

Summer can be a difficult time for patients who suffer with Hay Fever – see page 2 for information and handy tips to try.

Local Pharmacies are ready to help with Minor Illness – please see page 3

Stay Safe in the Sun – page 4

PPG Patient Survey - Page 6

New Check-in and Patient Call System – Page 4

Medicus now has a Queens Nurse – Page 5



## The Patient Voice

JULY 25

If you have questions about any Vaccinations please call our helpline – **0208 920 9615** (Lines are open **Monday to Friday 8am – 4pm**)

**Next Flu and COVID clinics will start in September 2025 – please see our Website for further details**

### Patient Participation Group - PPG

Medicus PPG are conducting a Patient Survey – we want to know what you think and your suggestions – please see page 6 for how to take part

John Donnelly PPG Chair and Mary Paulus PPG Vice Chair are delighted that responses are already being received, there is some really good feedback from Medicus Patients and ideas that the PPG will review and report back to the Medicus Board.

It will only take a few minutes to complete the survey



The PPG is a group of patients who work with Medicus to help improve the patient experience. The NHS requires every GP practice to have a PPG. Members meet regularly to discuss issues, make suggestions, support with projects and are the voice of patients who use Medicus Services.

## Hay Fever

Hay fever is a common allergic condition. It can affect up to 1 in 5 people at some point in their life. Some people have reported that their symptoms reduce as they get older.

You'll experience hay fever if you have an allergic reaction to pollen, everyone is different, you may have symptoms at different times of the year depending on which pollen you are allergic to.

Pollen is a fine powder released by plants as part of their reproductive cycle. It contains proteins that can cause your nose, eyes, throat and sinuses to become irritated and inflamed. Causing running nose, itchy eyes and throat.

You can have an allergy to:

- tree pollen, released during spring
- grass pollen, released during the end of spring and beginning of summer
- weed pollen, released late autumn



(wrap around glasses might help)

### Simple tips for reducing symptoms

- Wearing wraparound sunglasses can help reduce pollen contact with the eyes.
- Shower, wash your hair and change your clothes after spending time outdoors to remove any pollen from your skin and hair.
- Put some Vaseline on the inside of your nose to catch pollen particles.
- Some patients have reported that wearing a mask has helped reduce their symptoms when outside.
- Wash your hands and face as soon as you get in from being outside
- Take some wet wipes when you go out, to wipe eyes and face.

If you are taking Antihistamine to help relieve your symptoms, keep yourself well hydrated and avoid too much alcohol.

## Patient Questions:

### Is hay fever contagious?

Colds and hay fever share many similar symptoms, one of the differences is that hay fever isn't contagious. It's the body's immune response to external allergens, rather than an infection/virus that can be passed onto others.

### Do I need a Prescription for Antihistamine?

No, you can go to your local Pharmacy and they will help you select a suitable product.

### Are there remedies for children at the Pharmacy who have Hay Fever Symptoms?

Yes, Pharmacies will be able to advise you the best course of action for children.



PHARMACY

### Get Advice from your local Pharmacy

Pharmacies offer a great range of over the counter products for Hay Fever. The pharmacist is a great source of information and will help you select appropriate products to try and relieve your symptoms.

If you are taking other medication, pharmacists will be able to advise what and how to take Hay Fever Remedies.

Ask your Pharmacist about:-

- Hay Fever/Allergy Tablets
- Eye Drops
- Nasal Sprays
- Oral Liquid
- Face Wipes
- Insect Bites and Stings

## SUPPORT FROM YOUR LOCAL PHARMACY

Pharmacists can give you advice on a range of conditions and suggest medicines that can help.

They may also be able to offer treatment and prescription medicine for some conditions, without you needing to see a GP (this is called Pharmacy First). Conditions they can treat as part of Pharmacy First are:

**Earache** (aged 1 to 17 years)

**Infected insect bites** (aged 1 year and over)

**Sinusitis** (aged 12 years and over)

**Urinary tract infections or UTIs** (women aged 16 to 64 years)

**Impetigo** (aged 1 year and over)

**Shingles** (aged 18 years and over)

**Sore throat** (aged 5 years and over)

If you go to a pharmacy with one of these conditions, the pharmacist will offer you advice, treatment or refer you to a GP or other healthcare professional if needed.

