



## Try the NHS App



If you're a patient here at The Shrubberies, you can use the NHS App to access a range of NHS services on your smartphone or tablet. It doesn't replace existing services.

You can still contact us in the usual ways. But, once you have verified your identity in the app, you will have easy, 24/7 access to a growing range of health services and information.

The NHS App will give you easy and secure access on your smartphone.

If you have any problems using the NHS App, you can select 'help' in the top right-hand corner of the app or visit [nhs.uk/helpmeapp](https://nhs.uk/helpmeapp)

### Appointments:

- book and cancel appointments
- check your referrals and hospital appointments
- manage vaccinations

### Advice and information:

- search symptoms, conditions, and treatments
- get health advice through 111 online
- find NHS services near you
- check your NHS number

### Manage your health:

- access your GP health record securely
- register your organ donation decision
- take part in health research

### Prescriptions:

- nominate a pharmacy and order repeat prescriptions

### Send and receive messages:

- send an online form about your symptoms, conditions, or treatment directly to the surgery
- receive messages and notifications
- view messages from your GP surgery and get notifications through your phone or tablet

### Help someone else:

- link profiles. You can apply to access the health records, appointments and prescriptions of people you care for (including children) – or get help from someone you trust

# See your GP health record in the NHS App





## Not being able to raise your arm could be a sign of a stroke

Face or arm or speech, at the first sign, it's time to call 999



**Act FAST** Help us help you



## Slurring when you speak could be a sign of a stroke

Face or arm or speech, at the first sign, it's time to call 999



**Act FAST** Help us help you



## Struggling to smile could be a sign of a stroke

Face or arm or speech, at the first sign, it's time to call 999



**Act FAST** Help us help you

**Act FAST** - Even if it doesn't seem like it, any sign of stroke is always an emergency, so call 999 immediately if you or someone else experiences a single symptom. The first signs of a stroke include:

- Face weakness – it might be hard to smile, and one side of your face may droop (fall)
- Arm weakness – you may not be able to fully lift both arms and keep them there because of weakness or numbness in one arm
- Speech problems – you may slur your words or sound confused

Other symptoms that could be the first sign you or someone else is having a stroke include:

- Sudden weakness or numbness on one side of your body (including in your leg)
- Sudden loss of vision or blurred vision in one or both eyes
- Sudden difficulty speaking or thinking of words
- Sudden memory loss or confusion
- Sudden severe headache
- Sudden dizziness, unsteadiness or a sudden fall, especially with any of the other signs

Any sign of a stroke is always an emergency – at the first sign, **call 999.**



## Empower a child. Foster for Redbridge

We are always looking for amazing foster carers and with our increased allowances and specialist fostering pathways, there has never been a better time to join our team of foster carers and provide a safe, stable and nurturing environment to a baby, child or young person that they can call home.

You could be the one to guide, listen to, teach, and enrich a child's life, empowering them to become confident and independent young people

If you have a place in your home and heart to foster a child, please call us on 020 8708 6068 or join us on our next virtual information session to find out more.

Visit <https://www.redbridge.gov.uk/fosteringnhs> to book a place.



## Feedback

We value constructive feedback that helps to drive improved services, so don't hesitate to share your thoughts.

If your feedback relates:-

1) **THE SHRUBBERIES MEDICAL CENTRE MON – FRI 8.00 – 18.30** please ask for a feedback form at reception or go to our website

[Feedback - The Shrubberies Medical Centre](#)

2) **HEALTHBRIDGE DIRECT EVENING & WEEKEND CLINICS**

Go to their website [Contact – HealthBridge Direct](#)

Or phone **020 3981 3500**



We have an active Patient Participation Group which meets regularly to discuss what has been happening in the practice. We want to understand how we can improve our service to you and how you feel about our surgery, staff and quality of care.

Your views are important and will be listened to. It may not be possible to act on every suggestion, but all feedback is extremely valuable.

We need people of all ages and backgrounds to join the team so that we can truly represent the diversity of our patients.

Interested?

Please contact **Michelle Greene**  
**07941 077350**

## Did not attend Appointment

In October, we booked **3342** appointments.

**132** patients did not attend (DNA)

Each missed GP appointment costs the NHS an average of **£30** per person (Source: [NHS](#)).

**If you are unable to keep your appointment, please make every effort to cancel it so that it may be offered to someone else.**

**To cancel your appointment:**

- phone us AT ANY TIME on 0208 530 4108 and select Option 1
- use your NHS account (through the NHS website or NHS App)



## Who's who!



I have completed graduation in physiotherapy from Uttar Pradesh, India (2013). I also pursued and earned a master's degree in musculoskeletal physiotherapy in 2015, further establishing my expertise in the management of musculoskeletal (MSK) conditions. My professional journey is marked by extensive experience in the management of patients with MSK issues. My commitment to improving patients' quality of life has been a driving force in my career. In February 2023, I moved to the United Kingdom, settling in London, a city I have grown to love.

I currently work as First contact physiotherapist in primary care and visit different GP surgeries in Woodford area. If you would like to know what to expect from a first contact physiotherapy consult please follow the link to know more (<https://vimeo.com/574370220>). I aspire to become an independent non-medical prescriber which would expand my skill set and benefit patients.

Outside of my professional life, I have a passion for badminton and enjoy playing this regularly, additionally I am a big fan of watching cricket, an avid food enthusiast and enjoy exploring new cuisines along with being a decent cook myself. If you are dealing with any musculoskeletal issues, please book an appointment with me and I will be happy to help.

Our very best wishes to you all for this festive season and a happy, healthy New Year.

### The surgery opening and closing times over the festive period are as follows:

Monday 23 Dec	08.00 – 18.30
Tuesday 24 Dec	08.00 – 18.30
Wednesday 25 Dec	Closed
Thursday 26 Dec	Closed
Friday 27 Dec	08.00 – 18.30
Saturday 28 Dec	Closed
Sunday 29 Dec	Closed
Monday 30 Dec	08.00 – 18.30
Tuesday 31 Dec	08.00 – 18.30
Wednesday 1 Jan	Closed
Thursday 2 Jan	Normal opening times

**When we are closed you can get help by dialling 111**



Request your prescription from your pharmacy by **WEDNESDAY 18 DEC** to ensure you don't run out over the holiday period.

