



Do something amazing...

Help save lives



**Do something amazing
Give blood**

Tens of thousands of people are doing something amazing by registering to join our growing community of blood donors - ready to save lives when the NHS needs them. Just 1 hour of your time can help save up to 3 lives.

It's easy!

- 1) Register for an online account - <https://my.blood.co.uk>
- 2) Download the **NHSGiveBlood app**

Your blood saves lives. Your blood donation is an amazing gift to people who need it in an emergency or for on-going medical treatment.

We need nearly **5,000 people to give blood every day** to meet the needs of hospitals and patients. We specifically need new black donors to provide blood donations for black patients with sickle cell disease. They need life-saving blood from black donors, which provides the closest match to their own.

Patient Participation Group

Join in with the discussion!

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 you know?

If you have a chronic condition including asthma, COPD and diabetes, you can book your annual review with our nurse. These reviews assist in helping you to best manage your condition.

If you receive a smear invitation, please take up this potentially lifesaving test. Our nurses Jo and Angelina are always happy to answer any questions or concerns that you may have.

Our Immunisation Programme	
8 weeks, 12 weeks, 16 weeks, 12 months and 3 year 4 months	Child Immunisations
2 & 3 year olds	Nasal Flu Vaccine
Over 50's (and for those with chronic conditions)	Flu Vaccine
Over 65's (and for those with certain chronic conditions)	Pneumonia vaccine (one off vaccine)
Between 70 & 80	Shingles vaccine

Who's who!

My name is Kim and I am a "care navigator" (Receptionist) at The Shrubberies Medical Centre. I worked for Marks & Spencer for over 40 years in a variety of job roles, then retired, but subsequently realised that I needed a purpose! I am passionate about "customer/patient" service and pledge to do my best for you and your health. There are so many avenues that you can explore and I recognise that my job, is to help you pursue the most effective, efficient route. I enjoy travelling, reading & Nordic Walking and my go to recipe is Spanish Chicken...do ask me if you'd like the details – it's very easy!





Top tips!

 econsult

Want advice from your doctor, self-help information or have an administrative request (such as a sick note or test results)?

eConsult

... is a clever bit of software that allows you to quickly and safely get help and advice from The Shrubberies Medical Centre online, for free. It is a form-based online consultation & triage platform that collects your medical or administrative request and sends it through to your GP practice to triage and decide on the right care for you. You can also use eConsult to request sick notes, GP letters, recent test results.

Go to www.theshrubberies.medicalcentre.co.uk

and click the Online Services tab.

You will get a response before the end of the next working day or sooner.

A couple of facts

Between 1 January and 31 January **89** patients did not attend (DNA)

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

Between 1 January and 31 January, we booked **2,586** appointments!

Need an on the day appointment?

If you need to see a GP and we are unable to give you an appointment, please ring

0203 649 4499

Loxford Polyclinic at 417 Ilford Lane, Ilford IG1 2SN, has on the day appointments, however they are for urgent conditions, not ongoing chronic problems and not for emergencies where you need to go to A&E.

Consultations at the Loxford Polyclinic are by appointment only. There is no walk-in service.

Enhanced Access

To book appointments at:

The Shrubberies Medical Centre

Mon - Fri 18:30 to 21:30 OR

Glebelands Practice

Saturday 09:00 to 17:00

Please ring 0204 506 8827

All appointments must be pre-booked.

Have you been referred for an X-ray?

Walk-in service is available:

Newham General Hospital (Monday – Friday 09:00 – 17:00) Tel: 0207 480 4601

Royal London Hospital (Monday – Friday 09:00 – 16:00) Tel: 0203 594 0101

Mile End Hospital (Monday – Friday 09:00 – 13:00 and 14:00 – 16:00) Tel: 0203 594 4809

St. Bartholomews Hospital (Monday – Friday 09:00 – 16:00) Tel: 0207 377 7000

By appointment only:

Whipps Cross Hospital (Monday – Friday 09:00 – 16:00)

To book your appointment, you can either email the completed request forms to

bartshealth.gpappointment@nhs.net or call to arrange an appointment on

Tel: 0207 767 3323 Option 4

For any other queries please call on Tel: 0207 767 3323 ext.5520

Lines are open Monday to Friday 09:00 – 17:00

Help us to help you...

Please ensure we have the most up to date information for you.

Have you changed address, got a new contact number or email address?

Have you nominated a next of kin?