They will then update your GP health record, so your GP can see any treatment or advice given.

If you are not within these age ranges, a pharmacist can still offer advice, but you may need to see a GP for treatment.

### Advice on medicines

Pharmacists can give advice on your medicines. This includes how to use your medicine, worries about side effects or any other questions you have.

### Disposing of old medicines

If your medicine is out of date or unwanted, do not put it in the bin or flush it down the toilet. Take it to your pharmacy to be disposed of safely.

### Help with new medicines

You can have 3 appointments with a pharmacist when you start a new medicine for a long-term condition, to help with any questions.

### Emergency contraception

Some pharmacies offer the emergency contraceptive pill for free. If you're aged 16 or over, you can also buy it from most pharmacies.

### More services – ask your local Pharmacy what Services they offer

**Free** Delivery Service for your Medication

**Free** blood pressure check

**Advice** from a pharmacist after contacting NHS 111 or a GP

**Chlamydia** screening and treatment

**Advice** and help on how to stop smoking

**Cholesterol** and blood sugar testing

**Substance** misuse service, including needle and syringe exchange schemes

**Advice** and help on how to manage your weight



## HEALTH &amp; SAFETY IN THE SUN

Be careful in the sun, it can burn you in less than 15/20 mins, we have seen some very hot weather recently, protecting your skin is so important. Use sunscreen factor 30 or more is recommended, wear a hat & sun glasses and drink plenty of liquid.

- Sunburn increases your risk of skin cancer.
- Sunburn does not just happen on holiday.
- You can burn in the UK, even when it's cloudy.
- There's no safe or healthy way to get a tan.
- A tan does not protect your skin from the sun's harmful effects
- Stay hydrated, carry water with you when you go out



Aim to strike a balance between protecting yourself from the sun and getting enough vitamin D from sunlight.

If you are not sure what sunscreen to buy ask your local pharmacy – lots of options for adults and children

*Have a fun and safe summer - please ensure children are protected*

## New Patient Check-in and Calling Systems Coming Soon

Installation of new patient check-in and call systems at Medicus Sites in coming soon, hopefully this will help with patient flow, enable information to be displayed on the new TV Screens and make check-in easy for patients when they arrive for appointments.

The PPG have been kept updated on the project and will be seeking patient's views after the installation is completed. There have been suggestions from patients that this would help with queues at Reception when patient just want to check –in for appointments.

Check-in terminals, audio and visual call systems are all being installed.



## Sam Calder – Queens Nurse

Medicus is delighted to announce that Sam Calder - Advanced Nurse Practitioner has been awarded the status of Queens Nurse for her outstanding contribution to nursing. Sam mainly works at Carlton House, she has provided care for thousands of patients, is the Lead Nurse for our Special Allocation Service and a great support for her nursing colleagues. Patients have sent in their thanks, complimenting Sam on her kind, caring and professional support. There is always a smile, a hand to hold and a kind word when dealing with her patients, this award is an acknowledgement of her dedication to her nursing career.

### What is the Queens Award?

The Queen Elizabeth the Queen Mother Award for Outstanding Service is given to community nurses who provide exceptional care to their patients and demonstrate a continuing passion and enthusiasm for nursing.

This award is not a reward for length of service, but an acknowledgment that a nurse makes a very exceptional individual contribution to patient care and the nursing profession. Criteria

- A minimum of 10 years' service in community nursing
- Ability to demonstrate a continuing commitment to the principles of excellent nursing care to the benefit of patients
- Ability to demonstrate an outstanding contribution to both patients and the profession over and above the normal call of duty.



## North Middlesex Hospital – Providing Beds for Relatives and Carers

To find out more about how this initiative is making a difference, visit their website.

<https://royalfreecharity.org/>



Relatives and carers of patients at North Middlesex University Hospital (North Mid) can stay overnight with their loved ones, offering support during difficult times, thanks to funding from the Royal Free Charity.

Twenty-seven new portable beds are now available across wards, providing comfort and convenience for families.

Trudy De Cordova, head of patient experience at North Mid, said: "This initiative was driven by patient feedback regarding the lack of overnight facilities. It aims to enhance the experience for patients and their families, particularly those receiving end-of-life care or supporting loved ones with disabilities.

