

Winter Newsletter

December 2025



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Digital Support Drop In Sessions

Need help using the NHS App or PATCHS? Join one of our drop-in sessions—dates can be found on our website or call us for more info
Take control of your health today!

Health & Wellbeing Fair

We're thrilled to announce that East Harrow Integrated Neighbourhood Team is hosting a Health & Wellbeing Fair at

**Canons High School Shaldon Road
Edgware HA8 6AN
on Saturday, 6th December, from
11am to 3pm.**

It'll be a fun and friendly event for everyone in the community – no one too young, too old, too new, or too small! Come along to explore local services, discover health and wellbeing resources, and enjoy a great day out.

Q&A Session with local GP, Free BP checks, NHS App Support, Advice on Cost of living, Debt, Housing & more

NHS App & Patches



NHS App

the NHS app is the quickest way to

- request repeat prescriptions
- view your test results
- view/manage GP and hospital appointments
- view/manage hospital referrals
- view your medical record online
- access NHS 111 online
- access NHS online advice

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Patches

Patches is an online system we use for patients to contact the GP.

You can use Patches to contact us for anything you would typically call us for as well as get medical advice for a new or ongoing health issue.

Once submitted, your request will be actioned within 48 hours although it is often quicker than this.

Patches can be accessed on the NHS App!

Go to

- **Services**
- **Contact your GP about a health problem**
- **or Contact your GP about a document or update**

if you haven't used Patches before you will be prompted to create an account which will be connected to your NHS App Login. You won't have to do this again.

For any support with using NHS app or Patches please attend our digital support drop in sessions (dates on website) or call the surgery on 0208 204 1363

Keeping Well in Winter

Keep Warm

Anyone can become unwell if they get too cold but some people are particularly at risk. These include: older people; people with long term health conditions; pregnant women; young children especially those under 5; people at risk of falls; people with learning difficulties; the housebound and those that live alone.

Simple changes can help keep you and your home warm:

- Try to heat the rooms you spend a lot of time to at least 18C
- Wear several layers of thinner clothing rather than one thick layer
- Keep your bedroom window closed at night
- Try to reduce draughts by fitting excluders round doors

Get Vaccinated

Getting vaccinated against a range of diseases is one of the most important things you can do to stay healthy in the winter months when respiratory diseases are more prevalent and more easily spread.

Flu, Pneumococcal	Age 65 and over, 2-3 year olds, pregnant, 18-64 with certain health conditions
Shingles	70-79 and over 65 after 1.9.23, Adults aged 18 years and older with severely weakened immune system
RSV Vaccine	75-79 or pregnant
Covid	75+, have a weakened immune system because of a health condition or treatment, live in a care home for older adults

There is still time to get your vaccines this year

Contact the practice for an appointment!

Warm Hubs

Warm Hubs are warm, safe places where residents can expect a friendly and inclusive welcome. People can come along on their own, or with a friend, and talk to others over a hot drink

- hot meals
- practical saving energy costs
- wellbeing sessions
- cooking on budgets and much more...



The link below has a daily list of hubs :
<https://harrowgiving.org.uk/warmhubs>

Carers



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Are You a Carer?

Do you look after a loved one with an illness, disability, or mental health challenge?

If so, you are a carer – and we want to support you.

A carer is anyone that provides support to someone who could not cope without help. This person may be a family member, friend, or neighbour. This support could involve:

- Helping with personal care, such as washing.
- Supporting with cooking and household tasks.
- Providing companionship and emotional support.
- Helping with appointments or managing medication

At our practice, we understand the important role carers play, and we're here to help you too.

- Offering flexible appointments where possible
- Helping you access local support services
- Keeping you informed about vaccinations and health checks for carers

Providing information and advice tailored to your situation

Please talk to a member of our team today.

For more information or if you are unsure if you are a carer, please speak to our Carers Champion – Yohansa Welikala.

Take care of yourself as well.

Honeypot PPG



What is a Patient Participation Group?

Patient Participation Groups' (PPGs) principle aim is to facilitate good relationships between the GP Practice and patients by communicating patient experience, interests and concerns and provide feedback on current procedures and new developments.

