



INSIDE THIS ISSUE:

<i>Improving Access</i>	2
<i>NHS free Wifi</i>	2
<i>Hub Appointments</i>	3
<i>PPG</i>	3
<i>Prescriptions</i>	3
<i>Weight Management</i>	4

Travel Vaccinations

If you are planning to travel outside the UK, you may need to be vaccinated against some of the serious diseases found in other parts of the world.

If you are travelling to a single destination please book into the nurse travel clinic with a member of reception.

We also offer a nurse walk in clinic every Monday between 08:30 & 10:00 for those travelling to multiple destination.



ECONSULT: CONSULT YOUR DOCTOR ONLINE

What is eConsult?

eConsult is an online portal where patients can self-check their symptoms, and receive on the spot medical advice 24/7.

You can also get general advice, admin advice for example if you have a query regarding reports, letters or test result.

How does it work?

1. Visit the surgery website and click on "Get Started now"



2. Find your health condition and fill out a simple online questionnaire
3. Your doctor will get back to you with feedback and treatment options within **3 working days**

Contact our doctors to get advice for your problem now

Need advice about a specific problem or condition?

I want help for my condition

Unsure what your symptoms mean?

I want general advice

Need to request test results, sick note, GP letter or medical report?

I want administrative help

If you have any questions, please feel free to ask a member of our reception Team.

**If you require
urgent advice when
the surgery is
closed please call:**

020 8185 0545



Pharmacy First

If you are exempt from prescription charges, you can apply for a pharmacy first card so you can receive free treatment from the pharmacy.

With pharmacy first, you won't need to wait for a doctor's appointment.

Ask a receptionist today for an application form!



Improvement

IMPROVING ACCESS: EVENING AND WEEKEND APPOINTMENTS

Patients who are registered at this practice can now book an appointment to see a GP on weekday evenings from 16:30 or at the weekends (on Saturday and Sunday) from 08:00 - 20:00.

Your appointment will be booked at one of the following Hubs:

- Nightingale Practice: Mon to Fri 16:30 - 20:00 & Saturdays 08:00 - 20:00
- Stamford Hill Surgery: Sundays 08:00 - 20:00
- Hoxton Surgery: Saturdays 08:00 - 20:00
- Richmond Road: Sundays & Bank Holidays 08:00 - 20:00

To book an appointment at any of the HUB practices, please phone or speak to one of our receptionists.

NHS WIFI NOW AVAILABLE

City & Hackney Clinical Commissioning Group (CCG) have provided this Wi-Fi on behalf of NHS Digital, as part of the national NHS Wi-Fi project.

The network allows 2 hours of free access per day. You will need to register before you can use it.

The "Acceptable User Policy" is on display in the practice waiting area and on our website: www.somerfordgrovepractice.co.uk

A blue banner with a white stethoscope graphic on the left. Above the stethoscope are three yellow curved lines representing Wi-Fi signal waves. In the top right corner is the NHS logo. The text "Free Wi-Fi now available" is written in white, and below it, in smaller white text, is "Look up health information, download health apps and browse the internet".

**Free Wi-Fi
now available**

Look up health information,
download health apps and
browse the internet

PPG (PATIENT PARTICIPATION

We need you to:

**Help shape the way
services are delivered by
the practice**

BE PART OF OUR PATIENT PARTICIPATION GROUP (PPG)

VOLUNTEER TODAY

Interested?

Leave your details at reception

**Are all of your
contact details up to
date?**

To update your contact details please speak to a member of the reception team.

Please note to change your address we will require proof of your new address dated within the last six weeks.



**Cancelling
Appointments**

To cancel your appointment, please call our cancellation line on **020 7683 4887**. Clearly state your D.O.B, name and appointment day/time.

You can also cancel online or reply CANCEL to your appointment reminder text.

Failure to cancel appointments may result in restricted access or deregistration.

PRESCRIPTIONS

When requesting your prescription, please allow 2 working days for processing.

How to request your repeat prescription:

- If you are registered for online services, you can request your script online
- Ask a member of reception for your repeat prescription slip
- If you have a nominated pharmacy, you can request your medication through them and they will contact us on your behalf.

Please note: We do not take prescription request over the telephone.



WEIGHT MANAGEMENT

Are you trying to lose weight and get healthier this year?

If you fit the criteria and have the willing motivation for change, you may be eligible for help to lose weight from the 'Healthier Together' program.

To be eligible you must ...

- Be aged 18 or over
- Be a Hackney resident and/or be registered with a GP in Hackney
- Overweight — BMI >25kg/m² (>23.5kg/m² BAME) **WITH** other risk factors, such as type 2 diabetes or CVD
- Obese - BMI 30+ (>27.5 BAME) with or without risk factors such as type 2 diabetes or CVD

The programme is delivered by fully qualified exercise professionals. The team are on hand to offer information and support with nutrition, physical activity and healthy lifestyles advice. The Healthier Together program includes 12 weeks of initial support with a wide range of activity options including, but not limited to:

- Supervised gym sessions
- Group exercise classes
- Water based exercise
- Community activity options (e.g. healthy walks)
- Sport based sessions
- Home programme
- Healthy eating workshops

To find out more or to get a referral, please book an appointment with Pauline or Vanessa.

