

Service Updates

Christmas Party 2022

A Christmas Party was held for the staff of The Firs Medical Centre and Addison Road Medical Practice on the 18th of December 2022 – a resounding success!

The party was a light and fun event held at a local restaurant, for the staff from both practices to celebrate the year, and take a moment to appreciate the hard work and dedication of the team. Both practices continued building kinship and sharing merriment during the festive season!



ICB Updates & Patient Engagement

We at The Firs have continually been in conversation with the ICB – updating them on the progress and changes since caretaking began.

We have had positive conversations, keeping them in the loop with all the new changes we're bringing in. The existing caretaking contract has been extended to December 2023.

We held a patient engagement session on the 25th of January, with the ICB in attendance alongside 110 patients from our community.

The patients had a chat with the leadership and management of the practice, and spoke with the commissioners about the forthcoming procurement process.

We also asked patients for their suggestions on how we can improve the management of The Firs, and ran a survey for the same. We will be closing the survey soon, and will share an update after.

DO YOU LIVE WITH DIABETES IN WALTHAM FOREST?

We want to hear from YOU!



DATE: Mon 20 Feb or Wed 22 Feb 2023

TIME: Mon: 6.00 pm - 7.30 pm / Wed: 12:30pm - 2:00 pm

WHERE: Zoom

Join a free online event hosted by Diabetes UK's South East Coast and London team and share your experience with diabetes.

You'll have the opportunity to meet other people with diabetes and shape Diabetes UK's plans to support people living with diabetes in your area.

Evening and afternoon sessions are available!

Register below:

Mon, 20 Feb @ 6:00 pm: <https://tinyurl.com/WF-200223>

Wed, 22 Feb @ 12:30 pm: <https://tinyurl.com/WF-220223>

www.diabetes.org.uk

The British Diabetic Association operating as Diabetes UK, a charity registered in England and Wales (no. 215199) and in Scotland (no. SC039136). © Diabetes UK 2022



DIABETES UK
KNOW DIABETES. FIGHT DIABETES.

WELL-BEING CAFE

Please come and join us every Monday from 11 am to 1.00 pm


Health





Matters

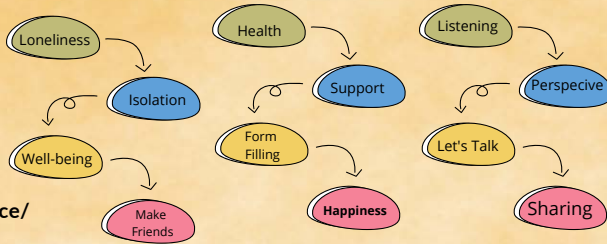
Tea, coffee with refreshments provided

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 <https://blossom.place/>



Venue:
Waltham Forest
Community Hub
18A Orford Rd,
London E17 9LN

Open to patients of: Dr Dhital's Practice ~ Waltham Forest Community and FHS Ltd ~ Addison Road Medical Practice ~ The Firs Medical Centre ~ Claremont Road Medical Centre

For further information please contact Sue on:- sue.kofi@nhs.net, or call: 07904 493833
or Shahid Mahmood on: shahidmahmood@blossom.place, or call 07786478961



Welcoming New Staff

We have recruited a new Nurse Associate, **Zelda Hales**, to help with phlebotomy clinic/diabetics/asthmatics, smears as well as NHS Health Checks.

We also have a new admin/receptionist who has joined us in December, **Klaudia Ratynska**.



G R E A T M E N T A L H E A L T H D A Y
2023

WELLBEING FAIR
WALTHAM FOREST

Celebrating community wellness and kindness

- Coffee and chat
- Wellbeing and happiness
- Help for your financial worries
- Support for families and carers
- Arts, crafts, zumba and music
- Refreshments and more

REGISTER HERE:

www.bit.ly/WFWellbeingFair23

SCAN ME:



WHEN

Friday 27 January, 2023
2:00pm – 7:00pm

WHERE

Waltham Forest Town Hall,
Forest Rd, London E17 4JF



Health and Wellbeing Event - January

We're happy to report that the Health and Wellbeing event held on 14th January 2023 was a huge success!

In collaboration with Diabetes UK and the Walthamstow PCN, the event was

held at the Waltham Forest Community Hub. Take a look at some of the photos from the event!

We have health and wellbeing walks planned, read on to learn more.



How Do I Request My Medication?

All prescriptions requests are accepted online, or through the pharmacy.

Prescription requests can be made through the following avenues:

1. You can write in to nelondonicb.thefirsprescriptions@nhs.net

2. Contact us through Klinik for any medication queries

3. Drop-in at your local Pharmacy

4. NHS App, or any patient access App you're using



HEALTH CHAMPIONS FREE WELLBEING WALKS

Getting active can be difficult, but we want to make it easier.

