



**getU better is a digital self-management platform for all common musculoskeletal conditions.**

**The Challenge**

Injuries such as back, neck and knee pain have a massive impact on patients' lives, the health service and the workplace. They account for up to 30% of all GP appointments and half of all days off work. They cost the NHS £5bn every year but over 20% of this is over treatment. Therefore, there is an absolute need to provide digital solutions to enable the self-management of new, reoccurring and long-term musculoskeletal conditions.

**The Solution**

The getUBetter app is an easy, safe and effective way to help you self-manage your musculoskeletal pain at home, work and on the move.

The app provides support by guiding you day-by-day through a sequence of exercises and tips to aid recovery from a range of new or recurrent musculoskeletal conditions and injuries, including:

- Low back pain
- Back and leg pain
- Neck pain
- Shoulder pain
- Knee pain
- Hip pain
- Ankle pain
- Soft Tissue lower limb injury



It is designed to help you recover, understand when and where to seek help and prevent further injuries.

You will be referred to the App by one of our GPs or First Contact Physios

**What is Social Prescribing on the NHS and how can it help?**

Social prescribing aims to promote people's health by linking them to activities and groups in their community that can meet their non-medical needs. By increasing people's active involvement with their local communities and finding the right support, they can feel more empowered to take control of their lives.

Many GPs report they spend significant time dealing with the consequences of poor housing, debt, stress, loneliness, and physical inactivity. Traditional health interventions are not the most appropriate or effective response for supporting people in these circumstances. Social prescribing presents the NHS and local authorities with an opportunity to help people make use of existing community services, resources and facilities which can help them manage or overcome these social factors.

Substance misuse	Financial support
Low level mental health/anxiety	Relationship issues
Carers support	Exploitation support
Dementia support	Employment support
Stop smoking support	Low self esteem
Isolation	Parenting support
Housing issues	Legal advice
Homelessness	Learning and skills development
Bereavement	Healthy lifestyle support
Weight management	Domestic violence
Pre-diabetic programme	Personal development
Diabetes support	

**If you would like to book a telephone appointment with our Social prescriber, please ring reception**



## Are you pregnant?

We have made it easier to self-refer for pregnancy care at **Whipps Cross Hospital**. Simply fill in the online form and the team will get back to you within 5 working days. If you don't hear back within this time, you can call them on: 0208 539 5522 Ext 5055



 [www.bartshealth.nhs.uk/maternity](http://www.bartshealth.nhs.uk/maternity)

## Proud to announce...

...that we have been accredited as an Armed Forces veteran friendly GP practice. This means that as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment. If you are ex-forces, please let us know to help ensure you are getting the best possible care.



## NEW...On-line registration

If you have had a new baby or know someone who would like to join the Practice, scan the QR code which will take you to the GP registration site on the NHS website.



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**



## Who's who!



Hi! My name is Ruzalene, but everyone calls me Ruz.

I like working on reception because I enjoy helping you to get the care that you need. I am also a trained phlebotomist and run a clinic for our TLC patients and those who are over 75, once a week.

However, my main role here at The Shrubberies is as a GP Assistant. This involves issuing and chasing your GP referrals to consultants for further treatment and care or further guidance and advice.

Unofficially, I support my reception colleagues with ad-hoc systems and IT issues as I am known to be tech savvy! You may recognise me from the mobile phone shop at the bottom of George Lane where I also work on a part-time basis!

## And finally...plan ahead!



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

Thursday 21 Dec	08.00 – 18.30
Friday 22 Dec	08.00 – 18.30
Saturday 23 Dec	Closed
Sunday 24 Dec	Closed
Monday 25 Dec	Closed
Tuesday 26 Dec	Closed
Wednesday 27 Dec	08.00 – 18.30
Thursday 28 Dec	08.00 – 18.30
Friday 29 Dec	08.00 – 18.30
Saturday 30 Dec	Closed
Sunday 31 Dec	Closed
Monday 1 Jan	Closed
Tuesday 2 Jan	Normal opening times

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

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

