us with important patient feedback.

A heartfelt thank you to all those who attended our recent Health Fair—it was a great success with over 200 patients participating and benefiting from engagement with local services and organisations.

Looking ahead, we plan to hold another "Super Saturday" flu vaccination clinic in early October for eligible patients. You will receive reminders in due course.

Best Wishes
Mostafa Raji
Practice Manager



ERMC website: www.enderley.nhs.uk

Pressing Need for Blood Donors

Many people simply would not be alive today if someone hadn't generously donated their blood. This simple gift is a lifeline in an emergency.

Over 6,000 blood donations every day are required to treat patients across England, which is why there's always a need for people to give blood. There's a particular requirement for more people from black, Asian and minority ethnic communities to donate so that there is a supply of a variety of blood types.

Around 200,000 new donors are needed every year to replace those no longer able to donate. Most people over 17 can give blood and each donation can improve or save up to three lives. It's not painful in the slightest and there are plenty of free biscuits on offer, too!

Giving blood takes less than an hour, with the donation itself taking only 5-10 minutes. Making a donation for a person in need is likely to make you feel good as well.

Do something amazing today and register to donate at: www.blood.co.uk

Childhood Vaccinations

You want to do what is best for your child.

You know about the importance of car seats, stair gates and other ways to keep them safe.



However, did you know that one of the best ways to protect them is to make sure that they have all their vaccinations?

- **Vaccination can save your child's life**
 - **Vaccinations are very safe and effective**
 - **Immunisation protects others you care about**
- www.nhs.uk/conditions/vaccinations/why-vaccination-is-safe-and-important/

Friendship Club

We would like to tell you about an ERPA initiative that we recently started.

Twice a month, on the second and fourth Tuesdays of the month we hold a 'get-together' morning from 10:00 - 12:00. The venue: Harrow Weald Lawn Tennis Club, 49-51 College Road, Harrow Weald HA3 6EF

We provide complimentary refreshments with lively chatter, have slowly built up the number of guests and have started to run occasional Tai Chi sessions (seen in the images here). We hope to run quizzes, current affairs discussions and a reminiscence group, too. Why not come and join us, you will be warmly welcomed. It is an opportunity to meet new people and make friends.

Please note - there are no meetings in August. The group meets again on 8 September.

Health Walk + Tai Chi

Did you know that every Wednesday at 09:00 there is a short group walk from Harrow Weald Recreation Ground (also known as Boxtree Park). Arriving back at the park, the group enjoy an hour of Tai Chi, which has many health benefits.

Alternatively, meet Tai Chi instructor Jude, near the pavilion in the park at 10:00 for an hour of Tai Chi only.

There is no charge for either the walk or Tai Chi and you will be made very welcome.

The walk is led by Heather, from Harrow Health Walks. Further walks may be found using address: www.harrow.gov.uk/walk



ERMC's Health Fair

We prayed for good weather, and on the hottest night of the year, Monday 30 June, ERMH held their first Health Fair since the end of Covid, at Harrow Weald Lawn Tennis Club in College Road, Harrow Weald.

The evening proved to be a great success with our greatest challenge keeping everybody well hydrated! The aim was to invite as many local resources in our Harrow area dealing with health and welfare, and these included:

- Know Diabetes
- Mind
- MacMillian Cancer
- Waitrose Heathy Foods
- Heart Test Service
- Ravenscroft Physiotherapy Services
- Stop Smoking
- Harrow Carers
- Age UK
- Harrow Health Walks together with Tai Chi
- U3A HARROW
- The NHS App
- MECC (Make every contact count)
- Slimming World

Each resource set up a stall in the grounds of the tennis club. They provided outstanding information about their different organisations and the help and support they were able to offer. It was well supported, and we earnestly recommend you consider attending when the practice plan to run this event again. It is informative, interesting and sociable and gives you the opportunity to meet members of the clinical and administration teams in a relaxed environment.

