



Rydal Group Practice

Rydal Patient Participation Group Newsletter

Editorial

Greetings to all Rydal Patients and Staff,

My name is Rhonda Anderson and I am the Chair of the Rydal Patient Participation Group. I would firstly like to thank John Pattrick, our outgoing Chair, for his sterling service to the PPG, and to Rydal, and to patients of the Practice. John would also like to thank John Rowlands who ably assisted him in his role as Secretary. Both Johns remain members of RPPG.

I promise to do my very best for you as Chair, to forge positive links with Rydal, and thereby represent all patients of the Practice, and our aim is also to benefit all staff.

With sincere best wishes,

Rhonda Anderson

Contact the PPG:

We cannot deal with personal clinical matters which must be dealt with through the existing system, but please let us know if you have any comments.

Email us: RydalPPG@gmail.com or write to us via our Mailbox in Reception.

Report of RPPG meetings

Our first meeting of last year was in January, on Zoom. There had been some delay due to difficulty of meeting with Covid pressures on the surgery, and the election of a new Chair.

A special meeting was called by the Primary Care Network (PCN) to discuss the proposed Enhanced Access Service. The service has now been set up, and here are the details as published.

Enhanced Access Clinics – from 1 October 2022

Evening and weekend appointments are now available.

We wanted to let you know that evening and weekend appointments are now available for our patients, in addition to our normal opening hours of 8am to 6.30pm.

These evening and weekend appointments may take place by phone, video, or face-to-face depending on your clinical need.

These clinics will be held at Glebelands Practice (2 Glebelands Ave, London E18 2AB) on Saturdays and The Shrubberies Medical Centre (12 The Shrubberies, London E18 1BD) in the evenings – our practice is part of a small group of practices called the 'Wanstead & Woodford'

Primary Care Network. This group of practices works together in a number of ways to deliver services in your area.

You can make an appointment after GP core hours by calling 0204 506 8827 on Monday-Friday between 6.30pm-8pm and Saturdays between 8.30am-5pm

An in person RPPG meeting was held in November at Rydal after hours. This was the first face to face meeting since Covid.

The front entrance steps have been painted with yellow lines to assist disabled access.

We thank the staff who attended and generously gave their time to RPPG and the issues we raised.

Health and Well Being Article

My socks say 'Be Kind to Yourself'

Surprisingly, I do have a pair of socks that say exactly that, a January birthday present from my daughter. My 'be kind to yourself' campaign started at the beginning of the year with a resolution to do more things I enjoy. I call it a campaign because it has to be worked at and planned. A conscious effort has to be made to find the time to read, watch a film, listen to music, go for a walk, make a phone call, invite a friend to visit, or go on an outing. Anything you want to do needs a slot.

This could be seen as selfish, but it can work the other way and make yourself a better person. If you feel better, happier, more fulfilled, you will influence others in a positive way. Like dropping a stone into a lake, the ripples fan out to touch the lives of others. Helping others is good for us. Even a very small thing, like smiling and speaking to someone very briefly, can be helpful to them. We have all missed this personal contact during the pandemic. However, a phone call to a friend you cannot visit, even if it is the next door neighbour, can lift their spirits and make them feel happier and cared for. Little inexpensive gifts of flowers from your garden, chocolate, homemade biscuits or cake, or a little note, are all mood lifters, not only for them, but also for you.

Have you developed FOGO? What is that, you ask? It is Fear Of Going Out, my invention, after FOMO, which is Fear Of Missing Out. FOGO has developed in people who never had it before, as we can be anxious about mixing, even at this stage of the pandemic. Many people have lost confidence in the things they used to do all the time. I was certainly one who abandoned tube travel. It was very restricting as I used to be in London via the tube several times a week. However, I did manage to do a lot of things at home, (no, not de-cluttering!), but lots of interesting lectures, meetings and talks on Zoom.

Getting outdoors is uplifting for mood and I hope you will be able to admire the beautiful spring flowers such as daffodils, crocuses and blossom when they appear this year. In fact some are coming up early. The longer days and less wintry weather will be an encouragement to walk more, and even if you can only manage a short distance, a little exercise is better than no exercise.