"By making these beds available, we are ensuring that families can remain close, providing vital comfort and support during challenging times."



## NHS CANCER SCREENING PROGRAMMES



## Cancer Screening



The NHS offers a range of cancer screening tests to different people.



Screening is a way of finding out if you are likely to have a health problem.



Early treatment can be given to you as soon as possible to make it easier for you to make good decisions about your health.



We can also give you lots of accessible information to help you understand.



There are three national screening tests to check for cancer, they are for bowel, breast and cervical cancer.



The tests are simple and everything will be explained to you before it happens.

Made by The Eldridge Society for the NHS



For more information about cancer screening and symptom awareness visit: <https://www.smalc.org.uk>



## Cervical Screening



Cervical screening is a check to prevent cancer of the cervix.



Invitations are sent by post to all women and people with a cervix aged 25 to 64 years.



They are sent:  
every 3 years (25 - 49 years)  
every 5 years (50 - 64 years)



The letter will ask you to book an appointment by phone.



Trans men (registered as male with their GP) are not sent invitations automatically but they can still be screened if they have a cervix.



## Bowel Screening



Bowel screening is a check for cancer of the bowels. These are internal organs inside your body.



Bowel cancer screening is offered to everyone aged 60 to 74 every 2 years.



People eligible for bowel cancer screening get an invitation letter and an information leaflet.



A testing kit will be sent in the post about a week later. It will include instructions on how to use it at home.



The bowel screening programme will gradually invite everyone aged 50-59 years.



People over 74 years can ask for a screening kit every 2 years by calling the free helpline on 0800 707 60 60.



## Breast Screening



Breast screening is a test to check for cancer of the breast.



Women are invited for breast screening every 3 years between 50 and 71 years.



The first invitation to screening is sent some time between your 50th and 53rd birthday.



People aged 71 or over do not receive breast screening invitations but can still have a screen every 3 years.



An appointment can be arranged by calling 020 3748 2024.



The breast screening X-ray (mammogram) is done at a clinic or mobile breast screening unit.

## PPG – PATIENT SURVEY – WE WANT TO HEAR FROM YOU

The PPG is a group of patient volunteers who work with Medicus to help improve the patient experience. The NHS requires every GP practice to have a PPG. Members meet regularly to discuss issues, make suggestions, support with projects and are the voice of patients who use Medicus Services. The PPG are conducting a patient survey, this has been designed by the Members and is anonymous.

The information collected will be reviewed, then presented and discussed with Medicus. A summary will be published in the PPG Newsletter - The "Patient Voice" - copies of this publication are on the PPG page of the Medicus Website, you can request a copy via email ([info@medicushealthpartners.co.uk](mailto:info@medicushealthpartners.co.uk)) or ask at Reception.

## HOW TO ACCESS THE SURVEY

- online via the Medicus Website – PPG Page, there is a Link to follow and complete
- Request a paper copy from any Medicus Reception complete and return it
- Send a request for a Link to the survey to [info@medicushealthpartners.co.uk](mailto:info@medicushealthpartners.co.uk)

Link to the online Patient Survey


<https://forms.gle/J8Pom4zgCy18Dsy66>

PPG  
Members  
want to hear  
from you

If you know someone who is homeless, please offer these details.

## Medicus Outreach Service

0208 370 4909



**MEDICUS  
OUTREACH  
SERVICE**



Free NHS service for homeless patients  
to get direct access to GP & Emergency  
Care Practitioners

- Low waiting times
- Longer appointment times
- Mental health support
- Physical health management
- Signposting for social support

[Contact us to register](#)

Phone  
02083704909  
Email  
[ncicb.medicusoutreach@nhs.net](mailto:ncicb.medicusoutreach@nhs.net)

Lincoln Road Medical Practice  
Lincoln Road, Enfield, EN 1LJ

## PATIENT INFORMATION

All Medicus practices and telephone lines are open Mon-Fri 8am – 6.30pm

Repeat Prescriptions normally take 2 working days to process. Requests cannot be taken over the phone for safety reasons.

If you are requesting something new or you have not had for a while, you may need to speak to a clinician before it can be issued.

