



Service Updates

Practice Updates

Team Updates

Nursing Team

The practice recently welcomed two trainee nurses - Gina and Ana. Some of you may have encountered them in your appointments. They each spent two weeks shadowing our in-house nursing team and gained valuable experience as to what it's like working in a primary care setting. We wish them all the best with their future studies.

FY2

In August we say goodbye to Dr Nia Chittenden who completes her FY2 placement with us. We at The Firs, and I'm sure the patients you cared for, will join us in thanking you for the commitment and support you have shown during your time with us. Leeds is about to have some very lucky patients! We wish you well.

The Practice Team

The Firs is lucky enough to have some very talented and dedicated clinical and non-clinical team members. If a member of the team has helped you in any way -calmed your fears about needles in a phlebotomy appointment, arranged your urgent medication request, listened to your concerns and referred you for specialist intervention, signposted you to non-clinical community-based services- let them know by leaving a Google review.

Working in healthcare can be tough -but it's the little things that keep the team motivated and helps them show up to work every day. Please show them your support and appreciation with a Google review for The Firs Medical Centre

Service Updates

Team Updates



New Salaried GP

" Thanks for the warm welcome to The Firs. I am a GP with interest in sexual health and women's health. I also work in community gynaecology. Outside of work I enjoy travel, cycling and swimming. "

- Dr Denmark, GP

Dr Mitchell Denmark

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Service Updates

Google Reviews

Scan Code to leave us a review



Service Updates

Long Term Future for the Firs

Working Together

We've continued strengthening our relationships with Waltham Forest Council, local hospitals, community services and the voluntary sector. These partnerships help us provide more coordinated care and address local health needs effectively.

Responding to Your Feedback

Your input through our Patient Participation Group (PPG) and feedback forms has helped us make practical improvements:

- Adjusted our telephone system to reduce call waiting times
- Streamlined our prescription process
- Improved signage and access around the practice

Looking Forward

In our second year, we will focus on:

- Further improving appointment availability
- Enhancing services for patients with long-term conditions
- Continuing to work with our community on health promotion

Service Updates

Long Term Future for the Firs

Improving care together

At our practice, we're always working to provide the best possible care for our patients.

Over the past year, we've made great progress in supporting those with long term conditions like diabetes, asthma and high blood pressure.

Through regular health checks, personalised care plans and continued support from our dedicated team, more patients than ever are staying well and managing their conditions effectively.

We're proud of the care we provide and grateful to all our patients for staying engaged with their health.

For this new year, we'll contact you to schedule your check. We will send a sms and email when you are due for your checks which will include a booking link.

Together we're building a healthier community.

New Service: Coil Fitting Now Available at Addison Road Medical Practice

Addison Road Medical Practice is pleased to offer coil (IUD) fitting services as part of our commitment to comprehensive women's health care. This new addition provides patients with easy access to safe and professional contraceptive care close to home.

Service Updates

CQC Inspection Success - Rated "Good"

We are pleased to share that The Firs underwent a Care Quality Commission (CQC) inspection in July 2024 and achieved a rating of "Good" overall.

The inspectors particularly commended our patient-centered approach, staff training, and the improvements made to practice systems. This positive outcome reflects the dedication of our entire team and the constructive feedback from our patient community. The full inspection report is available on the CQC website and at reception.



Join our PPG Today to ensure you have a voice in how your GP Surgery helps you and your community!

GP Patient Survey

Accessing the practice

The Firs

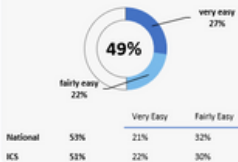


Accessing the practice

Good overall experience of contacting this GP practice



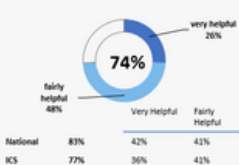
Easy to contact this GP practice on the phone



Easy to contact this GP practice using their website



Helpfulness of reception and administrative team at this practice



Knew what the next step would be after contacting this GP practice



Knew what the next step would be within two days of contacting this GP practice



Experience at last appointment

Experience at last appointment

The healthcare professional had all the information they needed about the patient



The healthcare professional was good at listening to the patient



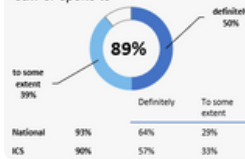
The healthcare professional was good at treating the patient with care and concern



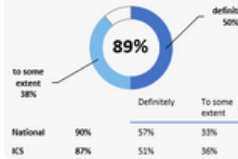
The patient was involved as much as they wanted to be in decisions about their care and treatment



The patient had confidence and trust in the healthcare professional they saw or spoke to



The patient's needs were met



ST JAMES STREET TUESDAY WALK

ST JAMES STREET TUESDAY WALK!

UP TO 60 MINS WALK, EASY PACE

NO NEED TO BOOK – JUST TURN UP HERE!



**MEET AT ST JAMES
STREET STATION
11AM EVERY
TUESDAY**



BENEFITS OF WALKING:

1. Burn Calories!
2. Strengthen the Heart: reduce your risk of coronary heart disease
3. Blood Sugar Control: Can help lower blood sugar levels.
4. Joint Health: Walking helps protect your joints, including knees and hips.
5. Mood Enhancement: It can help reduce anxiety, depression, and negative mood.