Join us for a short, friendly 30 minute walk in the park to help you get active and stay active at a pace that works for you.

Open to all ages, wheelchair & pram accessible. It is a great way to enjoy this green space and make new friends.



How can it help your health?

- Help your heart & lungs work better
- Lower your blood pressure
- Keep your weight down
- Lighten your mood
- Keep your joints, muscles and bones strong

Make your February more fantastic and fabulous.

Date: Starting from 1st February

Time: Meet at 10:50 am

Location: Thomas Gamule Park (Chelmsford Road Entrance) E17 8NP

Facilities: Free cuppa and toilet nearby

No booking required, just turn up on the day! If you have any questions or would like to have buddy support on the day contact:

Adnan Choudry

T: 07519 453813 | E: adnan.choudry@leytonorienttrust.org.uk



To find out more scan the QR code, go to bit.ly/CHCWF2022



**STAY CONNECTED
IN YOUR COMMUNITY**



You too can Volunteer at The Firs!

The Firs Medical Centre is accepting volunteers to help with the work load who are passionate about the NHS and want to be a part of supporting the practice.

Please write in to nelondonicb.thefirsppg@nhs.net or drop-in to speak with Ali at the reception.

Employee Spotlight – Alex Kyriakidis

Alex Kyriakidis is the Health and Wellbeing Coach at the Central Walthamstow PCN. A stellar review left by a patient, as follows, is a lovely reminder of the effort our staff is putting in everyday to improve their quality of care.

Alex has been doing some great work in the Health and Wellbeing space from a coaching perspective. Low acuity mental health needs embedded within the wider determinants of health (housing, financial woes, pandemic related low confidence and social anxiety) are one our biggest burden of disease locally and Alex does a lot of great work in this space.

The following review left by a patient highlights the ways Alex has gone above and beyond the core contract and traditional models of mental health care delivery, to leave a special impact on our patients.

My experience with Alexandra was life changing, that how I felt it, that she changed my life, in better!

At the beginning, I must admit I was quite sceptical about the all thing cause I wasn't sure how much I want to share or if I will feel connected with her to do so! So, my first sessions were in person and then, we continued to have them online! Alexandra was always attentive and not too pushy, ready to listen, I've never felt judged or uncomfortable! She is very professional, she s kind and listening and her voice tone and her all being is just right for the meditation sessions! Soon, I was looking forward to our sessions, which I ll miss them dearly!

She helped me to be more confident, to trust my instincts more, to meditate and probably love myself more! She is natural and knowledgeable, really easy to talk to, caring and helpful! It was an amazing and emotional journey and I'm very grateful that I could work with her!

Thank you Alex!!

What Our Patients are Saying About Us

Thank you to everyone at The Firs for working relentlessly to provide our patients with a great experience – and to all the patients who have taken the

time out to leave us a review.

Read a few of our newest reviews from Google and NHS Choices below!

★★★★★ 3 weeks ago **NEW**

I submitted a form for a consultation in the early morning, asking about a follow up consultation. Received a call asking if I was able to go to an appointment in less than an hour. I went and the Doctor was extremely helpful, understanding and really clear in explaining everything to me. Another amazing thing is that she asked me what pronouns I go by, thing that never happened to me before.
Couldn't recommend this GP more.

2 reviews

:

★★★★★ a month ago

Very impressed with The Firs since they have been under new management. Quick triage resulting in quick face-to-face appointments and skilled GPS.

4 reviews

:

★★★★★ 3 months ago

Very rapid and efficient response on Klinik. This is a considerable improvement over my experience on eConsult a few months ago.



Kind and responsive reception staff and clinicians



Rated 5 stars out of 5

by Anonymous - Posted on 31 January 2023

I have been at the firs for around 7 years and it has got better and better. The reception staff are lovely, you can get through on the phone, and the online booking system is quick and effective. Today I got a same day appointment for my poorly baby, and they always sort out timely appointments for me when needed. Really appreciate the hard work of the staff

Good service



Rated 4 stars out of 5

by Anonymous - Posted on 16 January 2023

The gentleman rang me to rearrange my phone appointment and also checked that my prescription had gone through. I was very grateful

Fantastic



Rated 5 stars out of 5

by Anonymous - Posted on 02 November 2022

Fantastic as always been with me, can't really say anything but thank for being there for me whenever I need you. Lots has happened lately with the practice but honestly I've never felt like I haven't received prompt attention



Contact us online

Get help from your practice with our new
online consultation service



KLINIK
ACCESS