## CONTACTING YOU

Important Advice for Patients 16 years and over regarding your contact details

If we have home and mobile numbers listed on your record, all of these may be used to try and contact you. For personal reasons if you only wish certain numbers to be used, please inform us to ensure your record only holds the contact information you feel comfortable with, this includes email addresses.

If you move or change your mobile number please let us know your new details as soon as possible.

## MORE INFORMATION ON VACCINES

If you need further information, please call your GP surgery or the Medicus Vaccine Team on

0208 920 9615

**It is always best to call before you travel, to make sure they are open and have what you need.**

## WEEKEND AND EVENING APPOINTMENTS - EXTENDED HOURS

There are now 2 locations open in the evenings and weekends to offer patients appointments, these are normally booked by your surgery:-

**Medicus – Carlton House**

28 Tenniswood Road, Enfield – EN1 3LL

**Eagle House Surgery**

Eagle House Surgery, 291 High St, Enfield EN3 4DN



If you have booked an appointment and cannot attend please cancel it, so someone else can be seen.

You can now leave us a message to cancel when we are closed.



**Call 111 when it's a concern, but less urgent than 999.**

**The NHS non-emergency number.**

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

**Cost of Living Crisis**

For help with the rising cost of living and how to access warm spaces this winter visit:

[www.enfield.gov.uk/helpingyou](http://www.enfield.gov.uk/helpingyou)

If you know someone who needs support please pass on this information.

**Finding a Pharmacy – evenings and weekends**

Some pharmacies are open in the evening and at weekends. You can find out if there is one near you by using this link

<https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy>

Enter your postcode and select – Open Now - a list showing the nearest first and what time they open, address details and telephone number.

**How NHS 111 works**

You answer questions about your symptoms on the website, or by speaking to a fully trained adviser on the phone.

You can ask for a translator if you need one.

Depending on the situation you'll:

- find out what local service can help
- be connected to a GP, nurse, emergency dentist or pharmacist
- get a face-to-face appointment if needed
- be told how to get any medication
- get self-care advice



## Meet Your Medicus Team

With lots of new staff joining Primary Care Teams across the UK, Medicus would like to update patients on how these staff will help and what they do.

We all work together, booking appointments with the person who is best placed to help

The information below give a quick summary of what each person does and how they fit into the Clinical Team

So don't worry if you are not seeing a GP. Many of the team can prescribe medication and refer to other services.

These posters will be going up in all Medicus locations, to give more information to patients about Team Members.

# How can we help you?

You will now find a wider team of specialists and professionals across all Medicus Sites working together to help and care for you

**GP/Doctor**

- Able to assess, diagnose and treat any medical condition
- Prescribe medication
- Refer patients for further care such as hospitals, clinics or specialists
- Manage and review long term conditions
- Support end of life care
- Perform procedures such as joint injections, minor surgery and coil insertions

**Nurse**

- Diagnose and treat minor illnesses
- Manage and treat wounds
- Carry out cervical smears
- Baby checks and vaccines for all ages
- Provide injections for certain conditions e.g., Prostate cancer
- Manage long term conditions such as Asthma, COPD, Hypertension and Diabetes.

**Speak to your receptionist or visit our website for more information**

**Clinical Pharmacist**

- Carry out medication and prescription reviews
- Update discharge summaries from hospitals, adding and removing medication as instructed
- Senior pharmacists can prescribe medication
- Carry out long term condition reviews and give advice

**Emergency Care Practitioner (ECP)**

- Diagnose and treat acute medical conditions
- Home visits, referrals if appropriate
- Ability to carry out NHS health checks, Long Term Condition and Medication Reviews
- Manage and treat wounds and give injections
- Request certain blood tests if appropriate

**Physician Associate (PA)**

- Perform physical examinations
- Diagnosing certain illnesses
- Refer patients for further care to specialist clinics.
- Seeing patients with long-term chronic conditions, performing diagnostic investigations, analyse test results and supporting GPs with general patient care

**Social Prescriber**

- Assist patients in managing situations of unhappiness, stress, and anxiety
- Can arrange for a variety of activities, provides support in the local community, and aids in positively transforming patient circumstances.
- Identify social support needs, guiding towards appropriate resources, and aiding individuals to overcome social obstacles affecting their lives and health

**Healthcare Assistant (HCA)**

- Assist the healthcare team with general patient care
- Offer services such as simple dressings, blood pressure checks, blood tests and NHS health check
- Promote health and wellbeing

**Care Coordinator**

- Work closely with Pharmacists and GPs
- Support patient reviews and long-term condition testing
- Disease prevention management

**For more information about booking an appointment with one of the team, please ask at reception**

## Self-Referrals

If you require support from any of the services below, you can contact them directly.

