

The Surgery Newsletter

Spring 2021 Issue 35

20 Lee Road, London SE3 9RT Tel 020 8852 1235



The Light at the End of the Tunnel – Our COVID-19 Vaccination Programme

In the cold, dark winter months of lockdown it can feel like we are constantly exposed to bad news. With this in mind, we are delighted to be able to bring you some good news! The practice COVID-19 vaccination programme continues to progress well. We are thrilled to have been recognised as the **Leading Practice in Lewisham** for the highest absolute number of first doses given!

We are pleased to report that having vaccinated the vast majority of our over 75-year-old cohort, in addition to all of our care home residents and staff, we are now inviting our over 65-year-olds and at-risk patients to have their COVID-19 vaccinations. Our COVID-19 vaccination delivery is being held at the Waldron Health Centre, New Cross, allowing plenty of space for patient-flow and social-distancing. The practice GP and nursing team are taking it in turns to staff the New Cross hub and we look forward to seeing you down there to give you your jab! Current NHS England guidance requires that we focus on giving the first vaccine to as many eligible patients as possible, with a 12-week interval recommended between the first and second doses.

We will notify you when you are eligible to book your vaccination, so **please make sure we have your up-to-date contact details**. In the meantime, if you have any concerns or questions about the vaccine, please do not hesitate to get in touch.



Practice Services During Lockdown

Lockdown continues to be a very difficult time for many and can have a significant impact on the mental health and wellbeing of our patients. As a practice we are open with a full appointment schedule for all physical and mental health concerns. While approximately two-thirds of our appointments are remote, in order to reduce the risk of COVID-19 transmission, we are able to see patients face-to-face where there is a clinical need. Services including baby checks, postnatal care, learning disability assessments, cervical smears, immunisations, diabetes reviews, minor surgery and contraception clinics continue to run as normal. A new remote physiotherapy service, Physio-First has been set up locally. The Physio-First service is staffed by highly trained physiotherapists and enables the assessment and treatment of musculoskeletal problems over the telephone or video-link. The great news is the waiting lists are currently short and we can usually book you an appointment within a week! Please do not hesitate to call the practice if you feel you would benefit from this service or if you need any support or advice during this challenging time.

**We're
here to
help!**

Mental Health and Wellbeing

In addition to the staff at the practice, who are all here to support you, the Integrated Access to Psychological Therapies (IAPT) offers counselling, cognitive behavioural therapy, one-to-one talking-therapy and group support. You can self-refer to IAPT at <https://slam-iapt.nhs.uk/lewisham/accessing-the-service/>.

The Lewisham Wellbeing map found at <https://www.lewishamwellbeingmap.co.uk/> is another excellent resource. It can be used to find community groups, mutual aid and other nearby health & wellbeing services during the pandemic. If you are self-isolating, the Lewisham Wellbeing Map gives contact details on where you can get food and medicine supplies, advice during the pandemic and befriending services offering additional support for your mental health.

Community Connexions also offer well-being activities and befriending services for those feeling lonely and isolated. You can call them on 0330 058 3464.

The charity, MIND, is another fantastic resource, with a wealth of information available at <https://www.mind.org.uk/information-support/coronavirus/>. MIND provide strategies to help with looking after your mental health during lockdown, including coping with loneliness, isolation and managing with the new legislations and restrictions in our lives.

As a practice we are aware of how difficult this time is for many of our patients, please remember that we are here to provide advice and support.

Diabetes Prevention

You may be aware that the incidence of type 2 diabetes is escalating at an alarming rate, with approximately 200 000 new diagnoses every year in the UK. Of the 3.4 million people living with the condition, it is estimated that up to one third of patients remain unrecognised and undiagnosed. If you are worried about your risk of type 2 diabetes please contact the practice where we can arrange a blood test (HbA1c) for you. The NHS Diabetes Prevention Programme was launched in 2016 to help those with a "borderline" HbA1c, (those classed as "pre-diabetic,") to reduce their risk of going on to develop type 2 diabetes. The programme continues to run remotely during the pandemic, offering lifestyle advice and guidance with some fantastic results. Please get in touch with the practice if you are interested in checking your risk and seeing if you are eligible for referral to the programme.

E-Consult

As you may know, we launched our e-consult service back in the Summer and have received positive patient feedback around its ease of use and prompt replies. The e-consult tool is another way of accessing us as a practice, particularly useful for those who prefer not to spend time on the phone. The e-consult tool allows you to consult with a clinician, gain administrative help and to be sign-posted to useful self-care resources. The e-consult tool is accessible via the practice website, www.leeroadsurgery.co.uk.



Staff Updates

We are pleased to announce that Dr Helen Butler has joined the practice Partnership, alongside Dr Adams and Dr Malhi. Dr Butler joined the practice in November 2019 and enjoys her roles as lead for the care homes, diabetes and minor surgery. The Partners look forward to leading the practice through the inevitable joys and challenges ahead, as a strong and united team.