'Forest bathing is a mindfulness practice that involves immersing yourself in a forest setting and being totally focused on what you see, hear, smell, taste and feel,' says Gardeners' World regular, Frances Tophill in a Radio Times

article. This can be done, using all your senses, even if you don't have a forest to go to. Some congenial outdoor place that pleases you is good enough, be it your own garden or some other place nearby, that you like. I have derived much pleasure from seeing the snowdrops at my front gate, and the pink camelias in my next door neighbour's garden. When you get used to looking, you can find pleasure in small things on your doorstep.

I have covered a number of issues which I hope you will find relevant, but above all I hope you will remember, if there is only one thing you can do, make it kindness. Start with being kind to yourself, and then to others, and you will feel happier, and so will they.

With kind thoughts,

Rhonda Anderson

Self Help information

The Expert Patient Programme (EPP)

Anyone living with a long term condition (LTC) and their carers are eligible for a free self-management course. This takes place over 6 weekly sessions on Zoom. You do not need a doctor to refer you, you can self-refer, and spread the word to your friends.

<https://www.nelft.nhs.uk/epp/>

Various NHS Apps and other free Apps are available on Mindfulness, Relaxation and so on.

There are many healthy initiatives and it is worth looking up what your Council offers along the lines of **Park Run, together with Park Walk**. The same 5k route which you choose to run or walk.

Local churches offer **Bereavement** support and local authorities offer Bereavement Cafes. Check London Borough of Redbridge or Waltham Forest websites, according to where you live.

The NHS supports **Weight Control** through Slimming World.

'The group support provided by Slimming World is recognized as effective by the National Institute for Health and Care Excellence (NICE) and the NHS.'
12th Oct 2020

Smoking cessation, and Addiction services can be accessed through Pharmacies and GP surgeries.

Cancer charities such as, Macmillan, Marie Curie, Breast Cancer Now, can be accessed online.

Important resources can be found on the internet, but please be sure you are accessing a reliable site. NHS sites and well known cancer charities have correct, helpful and supportive information for patients, families and carers. We cannot list them all here.

Miracle cures and things that sound too good to be true, should be avoided, together with sites asking for money.

Self-help groups for various conditions such as, Diabetes UK, Royal Osteoporosis Society, Eczema UK, etc, can be found on the internet. Many

groups have helplines that can be phoned. Or they have online question areas and forums.

Libraries provide some information.

Rydal has its own website: rydalgp.co.uk

Health and Wellbeing area at Rydal

Not all patients now visit the surgery, but if you do, please look at the front reception area where RPPG have set up a Health and Wellbeing hub of information for patients to access and take away information for their own use.

Any comments on the helpfulness or otherwise of this area, would be gratefully received by RPPG so we can make improvements, for the benefit of patients and staff.

Out of hours pharmacy Churchfields

<https://www.nhs.uk/services/pharmacy/churchfields-pharmacy/FJ842>

If you regularly have **repeat prescriptions**, you can pay a fee in advance and this may be more economical.

<https://services.nhsbsa.nhs.uk/buy-prescription-prepayment-certificate/start>

Rydal is part of Healthbridge, a group of GP Practices.

<https://www.healthbridgedirect.co.uk/>

HealthBridge Direct is a group of GP practices in Redbridge who have joined together to help one another provide the best possible care for our patients.

HealthBridge Direct's primary business activity is the delivery of highest quality, bespoke healthcare In and Out of Hours appointments and to operate a local walk in the centre of Redbridge.

We provide a wide range of Primary Medical Services under both NHS and independent arrangement, all of which apply evidence-based medical standards as established by the National Institute for Health and Clinical Excellence.

Our goal is to provide high quality, effective treatment and advice in safe surroundings and to make the patients visit to us as comfortable and productive as possible.

Social prescribing enables GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services to support their health and wellbeing.

How do I access this? Follow this link.

<https://www.england.nhs.uk/personalisedcare/social-prescribing/>

We wish you a very healthy and happy new year 2023, and we hope you may like to contact us, or even join us on RPPG.

Rhonda Anderson

Chair of RPPG on behalf of all members



Remember we represent you at our RPPG meetings with Rydal.