Available to all patients registered with Medicus Health Partners

No need for a GP referral or letter. Just contact the service and complete the requested information.

If you are making a referral for someone else please ensure you have their consent before contacting the service

Service	Contact Details	Deals with
<b>Maternity</b>  North Central London Maternity information, to help you make decision about your care.  <a href="http://www.nclmaternity.nhs.uk">www.nclmaternity.nhs.uk</a>  Links to providers and lots of helpful information	<b>North Middlesex Hospital</b> <b>Maternity Service Information</b> <a href="https://www.northmid.nhs.uk/maternity-services/">https://www.northmid.nhs.uk/maternity-services/</a> <b>Referral Form</b> <a href="https://nmuh-maternity.patientdb.com/">https://nmuh-maternity.patientdb.com/</a> Tel: 020 8887 4238	All maternity Services
	<b>Whittington Hospital</b> <b>Maternity Service Information</b> <a href="https://www.whittington.nhs.uk/default.asp?c=28697">https://www.whittington.nhs.uk/default.asp?c=28697</a> <b>Self-Referral Form</b> <a href="https://www.whittington.nhs.uk/mini-apps/default.asp?page=Maternity/Self_referral.aspx">https://www.whittington.nhs.uk/mini-apps/default.asp?page=Maternity/Self_referral.aspx</a> Tel: 020 7272 3070	
	<b>University College Hospital</b> <b>Maternity Service Information</b> <a href="https://www.uclh.nhs.uk/our-services/find-service/womens-health-1/maternity-services">https://www.uclh.nhs.uk/our-services/find-service/womens-health-1/maternity-services</a> <b>Self-referral Form</b> <a href="https://www.uclh.nhs.uk/our-services/find-service/womens-health-1/maternity-services/refer">https://www.uclh.nhs.uk/our-services/find-service/womens-health-1/maternity-services/refer</a> Tel: 020 3447 9400 - select option 1	
	<b>Royal Free Hospital/Barnet Hospital/Chase Farm</b>  The Royal Free London NHS Foundation Trust has full maternity services at The Royal Free Hospital in Hampstead and at Barnet General Hospital in Barnet. They also provide antenatal care at Chase Farm Hospital in Enfield. They have a stand-alone birth centre in Edgware Hospital in Edgware. They would happily facilitate a home birth for you. They also provide care from GP surgeries and other satellite units.  <b>Maternity Service Information - Tel: 0203 758 2022 option 4.</b> <a href="https://www.royalfree.nhs.uk/services/services-a-z/maternity-services/">https://www.royalfree.nhs.uk/services/services-a-z/maternity-services/</a>  <b>Referral Form</b> <a href="https://www.royalfree.nhs.uk/services/services-a-z/maternity-services/maternity-self-referral-form/">https://www.royalfree.nhs.uk/services/services-a-z/maternity-services/maternity-self-referral-form/</a>	

