

Service Updates

Is your Birthday coming soon?

If your birthday is in April, May or June, please contact us for a long term health review - asthma, diabetes, COPD,

hypertension).

Attending Face-To-Face Appointments

Did Not Attend (or DNA) Rates for GP Appointments have started increasing in the practice as we have offered more Face-To-Face appointments with clinicians and are now on par with pre-COVID levels.

Please let us know if you cannot make it for your appointment so we can offer it to another patient who is in need.

You can contact us through Klinik or reply to our automated message.

Travel Vaccination

If you're 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 possible, see the GP or a private travel clinic at least 6 to 8 weeks before you're due to travel.

Some vaccines need to be given well in advance to allow your body to develop immunity.

Below are some Travel Pharmacies in East London:

Medicos Pharmacy
Watermans' Pharmacy
Boots Stratford Westfield



The aim of our Life after Cancer meet-ups is to increase physical, mental, emotional and social wellbeing and reduce isolation. The support members receive reduces the risk of serious mental distress and helps to build a positive life after their cancer experience.

Are you looking to get active and meet others who have finished cancer treatment in Waltham Forest? We are excited to bring you a new, free, guided gentle wellbeing walk in the beautiful Walthamstow wetlands.

The Wellbeing walking group provides gentle, low-impact exercise and a dedicated safe space for individuals who have finished cancer treatment to walk and talk without fear of judgment. This is a fun opportunity to get active at your own pace whilst meeting other adults who have finished cancer

treatment.

The aim is that our free and friendly wellbeing walks will help reduce social isolation, improve mental wellbeing and help individuals post cancer treatment to have the confidence to become and stay more active by building in regular walking in their lives.

The sessions are free and will be held once a month at 12:30 in the Walthamstow Wetlands.

To read more and book a free ticket, click [here](#), or go to:

<https://www.eventbrite.co.uk/e/waltham-forest-wellbeing-walks-tickets-616387580847>

AVENGERS CRICKET CLUB

SUMMER CRICKET



**Connecting Communities Through Cricket
WalthamForest**



- Player criteria- welcome to all ability
- Tailored Coaching programs
- Group and 1-2-1 coaching sessions
- Strength and Conditioning
- Agility and Speed
- Dynamos cricket
- All-Stars cricket
- Women's cricket
- Special needs kid's cricket sessions
- Tapeball Cricket
- Tournaments

Starting from May till September

BOOK YOUR SESSION TODAY

Coaching provided by ACA Head Coach
Coach Adnan

**Visit our Website
ACA.London**

**Age Group
4-18 years**

**Venue: Leyton Cricket Ground
2 Crawley Road, E10 6RJ
Days: Friday (5:00 pm-7:00 pm)
Saturday (12:00 pm to 2:00 pm)**

Book now Email@avengers.london

**Contact
07791722263**

WWW.ACA.LONDON



SPONSORS





A great start for babies and young children

Everyone wants the best for their children, but it can be hard to know what to do as a parent in the early years. That's where HENRY comes in.

The HENRY programme is free to join and helps you give your child the best possible start in life.



"This programme changed my life."

www.henry.org.uk

About the programme

The programme is for parents or carers of children aged 0 to 5 years old. It is free to join.

Everyone wants the best for their children, but with so much conflicting advice it can be hard to know what to do for the best as a parent, especially in the early years.



The HENRY *Healthy Families: Right from the Start* programme is running locally. Join the thousands of families across the country who have benefited from the support and tips it provides for young families.

Research shows that the key ingredients to ensuring babies and young children have a healthy start in life are:

- Parenting confidence
- Physical activity for little ones
- What children and families eat
- Family lifestyle habits
- Enjoying life as a family

The programme covers these 5 themes across 8 weeks and provides everything you need to help get your little one off to a great start.

Weekly sessions

Each week helps you provide a healthy, happy, supportive environment for the whole family.

Week 1 – Decide what changes you want to make and set your own goals

Week 2 – How to juggle life with young children so you all get what you need

Week 3 – How to respond to children's needs without giving in to all their demands

Week 4 – Positive mealtime tips for a happy family – reducing mealtime stress for everyone

Week 5 – Ideas for active play to help children learn, develop and stay happy

Week 6 – Food groups, food labels, portion sizes for under 5s, first foods, and snack swaps

Week 7 – Understanding and managing your child's behaviour for a happier home

Week 8 – Celebrate your success as a parent and plan the future for your family

"I highly recommend it. It was brilliant."



Is the HENRY programme for me?

The HENRY programme can help everyone with a baby or young child. Every parent who joins learns something new and useful.



If you have at least one child under 5 years old and can answer 'yes' to any of the questions below then HENRY is for you:

- Would you like to feel more confident as a parent?
- Would you like some support to give your child a healthy start?
- Do you wish your child would eat more fruit and vegetables?
- Would you like to reduce mealtime stress?
- Would you like to enjoy being active together as a family more often?
- Are you interested in some ideas to get children away from the TV?

What is HENRY?

HENRY is a UK charity working to give babies and young children a healthy start in life.

What do other parents say about it?

- 97% of parents would recommend it
- 89% feel more confident as a parent

"I'm so glad I did this programme. Do it!"