In addition members may:

- **Help to raise awareness of the range of services available in the surgery in their local community**
- **Provide a volunteering service for the benefit of patient care eg. vaccination sessions and Health Fairs**
- **To act as a representative group to support the and influence local provision of health and social care**

Does the PPG meet regularly?

Yes the PPG members meet with the practice GPs and Senior Team quarterly but in between meetings communications about developments and relevant health issues are conveyed via email inviting members to comment.

How can I join or be involved?

There are several ways you can be involved:

- As a PPG member attending meetings in person
- As a PPG member attending virtually
- By agreeing to receive agendas, minutes and other communications via email with the invitation to comment

How can I find out more?

- Contact the Chair Anna Donovan on honeypot.ppg@gmail.com or ask at Reception
- Look at the Practice's website for Minutes and Agendas of previous meeting



Flu Vaccination Program 2025



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It's not too late to get your Flu Vaccine!

contact the practice to find out your eligibility

Success of Our 2025 Flu Vaccination Programme

We are thrilled to report the outstanding success of The Surgery's 2025 Flu Vaccination Programme, which took place on the 4th and 11th of October. During these two dedicated all-day sessions, from 9 am to 4 pm, a total of 647 patients received their flu vaccines, including children. In addition to the flu vaccine, we also offered RSV, Pneumococcal, and Shingles vaccines to patients where appropriate.

The flu vaccine is an essential step in protecting yourself and others from the potentially serious impact of seasonal influenza, and we are proud to have been able to provide this vital service to our community. For those who were unable to attend the walk-in sessions, we continue to offer vaccination by appointment at convenient times.

Remember – it's never too late to get your flu vaccine! Protect yourself, your family, and those around you this flu season.

A Special Thank You

A huge thank you to everyone who made our 2025 Flu Vaccination Programme such a success.

Special thanks to Dr. Virani, our vaccinators Latta, Mona, Nidhi and Priya, and the reception team – Jane, Manvi and Majid— for keeping everything running smoothly.

We're also grateful to our volunteer marshals Manish, David, and Marcel, and to Heena, Evanna, Roger, Indy, Rachel, and Anna for their fantastic support.

Your teamwork and dedication helped make the clinics a great success. Thank you!

Workwell Service



WorkWell is a free service that's aimed at supporting you with any health issues that might make it hard to find or stay in a job. They will work with you to figure out what you need, offering support from their dedicated team and other local services. The WorkWell team will make sure you get the right support to find or stay in the right job. A meaningful job can have a positive impact on health and wellbeing, which is the primary focus of the initiative.

WorkWell
North West London

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How does the service work for you?

You may receive a telephone call from the GP Practice to ask if you would like to be referred to WorkWell for employment support, although self referral is also possible via email: workwellwest@shaw-trust.org.uk or by visiting the website: [WorkWell - North West London - Shaw Trust](#)

Once the WorkWell team have received your referral, they promise to:

- Get to know you and understand what you need
- Create a plan together that fits your goals
- Help you overcome any health challenges with support from their team of healthcare specialists and local services
- Provide expert advice from Occupational Health, Mental Health and employment specialists
- Help you find jobs that interest you
- Help you feel confident and ready to achieve your job goals

Walking Schemes

Walking is an excellent form of exercise—its free and studies have shown that walking in the open air has a positive affect on both physical and mental health. Harrow Walks has a number of walks listed on the link below for all abilities and ages including those with walking aids, where you can join in with others for a companionable stroll round one of Harrow's parks or something more taxing. You don't need any special equipment except comfortable shoes and perhaps a raincoat

Harrow Walks - <https://www.harrow.gov.uk/health-leisure/health-walks>

If anyone would like to lead a walking group round one of our local parks, for example Centenary please contact the surgery

Meet the Teams



Our Administrative and Reception Teams – Here to Help You!

Our admin and reception staff play a vital role in making sure the medical practice runs smoothly and that patients receive the support they need. They are often the first people you speak to when you contact the practice and are trained to assist you professionally and confidentially.