<p><b>Physiotherapy</b></p>	<p><a href="https://physioselfrefer.co.uk/">https://physioselfrefer.co.uk/</a></p> <p>Patients register on the Portal for this service – link is available from our phone system for patients with mobile phones.</p> <p>Number for patients without the internet 03330 433966</p>	<p><b>Patients over 16.</b></p> <p>This service provides specialist assessment, early advice, and treatment for people with back, neck or joint complaints; problems following injuries; muscle or tendon problems or any recent changes in a long-standing condition.</p>
<p><b>Counselling and Talking Therapy Services - IAPT</b></p>  <p><b>IAPT = Improved Access to Psychological Therapies</b></p> 	<p><b>Let's Talk Enfield</b></p> <p><a href="http://www.lets-talk-iapt.nhs.uk/">http://www.lets-talk-iapt.nhs.uk/</a></p> <p>Log onto the webpage and make a referral</p> <p>Email: <a href="mailto:lets-talk-enfield@nhs.net">lets-talk-enfield@nhs.net</a></p> <p>Number for patients without the internet 0208 702 4900</p> <p>Operates (8am-5pm Mon-Fri)</p> <p><b>Mind in Enfield</b></p> <p><a href="https://www.mindeb.org.uk/">https://www.mindeb.org.uk/</a></p> <p>Email: <a href="mailto:enfieldcounselling@mindeb.org.uk">enfieldcounselling@mindeb.org.uk</a></p> <p>Tel: 0208 887 1495</p>	<p><b>Patients over 16.</b></p> <p>Offering support for a range of common mental health difficulties such as depression and anxiety, OCD, PTSD and more.</p> <p><b>Patients over 16</b></p> <p>Free and Confidential Counselling service for people registered with a GP in Enfield and experiencing low mood.</p>
<p><b>Sexual Health</b></p> <p><b>ECHO Clinics</b></p> <p>Whole range of family planning methods including coil i.e. IUD/IUS, and the sub dermal implant for Enfield residents.</p>	<p>Telephone: 0208 887 4510</p> <p>You can book online – clinics run 7 days a week, please follow the link to find out more</p> <p><a href="https://www.echoclinics.nhs.uk/">https://www.echoclinics.nhs.uk/</a></p>	<p>The team provides a confidential, non-judgemental, friendly service. Free HIV and STI testing and treatment and emergency contraception.</p> <p>Confidential sexual health screening and/or treatment and general advice regardless of your age, sexuality or culture or where you live.</p>

## Local Services and Contact Details

## Services Delivered at Alma Healthcare Centre

All these services are delivered at Alma Healthcare Centre, if you have an appointment booked and need to cancel or change please call the service directly – Alma Healthcare do not have access to their booking systems.

Dermatology Appointments	0203 695 0912
Back Pain Clinic	0208 887 8354
AAA Screening - InHealth	0333 202 0300
Panthera \clinic	0203 301 6329

## Services Delivered at Lincoln Road Medical Practice

Enquiries about referrals, changes to appointments please use the contact details below

MRI	0333 202 030
X-Ray & Ultrasound	<a href="mailto:PatientCareTeam@inhealthgroup.com">PatientCareTeam@inhealthgroup.com</a>
Eye Clinic – The Cataract Centre	0203 198 7001
Cataract Centre - Chase farm	0208 375 2328 OR 0208 375 2143 <a href="mailto:cc.referrals@nhs.net">cc.referrals@nhs.net</a>

## Easy Reference Local Hospital Numbers

North Middlesex Hospital	
North Mid Urgent Blood Tests	0208 887 2238
North Mid Routine Blood Tests	0208 887 2484
North Mid Switchboard	0208 887 2000
Chase Farm Hospital	
Chase Farm Switchboard	0208 375 2999
Chase Farm Blood Tests	0207 443 9757
UCLH (University College London Hospital)	
Patient appointment queries The appointments call centre can be contacted about referrals and appointments	020 3447 9393 ( 9am-5pm Monday to Friday) or by email <a href="mailto:uclh.appointments@nhs.net">uclh.appointments@nhs.net</a>

## Patient Transport Services

If you have been booked for a hospital appointment and offered transport to take you, please call them directly to book, change or cancel.

**0333 240 4909**

**Open: Mon-Fri - 8am – 5pm**

## Enfield Referral Service

If you have been booked for a hospital appointment via this service, sometime called ERS, please contact them to enquire or rebook

**0203 198 6677**

[enfccg.erspatientqueries@nhs.net](mailto:enfccg.erspatientqueries@nhs.net)

## North London Breast Screening Service

Mon to Fri 8am to 7pm  
Sat/Sun 8am to 4pm

**0203 758 2024**

Website - <https://enfieldcarers.org/>

## Enfield Carers Centre,

Britannia House,  
137-143 Baker Street  
Enfield, EN1 3JL  
T: 020 8366 3677

E: [info@enfieldcarers.org](mailto:info@enfieldcarers.org)

A carer is someone of any age who provides unpaid support to family, a partner or close friend who could not manage without help. This could be because of illness, frailty, disability, mental ill health or substance misuse problems.