"This was the best thing I could possibly have done to help me be a better mum"

What do I get on a HENRY programme?

Every parent joining a HENRY programme receives a HENRY toolkit which includes everything you'll need during the programme and helpful resources to use in your family.

The HENRY toolkit will help you give your child a great start in life, get the whole family involved, and keep track of how well you're doing.



The HENRY Parent Toolkit – free to everyone joining a HENRY programme

How can I join a programme?

HENRY programmes are running locally. Talk to your local Children's Centre or Family Hub, Early Intervention or Family Support Service to find out more, help you decide if you would enjoy it, or to join a programme.



For more information about HENRY go to:

- www.henry.org.uk
- @HENRYHealthy
- facebook.com/HENRY.HealthyFamilies
- 01865 302973



Charity number 1132581 | Company number 6952404

Healthy Families Group Programme

This programme provides everything you need to help your child get off to a great start

We cover the following themes across 8 weeks:

- Feeling more confident as a parent
- Physical activities for the little ones
- What children and the whole family eat
- Family lifestyle habits
- Enjoying life as a family

Creche provided

For under 5's



Free toolkit!



Scan to register your interest



Programmes starting mid May 2023:

- Mondays 1-3pm at Walthamstow Family Hub
- Tuesdays 10-11am Online

Contact us to find out more or scan the QR code.



020 8496 5223
wfsupport@henry.org.uk

Best Start in Life



HOUSING CONCERNS?

DO YOU NEED HOUSING ADVICE?

Housing possession proceedings

Eviction

Homelessness

Disrepair

Other housing related matters

Seek advice.

Understand your options.



CALL OUR ADVICE LINE 07591 013930

LINES ARE OPEN BETWEEN 10:00-12:00

TUESDAY, WEDNESDAY & THURSDAY ONLY



What Our Patients are Saying About Us

Thank you to everyone at The Firs for working relentlessly to provide our patients with a great experience – and to all the patients who have taken the

time out to leave us a review.

Read a few of our newest reviews from Google and NHS Choices below!

★★★★★ a month ago

Ever since the management change this practice has become excellent. I can submit appointments online using Klinik, and requests will be triaged and I'll usually get an appointment or phone call from a doctor or receptionist the same day. I recently had a telephone appointment with dr Ahmad, who was really attentive, and a great listener, could answer all my questions, and I didn't feel rushed which used to happen often with GPs. Felt like the level of service I get from my hospital specialists at guys and st Thomas who are also really good.

Previously we'd have to call up at 8.30am for an appointment and you'd be in a queue, and when you get through appointments would be gone. I lost hope in NHS GP surgeries accepting that if I want a better service the only option is to go private. But happy to see that they've proved me wrong 😊

★★★★★ 4 days ago **NEW**

Got an emergency appointment within the day. Have never been here before. Registered, requested an emergency appointment via Klinik which has been easy. The website is also kinda easy to navigate through. The doctor was nice and friendly.

★★★★★ a week ago **NEW**

I moved over to the Firs a couple of months back due to moving flats in the area and I'm honestly so pleased. The reception staff are so helpful, doctors I've dealt with have been brilliant; so friendly, super quick to respond to the online requests and really thorough. Can't recommend enough!

★★★★★ 2 weeks ago **NEW**

I re-registered at this practice today - and was able to submit a appointment request immediately online. Not long after, a GP called me, and even referred me for treatment - words can't described how pleasantly shocked, relieved and happy I am about my experience now that the practice is under new management.

★★★★★ 2 weeks ago **NEW**

Friendly receptionist
Dr was very informative and answered all my questions

★★★★★ a month ago

First class help from receptionist and doctor when stranded out of area without medication.



Greatly improved Practice



Rated 4 stars out of 5

by - Posted on 04 April 2023

In the last month or so I have had prompt and very helpful responses to queries sent using their online - Klinik - service. I even got a telephone call on a Saturday when I had experienced difficulty with my repeat prescriptions.

The great improvement is because the Practice was taken over by new management. Long may that continue!

Visited April 2023

[Report as unsuitable](#)

360 degree improvement



Rated 5 stars out of 5

by Anonymous - Posted on 10 April 2023

I've been a patient of this practice since 2008. To say that the level of service and medical care was substandard before the management of the practice was taken over would have been an massive understatement. However, I can't believe the improvement since this practice has been taken under new management. It's literally day and night! The staff is so much more proactive, helpful and caring. Since the take over I've experienced great service from the medical staff as well as from the administrative staff. The receptionist has gone beyond and above to help me solve an urgent problem. she then helped me again on two other occasions. I had a great one to one discussion with the surgery pharmacist- which I didn't even know that had before the take over- perhaps they didn't. All in all I can't believe the improvement at this GP practice. For the 1st time I feel that I can actually trust them with my health.

Let's work hand-in-hand
to bring you the best!

Join the
**Patient Participation Group
(PPG)**

When you join the PPG, you collaborate with us to share ideas and feedback, so that we can improve our services.

To join, email us at
nelondonicb.thefirppg@nhs.net

Meetings held In-Person at

The Firs Medical Centre
26 Stephenson Road, E17 7JT

or Online





Contact us online

Get help from your practice with our new
online consultation service



KLINIK
ACCESS