I am sure you will all agree that the promotion of Lesley Grant to Lee Road's Lead Nurse is thoroughly deserved. Lesley is a real asset to the practice with her excellent clinical skills and exemplary bedside-manner.

We are delighted to announce that Dr Emily Moore is pregnant with her first child. Dr Moore is due to go on her maternity leave at the end of April for approximately 9 months. I am sure you will join us on congratulating her on her lovely news.

Many of you will already know Dr Ben Vere, who was a GP registrar with us last year. Having completed his training in August 2020, we are thrilled that Dr Vere has joined the practice as a salary GP working Mondays, Thursdays and Fridays.

Dr Vera Nakata has joined the practice as our GP registrar. Dr Nakata has already received fantastic patient feedback and we are delighted to have her on the team.

Discovering the Resilient You

We often fail to appreciate the effects of stress on our physical health and wellbeing. In fact, 45-65% of GP consultations relate to stress-induced illness. Stress has been linked to high blood pressure, headaches, chronic pain, asthma, gastrointestinal complaints, skin problems, anxiety and depression. In response to feeling overwhelmed, we may turn to vices such as smoking, alcohol or under/overeating, which have their own detrimental effects and subsequent health risks.

Be it the unprecedented pressures relating to the pandemic, family-challenges, work-related difficulties, relationships, health, or financial stressors, how can we stand strong against life's battles? How can we become more resilient?

Get your heart rate up. Exercise is a natural "stress-reliever," helping to lift mood and clear your mind. Even on those days when you feel exhausted, getting out for a short walk will be beneficial.

Make sleep a priority. Try to relax for an hour before retiring to bed. A bath, calming music or essential oils, such as lavender can help in allowing the body and mind to relax ready for sleep. If sleep is something you struggle with, you could seek the support of Sleep Station at <https://www.sleepstation.org.uk/> or telephone 0333 800 9404. They have some excellent resources to help your body to learn how to have a better sleep naturally.

Set realistic goals. Write a list of problems, then take on one at a time. Trying to tackle everything at once can be overwhelming and tends to result in poor productivity.

Be kind to yourself. Remember something good you've already done, rather than solely focusing on what is left to do. Don't forget, give yourself a break!

Share your problems. Someone else's perspective can be reassuring and enlightening. Don't forget that as your practice, we are here to listen.



Staff Working Days: Our clinical staff work different days of the week. If you have a preferred clinician who you like to book with, their working schedule is shown below:

Dr Paul Adams	Monday, Tuesday, Thursday, Friday
Dr Harpreet Mahli	Tuesday (AM), Wednesday (AM), Friday
Dr Helen Butler	Monday, Tuesday, Friday
Dr Billy Phan	Monday, Wednesday, Thursday
Dr Emily Moore	Monday, Tuesday, Wednesday
Dr Daniel Rivilla	Tuesday, Wednesday, Thursday, Friday
Dr Ben Vere	Monday, Thursday, Friday
Dr Vera Nakata (Registrar)	Monday, Wednesday, Thursday, Friday
Nurse Lesley Grant	Tuesday, Wednesday, Thursday, Friday
Nurse Safina Powell	Monday, Tuesday, Wednesday (AM)
Nurse Jerusha McCloy	Thursday, Friday

Spring Bank Holidays

The Surgery will be **CLOSED** for Spring Bank Holidays on:

FRIDAY 2ND APRIL 2021 (GOOD FRIDAY)

MONDAY 5TH APRIL 2021 (EASTER MONDAY)

MONDAY 3RD MAY 2021 (BANK HOLIDAY MONDAY)

MONDAY 31ST MAY 2021 (BANK HOLIDAY MONDAY)

Please make sure that we have received your repeat prescription requests in plenty of time to ensure that they will be ready for collection before the Bank Holidays - The 48 hour service only includes working days so remember to allow for this when requesting your repeat medication

The surgery opening hours are 8:00am to 6:30pm Monday to Friday (excluding bank holidays) with a duty doctor available during these hours. Should you require emergency medical treatment outside of these hours then please telephone our **out of hours service**:

NHS 111

Remember to use the appropriate service when you need help outside of surgery hours:

LOCAL EMERGENCY SERVICES

Accident & Emergency	Accident & Emergency	24hr Urgent Care Centre
Lewisham Hospital	Queen Elizabeth Hospital	Queen Mary's Hospital
Lewisham High Street	Stadium Road	Frogna Avenue
London SE13 6LH	London SE18 4QH	Sidcup, Kent DA14 6LT
Tel: 020 8333 3000	Tel: 020 8836 6000	Tel: 020 8302 2678