For more information,
contact:
roisin.reilly3@nhs.net

Waltham Forest Diabetes UK Peer Group



WALTHAM FOREST DIABETES UK PEER GROUP



WHO?

**FOR ANY ADULT IN WALTHAM FOREST WITH A
DIAGNOSIS OF TYPE 2 DIABETES OR PRE
DIABETES. FAMILY AND CARERS WELCOME.**



WHEN?

**WE MEET MONTHLY, EVERY 'SECOND' TUESDAY
OF THE MONTH. 6.00PM-7.30PM**



WHERE?

**THE FIRS MEDICAL CENTRE
26 STEPHENSON ROAD
WALTHAMSTOW
E17 7JT**



Get inspiration from others plus speakers from health and community partners. Find out what is in your local area.

A different topic each month, including nutrition, exercise, and emotional well-being.

Tell us what else you want to explore, meet others on a similar journey, and leave with practical tips for living your best life with diabetes.

NO NEED TO BOOK
LIMITED (FREE) PARKING SPACES

STAY IN TOUCH AND GET UPDATES: WFDIABETES2UK@GMAIL.CO.UK
WWW.DIABETES.ORG.UK



DiABETES UK
KNOW DIABETES. FIGHT DIABETES.
SOUTH EAST COAST AND LONDON

Get the Most Out of the NHS App

Did you know you can use the NHS App to manage many aspects of your care?

With the app, you can:

- Request repeat prescriptions
- View test results
- Check the status of your referrals



Have you Downloaded the NHS App?

The NHS app allows you to securely access your GP health record, to see information like your allergies and your current and past medicines

If you need help setting up or using the NHS App, our reception team is happy to assist you.

Need help with the NHS App?



Contact the NHS App support team using the QR code below or by visiting: digital.nhs.uk/nhsapphelp



The team will be able to help you with all technical queries. It's normal to experience some technical difficulties with the NHS App if your GP surgery is changing clinical systems or merging with another practice. If you encounter any technical issues after these changes are complete, please contact the NHS App Team. You can also find more help and information, here: www.nhs.uk/nhs-app



Download the free NHS App

**SECURE
MESSAGING**

Read messages about your care in your NHS App



Get the Most Out of the NHS App

Getting started

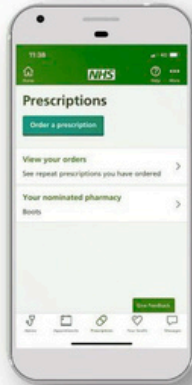
You can easily choose where your prescriptions are sent and order at a time that suits you with the NHS App.

First, you will need to download and register on the app. Ask a member of your GP surgery's team for the 'Getting started with the NHS App' leaflet or visit: nhs.uk/helpmeapp

Ordering repeat prescriptions

Once you have logged into the app:

1. Select the **'Prescriptions'** icon in the bar at the bottom of the screen.
2. Choose which pharmacy your prescriptions will be sent to. This is called your 'nominated pharmacy'. Look at the 'Choosing your pharmacy' section of this guide to choose or change your pharmacy.
3. Select the green **'Order a prescription'** button at the top of the prescriptions page.



You can also access these services at www.nhs.uk/app on your desktop or laptop

4. The next page asks: 'What type of prescription do you want to order?' You can only order repeat prescription items on the NHS App. So, if you have one, choose **'A repeat prescription'** and select **'Continue'**.
5. Check the prescription is going to the right pharmacy. If not, look at the 'Choosing your pharmacy' section of this guide. If the pharmacy is the right one, select **'Continue'**.
6. The next screen shows the medicines available for you to request. Choose the medicines you need and select **'Continue'**.
7. Check your order and nominated pharmacy are correct. Then select **'Confirm and order prescriptions'**.
8. You are finished. Your request is sent to the GP surgery for approval and then sent to your nominated pharmacy for collection.

Choosing your pharmacy

The pharmacy you choose your prescriptions to be sent to is called your 'nominated pharmacy'. Here's how to change it:

1. Select the **'Prescriptions'** icon at the bottom of the screen.
2. Select the **'Your nominated pharmacy'** option.
3. Select the green **'Change your nominated pharmacy'** button.
4. Select **'High street pharmacies'**. It is not possible to nominate an online-only pharmacy in the NHS App.
5. Search using your postcode.
6. Select a pharmacy. Future prescriptions will be sent to this pharmacy.

Viewing your orders

1. Select the **'Prescriptions'** icon at the bottom of the screen.
2. Select **'View your orders'**.
3. Your old and current repeat prescription orders are shown in a list.



Help and support

If you have any problems using the NHS App, you can:

- go to 'Help' in the top right-hand corner of the app
- visit nhs.uk/helpmeapp



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Patient Participation Group (PPG)

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.thefirspg@nhs.net

Meetings held **In-Person** at

The Firs Medical Centre
26 Stephenson Road, E17 7JT
or **Online**



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

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

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



COMMUNITY LIVING ROOM

OPEN EVERY MONDAY & THURSDAY 12-5PM

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11 PRIORY COURT E17 5NB

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GROUP ACTIVITIES
QUIET AREA 🎵

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AND SNACKS!

FREE TO
ATTEND!



NO BOOKING NEEDED!

EMAIL
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FOR MORE INFORMATION



