

---

# Winter 2024 Newsletter

---

## Elgin Clinic Patient Participation Group

Email: [elginclinicPPG@outlook.com](mailto:elginclinicPPG@outlook.com)

---

Welcome to the third issue of the Elgin Clinic PPG newsletter. The PPG meets every 3-4 months by Zoom, and we would love more people to come along. We also need someone to take minutes – possibly from a recording of the meeting. If you feel you could do this, please let us know.

### Next meeting: 9<sup>th</sup> February 1.30pm

You should receive an invitation via text or email – make sure the clinic has your most up-to-date details.

We are expecting one of the clinical pharmacists to be present at this meeting to answer questions.

If you would like to receive this newsletter by email in future, if you would like to get involved with the PPG, or if you just want to share your views with us, you can contact us on the email address above.

---

### Primary Care Network

It can be a surprise to find that some of our PCN services are provided in Kensington. For example, there is an extended hours service at St Charles Centre for Health and Wellbeing at weekends and in the evening, and additional GP appointments are on offer there as part of the winter service – you can be referred to these via 111 as well the GP practice. St Charles is easy to reach by bus: the 23 and 316 take you right to the entrance, and the 228 stop is just a 5 minute walk away.



### Elgin Clinic

[www.elginclinic.nhs.uk](http://www.elginclinic.nhs.uk)  
40 Elgin Avenue,  
London W9 3QT

**Tel: 020 7286 0747**

### Telephone times

It can be tricky remembering when to phone to book an appointment or for results. Here's a quick reminder of the time slots:

8am-10am for urgent same day appointment

After 11am for prescription queries

12-1pm for test results

Don't forget you can also call 111, or consult your local pharmacist.

## GP Patient Survey.

Invitations to take part in this survey were sent out by post to a random selection of people. The survey is sent by Ipsos on behalf of NHS England. It is important that you respond if you received an invitation: the answers help the NHS to improve local health services for people like you and your family. You can take part online, on paper or by calling a telephone helpline. You won't be asked to provide any identifiable information in the survey, such as your name, address, or bank details. No-one will approach you at home or by telephone to ask you to take part in the survey, and answering any of the questions is completely voluntary. The results will be published in July 2024.

## Immunisations

Childhood vaccines are very safe and effective: vaccines are only licensed for children after long and careful development and testing. They involve some discomfort, but this is minimal compared to the pain and trauma of the diseases these vaccines prevent.

Immunisation protects others you care about too. Some babies are too young to be vaccinated and others may not be able to receive certain vaccinations due to severe allergies or weakened immune systems. If you and your children are fully immunized, this not only protects your family, but also helps prevent the spread of these diseases to your friends and loved ones.

Did you know it's estimated the human body contains enough white blood cells to cope with thousands of vaccines at any one time? Parents sometimes worry that a child's immune system won't cope with several vaccines at once. In fact, even a tiny baby's immune system can cope easily. Starting from birth, babies come into contact with millions of germs every day. If a child was given 11 vaccines at once, it would only use about a thousandth of their immune system!

## How cervical screening helps prevent cancer

Cervical screening checks the health of your cervix and helps find any abnormal changes before they can turn into cancer. It's not a test for cancer, it's a test to help prevent cancer. A sample of cells from your cervix are checked for certain types of human papillomavirus (HPV). If high risk types of HPV are found during screening, the sample of cells is also checked for abnormal cell changes. If any are found, they can be treated so they do not get a chance to turn into cervical cancer.

You'll be sent an invitation letter in the post telling you how to book. Most cervical screening is done in a GP surgery by a female nurse or doctor. Don't let anxiety stop you from attending your smear test. It may seem awkward to you, but the person performing the test is a professional who deals with these things every day. Talk to your nurse or doctor about any concerns you might have - they are there to make you feel comfortable.

It's your choice if you want to go for cervical screening. But cervical screening is one of the best ways to protect you from cervical cancer.

## Seasonal jabs

If you are eligible for Covid or Flu vaccination you will receive an invitation. Don't forget to take it up!



## Post-discharge Support

Age UK Westminster now offers a free post-discharge support service for Westminster residents aged 55+. This includes services such as light shopping and assistance with prescriptions. If you would like to find out more about this please contact: [enquiries@ageukwestminster.org.uk](mailto:enquiries@ageukwestminster.org.uk) 020 3004 5610

## Transport for London New app-based Dial-a-Ride booking system

Dial-a-Ride is a free service that supports older and disabled Londoners in getting where they need to be. The new app-based Dial-a-Ride booking system allows members to book journeys and manage their bookings. Further details about making bookings with Dial-a-Ride can be found at [tfl.gov.uk/modes/dial-a-ride/bookings](https://tfl.gov.uk/modes/dial-a-ride/bookings).

In addition, the service now operates until midnight on all nights of the week.

If you would like to know more, contact the Dial-a-Ride team on 0343 222 7777

