



# WANSTEAD PLACE Newsletter Spring 2026



*Welcome to your very own Wanstead Place Surgery newsletter - keeping you updated with the latest news from your surgery!*

## Accessing The Surgery

There are no changes regarding how you can access the surgery from the last Newsletter. A great deal of information is available on the website and on your NHS app. To get the most from the app please ensure that the notifications are on.

There will be fewer text messages being sent from the surgery due to the rising costs but more information is likely to be sent to you via emails. If you have more than one issue to discuss with the GP please ask for a double appointment. A single appointment is meant to help to resolve only one issue due to the time constraints for the doctors.

### GOOGLE REVIEWS

You may have been sent a message to leave a 'Friends and Family' review but you can also leave a review about your doctor if you have a Google account. If you don't have a gmail account you can still sign up for one. If you want to give positive feedback or if you want to make some nice comments about the surgery if you wish to do so. Please do not reveal any personal information as this can be viewed by other users.

## Blood Pressure Monitors

Unfortunately funding for blood pressure monitors for patients who are unable to buy their own has been denied. If you are at all anxious about your blood pressure please ask your local pharmacist for help or see the GP or nurse. If you are aware of any funding opportunities that we might be able to use to obtain monitors please ask the receptionists to pass on your details to the Patients' group.

## Car Parking at Whipps Cross Hospital

The good news is that the multi-storey carpark at the hospital is now open! The downside to this is that only one floor of the carpark is designated for patients to use. Please allow plenty of time for parking if you need to drive to the hospital.

## Information Posters

There is usually quite a lot of information in the surgery regarding new issues or changes to existing ones/

Many of us now use the internet to look up possible causes for symptoms. Many of the sites use AI. The doctors would prefer you not to self-diagnose. If you really want to get information that is reliable, please use the NHS website for example:

<https://www.nhs.uk/symptoms/headache>.

This is also available on the NHS App under Services, browse NHS Health if you are still worried then please speak to a healthcare professional. Other options depending on the severity of your symptoms are the pharmacist, dialling 111 or if life threatening 999/A&E. AI is at the start of its journey in the health service and it is moving very quickly. The use of it by the NHS is very defined and in controlled spaces.



Do you regularly pay prescription charges?

If you need multiple prescription items or are prescribed certain HRT medicines, one of the two available Prescription Prepayment Certificates (PPCs) could save you money. Find out more at: [www.nhsbsa.nhs.uk/ppc](http://www.nhsbsa.nhs.uk/ppc)



Certain patient groups are entitled to free NHS prescriptions and certain items (e.g. contraceptives) are free-of-charge on the NHS. To check if you're eligible for free NHS prescriptions, visit: [www.nhsbsa.nhs.uk/healthcosts](http://www.nhsbsa.nhs.uk/healthcosts)



Less Is More: Antibiotics

Shorter Duration Of Some Antibiotics May Be Better For You

You may only be issued with 5 days worth of Antibiotics. This is because guidance based on research has showed that from day 6 some Antibiotics aren't having any effect. If at this point you are still suffering please talk to a Doctor or Pharmacist.

- Using antibiotics less often or for shorter courses has two benefits:
- Helps patients avoid potential side effects.
  - Reduces antibiotic resistance.



A fairly common condition where a five day course of antibiotics is prescribed would be a chest infection.

There may be times however, when your doctor will prescribe a longer course of antibiotics an example of this would be if you had cellulitis This may depend on the severity of your symptoms and the type of infection being treated.

### Garden Makeover Rest and Renewal

The surgery's backyard enjoyed a triumphant first year after being transformed into a delightful, outdoor garden area.

From crocus, daffodils and various other spring bulbs to salvia, lavender, anemones and geraniums into the later months, the garden became an area of surprising colour and interest. To protect the more delicate plants from the frost, they have been removed from the soil and relocated into pots on the veranda.

The succulents, red geraniums and others have been stirred but not shaken and await warmer weather before venturing out again.

The surgery garden will be on display during the Open Garden day in late May.

Inside the surgery the opposite is unfolding. While the garden rests, the building is waking up to a fresh new life.

The waiting room received a total revamp in April 2025 followed by the entire building. The renovation began in mid- October, however, with work possible only on weekends it is now nearly complete.

The walls have been painted a neutral colour and the red doors are being painted a Calming Meadow green which suitably describes its effect!

New lighting has been installed inside and out in an effort to create a safe, calm and welcoming environment for everyone.

Our sincere thanks go to Ingrid who is a very talented and skilled member of the Patient Participation Group.





## General News

In January after being with the surgery for 2 years Dr Bonner left the practice. This will no doubt be a disappointment for her patients. We are pleased however to welcome back Dr Hussain who was with the practice some time ago.

We would very much welcome new members to our PPG group. We meet approximately six times per year for one hour only per session. It would be very helpful to have members who have any connection to the NHS in any capacity or who have a background in fund raising so that we can have better access to new development and resources.

## AI Transcription Tool

The surgery has started using a new AI powered transcription tool which automatically transcribes the patient's consultation. What this means in practice is that as you speak to your GP all of the conversation is changed into text on the screen. Nothing is recorded in any other way. It should enhance patient-centered care by reducing the need for GPs to type during consultations. The doctor can also check exactly what was said during the consultation. There will be more information about this on the website in due course. This technology has been approved for use by the NHS.

## Mental Health Support

This is a reminder that the Redbridge Recovery Hub is open to individuals who may be experiencing mental distress. The Recovery Hub in partnership with NELFT offers free mental health support for individuals aged 18 and above. It provides a safe, inviting, and inclusive space where residents of Redbridge can simply turn up, no appointment necessary.

How to access the service:

We are open access (individuals can just turn up), or on an appointment basis following a referral made by a professional.

Support will include:

- Advice, information, referrals, and signposting
- Drop-ins
- Scheduled one-to-one support - virtual and/or face-to-face
- The opportunity to develop a safety plan to look after your mental health in the future
- Peer support
- Access to telephone interpreters

**Opening times:**

**Open 365 days a year**

**Weekdays: Monday - Friday at 5pm - 9pm**

**Weekends: 2pm - 6pm (virtual support only)**

**Contact us:**

**Email: [Redbridge.RecoveryHub@hestia.org](mailto:Redbridge.RecoveryHub@hestia.org)**

**Phone: 0203 031 6501**

**Find us:**

**Ilford Engagement Hub at Jubilee Gardens,  
Ilford Lane, IG1 2HX**