



# WANSTEAD PLACE PPG

## Newsletter - Summer 2025

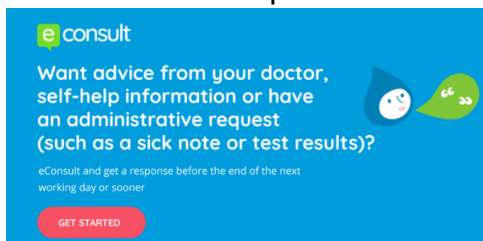


### Accessing Your GP Services

For many of us one of the main frustrations is accessing appointments at the surgery. This is a national issue due to a shortage of GPs. The practice is looking at ways as to how to improve the experience for both staff and patients.

The following points will hopefully be helpful in this endeavour.

- Monday mornings and any day after a holiday are peak demands for services. If at all possible please avoid these days.
- Once you have got through on the phone please listen carefully to all of the options given so that you get through to the right option for you.
- Do not hang up if there are no appointments for that day as you may find that you are able to find help in some other way.
- There are online bookable appointments for physiotherapy, the pharmacist for medication queries and for face to face and telephone consultations with the doctors.
- The e-consult option might not be available all day. The best time to try is early morning and once the slots are full you won't be able to access this service.
- The e-consult has a medical option and an administrative option. The latter deals with issues like sick notes or repeat prescriptions. The medical option should only be used for concerns which can be dealt with remotely and do not require an appointment.
- The surgery will be sending out fewer text message reminders to patients about their appointments due to escalating costs so we all need to keep track of these carefully.



[www.wansteadplacesurgery.webgp.com/](http://www.wansteadplacesurgery.webgp.com/)

### Other Services

In house **Phlebotomy**: for patients with access and mobility issues you may be able to book a blood testing appointment at the surgery.

**Clinical Pharmacist**: If your drugs have been changed as a result of a hospital consultation your named pharmacist will be informed by the hospital.

Pharmacists are able to give advice about many health issues and your prescribed drugs. There should be a periodic review of your medication.

**Pharmacy First**: community pharmacists are highly qualified and can treat various conditions. This scheme allows you to go to your pharmacy to be treated for UTIs, sinusitis, sore throat, earache, infected insect bites, impetigo and shingles. Please check this website for more information: [Pharmacy First: what you need to know – Department of Health and Social Care Media Centre](#)

Community Pharmacy **Contraception** services:

[Find a pharmacy that offers the contraceptive pill without a prescription - NHS](#)

**Wound care service**: wound care and dressing changes are now provided by special clinics in Ilford and Loxford 020 3981 3500 (Option 2) <https://northeastlondon.icb.nhs.uk/service/wound-care-service/>

**Social prescriber**. This is a service that you can access via the surgery. It acts as a signpost for other services that might be of use to you ie weight management service, smoking cessation, help for carers etc

**Minor Eye Condition Service**: for certain acute concerns regarding your eyes you can directly book an appointment with an optometrist rather than going to the surgery: [Minor Eye Conditions Service \(MECS\) covers minor eye problems](#)

[www.wansteadplacesurgery.co.uk/clinics](http://www.wansteadplacesurgery.co.uk/clinics)



## NHS App

Many of us use the NHS app regularly but it may seem difficult to use if you are not familiar with it. There is a great deal of useful information that you can access this way. Test results are put on the app and you can renew your prescriptions this way. If you need guidance with this please ask at the surgery. Please switch on Notifications to receive information from the surgery

[www.wansteadplacesurgery.co.uk/the-nhs-app](http://www.wansteadplacesurgery.co.uk/the-nhs-app)  
[www.nhs.uk/nhs-app/about-the-nhs-app/](http://www.nhs.uk/nhs-app/about-the-nhs-app/)

## Garden Makeover

Many of you will have read the article in the January issue of the Wanstead Directory regarding the space at the back of the surgery. This once unloved and neglected space has been transformed by Ingrid Haworth, one of the members of the Patient Participation Group.

Ingrid clearly has green fingers and the staff can now enjoy their breaks outside (weather permitting) in a lovely environment. Many thanks to you Ingrid.

[www.wansteadplacesurgery.co.uk/patient-participation-group](http://www.wansteadplacesurgery.co.uk/patient-participation-group)  
[www.wansteadvillagedirectory.com/2025/01/07/doctor-in-the-garden/](http://www.wansteadvillagedirectory.com/2025/01/07/doctor-in-the-garden/)

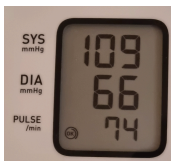
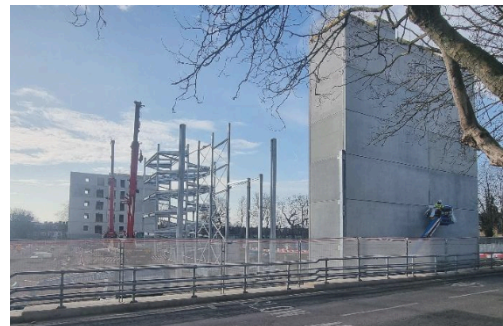


## Whipps Cross Hospital

A new multi storey car park is being built at the hospital so hopefully parking will improve in the near future.

Unfortunately building the new hospital has been delayed but hopefully spades will go into the ground in the early 2030's.

<https://futurewhipps.bartshealth.nhs.uk/>



## Blood Pressure Monitoring

The Chair of the Patient Practice Group has applied for a grant to buy blood pressure monitors for patients who cannot afford them. More **Information will be provided once we have more news about this issue.**

## At The Surgery

Once you have arrived at the surgery please sign in at the touch screen which is located at the right hand side of the Reception's window. Please press 'ok' at the end to complete the signing in process. You will need to enter a few of your basic details to register that you are there.

Once you have an appointment ideally you need to present with only one medical issue.. If your needs are more complex please let the receptionist know when you make the appointment.

The surgery started to send reminders or any other communication via email rather than text messages. Please let the receptionist know your up to date email address.