- Welcoming and assisting patients – Reception staff greet visitors, check patients in for appointments, and help answer general enquiries in a friendly and supportive way.
- Managing appointments and messages – They arrange GP/ nurse/pharmacist/ HCA appointments, signpost patients to the right services.
- Handling medical records – Admin staff keep patient records accurate and up to date, process registration forms, and manage correspondence from hospitals and other healthcare services.
- Supporting repeat prescriptions and referrals – They help process prescription requests and assist with referrals to specialist services, ensuring these are completed and sent promptly.
- Ensuring smooth day-to-day running – Behind the scenes, they help coordinate communication across the practice, prepare documents and reports, and make sure important information reaches the right people.

Call Centre Team

A team of staff members are involved in managing the HMC call centre, which involves communicating with patients and their families 8 am onwards daily, ensuring all calls are answered at a timely manner, patients are booked in to the appropriate clinicians.

Hub Team

A dedicated team of administrative staff are responsible for managing patients yearly reviews/health check for the Harrow East PCN - which includes, Honeypot, Bacon Lane and Mollison Way medical centres, where they regularly follow up with patients, providing them with appropriate signposting regarding a wide range of health issues, frequently coordinating with patients and families about their appointments and maintaining and updating vital patients records.

Your Feedback Matters



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Celebrating the great experiences shared by our patients!

We're proud to share some of the positive feedback received from patients in recent months. Your encouragement and appreciation mean a lot to our staff and motivate us to continue delivering high-quality, compassionate care.

I used the online PATCHS system to book an appointment with the doctor and received a response in under an hour—very impressive. I hadn't visited the doctor in almost two years due to the hassle of calling and waiting on hold, but this new system made the process so much easier.

Google review left 4 months ago



I've been visiting GPs across the UK for over 25 years, and I can honestly say this practice stands out. From the moment you walk in, the team from the receptionist teams Majid, the nurses to Dr Kushal makes you feel seen, heard, and encouraged. The appointment isn't just about medical advice. It's about connection, care, and insight. Their knowledge, professionalism, and genuine dedication to patients are truly outstanding. Highly recommended. Well done to entire teams

Google review left this month



Honeypot Medical Centre - I would like to commend the reception ladies Jane Binita and Dawn who are extremely helpful every time I have called the surgery. At times when you are unwell it's good to hear a very encouraging and helpful voice of these ladies who go out of their way to help. Well done Keep up the good work ❤️

Google review left 6 months ago



There has been a significant improvement. Receptionists are kind and respectful. Nurses, doctors and GP's are caring, always willing to help and very informative.

Google review left 1 month ago



Directory & Important Dates



Practice Closing Dates

we will be closed on the following days

Thursday 25th December

Friday 26th December

Thursday 1st January

for medical advice during this period please call 111 or 999 for any emergencies

NHS 111

Find out how to access a range of NHS Services when it's not a life threatening emergency including health symptoms and injuries, dental emergencies, mental and sexual health. Referral to other urgent care services

NHS 111online: 111.nhs.uk or dial 111

Important Dates

WORLD AIDS DAY

December 1st

NATIONAL HANDWASHING AWARENESS WEEK

December 1st-7th

NATIONAL GRIEF AWARENESS WEEK

December 2nd-8th

INTERNATIONAL DAY FOR PEOPLE WITH DISABILITIES

December 3rd

Harrow Carers

Advice and support for Carers of all ages

0208 868 5224

email: admin@harrowcarers.org

Mental health—for information and support for those living with mental health problems

Mind In Harrow:

Tel: 0208 426 0929

Email: info@mindinharrow.org.uk

website:

<http://www.mindinharrow.org.uk>

For help and support in bereavement:

Cruse

website: Cruse.org.uk

tel: 0808 808 1677

Umbrella organisation to help you find the support you need in bereavement

The good grief trust


Website: Thegoodgrieftrust.org

For advice on benefits, loneliness, signposting to local services for older people

AGE UK

Website: ageuk.org.uk

Helpline 0800 678 1602 8am-7pm



We hope this newsletter has provided useful updates, tips, and resources to help you stay well this season. Remember, our team is always here if you need support. Take care of yourself and those around you, and we wish you a healthy winter ahead.

- FROM PARTNERS & TEAM AT HONEYPOT