

# ELTHAM MEDICAL PRACTICE NEWSLETTER



Dec – Mar  
2026

## LOOKING BACK ON 2025, TOGETHER

As 2025 draws to a close, we would like to take a moment to reflect on the past year and extend our heartfelt thanks to everyone who makes Eltham Medical Practice such a special place.

To our patients, thank you for your trust, kindness and support which helps us provide the best possible care. To our dedicated staff, your compassion and professionalism, both on the front line and behind the scenes, continue to shine.

Together, we've met challenges, celebrated successes and strengthened our commitment to our community. We look forward to building on this in the year ahead.



### OUR YEARLY STATISTICS

DEC 2024 – DEC 2025



**Total incoming calls – 127,546**



**Average phone queue time – 8 minutes**

**Online contact to the practice – 55,653**

**Total number of appointments booked – 100,758**

### FLU + COVID VACCINATION LAUNCH

We kickstarted our Flu Clinic on Saturday 4<sup>th</sup> October, on that day we successfully administered **2006** vaccinations, beating our target.



Dr Ord – Partner Since May 2025

## HOMELESSNESS SUPPORT IN ELTHAM THIS CHRISTMAS

### Emergency Housing Support

If you are at risk of homelessness or need urgent accommodation, the Royal Borough of Greenwich Housing Options service can help.

- Main line: 020 8921 2863
- Out-of-hours emergencies: 020 8854 8888

### Food & Essentials

Local food support services and community groups continue to provide emergency food parcels, hours may vary over Christmas. If you need help accessing foodbank vouchers, please contact the Live Well team: 0800 470 4831.

### Warm Spaces & Community Drop-Ins

Several churches and community centres in Eltham open their doors in December as warm spaces, offering hot drinks, company, and support. Many run Christmas meal events for anyone who may be alone or struggling.

### Help for People Sleeping Rough

If you are worried about someone sleeping outside, contact StreetLink to alert local outreach teams:

- Website: [streetlink.org.uk](https://streetlink.org.uk)
- Phone: 0300 500 0914



Eltham Medical Practice

<https://www.elthammedicalpractice.nhs.uk/>  
0208 850 5141



@emp\_Se9

## INTRODUCING THE NEW PATIENT CHARTER

NHS England has introduced a new Patient Charter to ensure GP practices put patients first. We already do most of what the charter asks for, so you may not notice a huge change. Here is a brief summary of what you can expect from us and how we can work together.

### What You Can Expect From Us:

- A response to your appointment or advice request within one working day
- Ongoing improvement based on your feedback
- Face-to-face or telephone appointment, your choice!
- We will offer you the most suitable appointment for your needs.
- We will listen, treat you with respect and protect your privacy.

### How You Can Help Us:

- Please arrive on time for your appointment or let us know if you need to cancel.
- Order prescriptions in good time.
- Try to think about what you would like to discuss before your appointment.
- Use online services when you can for booking/cancellations and requests.
- Treat our staff with kindness and respect.



Reception Manager & Team

## 'WEAR IT PINK DAY'

We took part in 'Wear it Pink Day' to spread awareness for Breast Cancer and raised a total **£215.**

## TOP 5 WINTER HEALTH TIPS

- ✓ Stay hydrated- Cold weather can make you forget to drink water. Aim for 6-8 cups daily.
- ✓ Eat warm, nutritious foods.
- ✓ Use a lotion for dry skin, keep moisturised
- ✓ Stay active, even short walk boosts immunity.
- ✓ Wear warm clothes.



## STOPTOBER CAMPAIGN

A huge well done to everyone who took part in Stoptober this year! Whether you managed to quit smoking completely, cut down, or simply took the first steps toward a healthier lifestyle.



Patient Coordinators, GP, Manager and Team Leaders

At Christmas we take part in Christmas Jumper Day.

This year we raised a whopping £124.07 for 'Save the Children'.

We wish you and your family a healthy, peaceful and joyful New Year from all of us at Eltham Medical Practice.

Are you a registered patient and would like to be featured in our next edition?  
Enquire with us today!

Follow us on our Social Media and subscribe to our Newsfeed for regular updates.

