

Have you heard about the NHS App

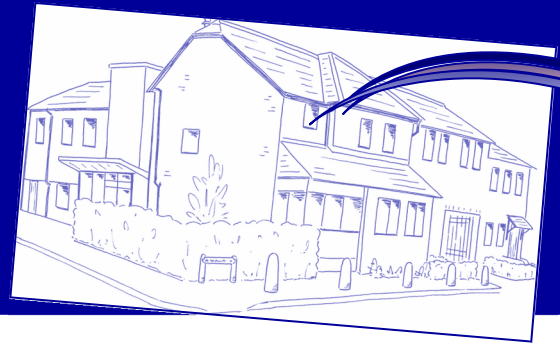
The NHS App gives you access to certain NHS services online. You can log into an NHS account using the NHS App or the NHS website.

Some people may not have a device they can use to download the NHS App, or do not want to download it and while we still recommend downloading it for the best user experience, logging into the NHS website is a quick and easy way to access the NHS App.

You can download and register for the NHS App on a mobile device as detailed below.

1. Open the App Store or Play Store.
2. Search for 'NHS App' and select install.
3. After installing, select the app to open it.
4. Enter your email address and select 'Continue'.
5. Select 'Continue' to set up a new NHS login.
6. To create an account you will need to know your NHS number or name, date of birth and postcode. Select 'Continue' if you know this information.
7. Create a password and select 'Continue'.
8. A code will be sent to your email address to confirm who you are.
9. Enter your mobile number. You will be sent a security number via text to confirm your mobile number.
10. You are then asked to agree to the NHS terms of use, privacy policy and cookie policy (the cookie policy is optional).

Do more with the NHS App by verifying your identity. You can use photo ID or your registration details for your GP surgery's online services. For more information visit help.login.nhs.uk/provewhoyouare You can also access these services at www.nhs.uk/app on your desktop or laptop.



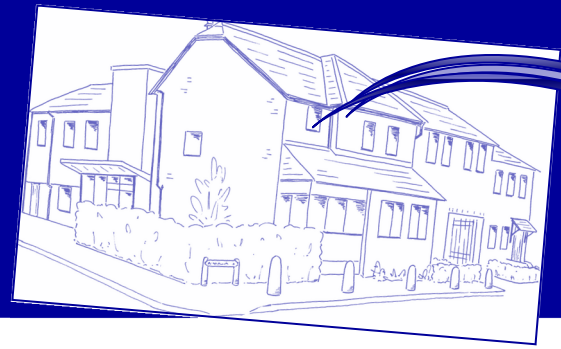
What you can do

- **View your record**
access your GP medical record securely
- **Order repeat prescriptions**
see your available medicines and place an order
- **Check your symptoms**
find trusted NHS information on hundreds of conditions and treatments and get instant advice
- **Register your organ donation decision**
choose to donate some or all of your organs and check your registered decision
- **Get an NHS COVID Pass**
demonstrate your COVID 19 status
- **Find out how the NHS uses your data**
choose if data from your health records can be shared for research and planning

You may need to speak to your GP surgery about accessing some of these services.

Your NHS, your way
Download the NHS App 😊





Prescription pre-payments

More than one million people in England missed out on savings of around £40 in the 12 months leading up to this April because they didn't buy a prescription 'season ticket'. Here's what you need to know and how you can cut your medical costs.

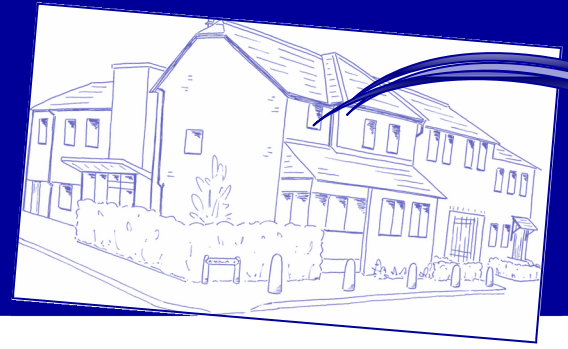
1,064,992 people paid for at least 12 prescriptions in the 2021/2022 financial year, with around 16 items purchased on average. Yet by paying £9.35 for each prescription - the cost both at the time and now - for an average of 16 prescriptions, rather than a single payment of £108.10 for unlimited prescriptions using a 12-month season ticket, you end up overpaying by roughly £40 a year.

Here's how a prescription season ticket works - and how much you can save

Prescription and PPC prices tend to rise each April. However, for the 2021/22 and 2022/23 financial years prices have been frozen at £9.35 a prescription, £108.10 for an annual season ticket (though you can pay for it by direct debit in 10 Instalments of £10.81 each), and £30.25 for a three-month certificate (you can't pay for this one in instalments).

This means a 12-month prescription can save you at least £4.10 a year if you buy at least 12 prescriptions. Alternatively, a three-month season ticket can save you at least £7.15 if you buy four or more prescriptions. However, the more prescriptions you need, the more you can save with a season ticket. Those paying for 16 prescriptions can save £41.50 with a 12-month season ticket, for example.

If you need multiple prescriptions and you don't already have a PPC it's worth getting one now, as we don't yet know if prescription and season ticket prices will rise for the 2023/24 financial year - though check first if you can get prescriptions for free as we outline next.



Before buying a prescription season ticket, check first if you even need to pay for one

Before buying a prescription season ticket, always check first if you qualify for an exemption and can avoid paying for a prescription entirely. The NHS has an online ['Do I get free prescriptions?'](#) tool where you can check your eligibility.

More people qualify than you think – not just those on a low income and in receipt of certain benefits. People aged under 16, 16 to 18, and 60 and over are also entitled to free prescriptions, as are those who are pregnant and those who have had a baby in the past 12 months, plus more.

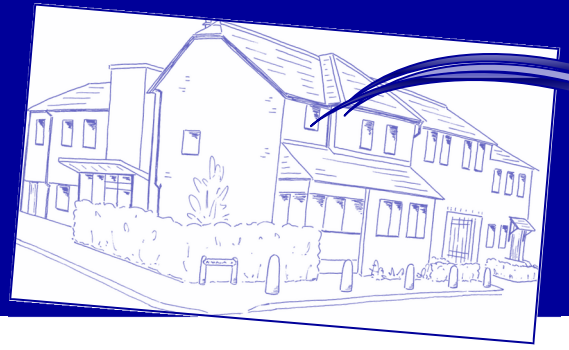
If it's right for you, here's how to buy a prescription season ticket

You can [buy a season ticket](#) online, over the phone on 0300 330 1341, or at many pharmacies. It can be paid for by card or by direct debit. And if you've paid for prescriptions while waiting for your season ticket to arrive, you can use an NHS FP57 refund form (ask the pharmacy or dispensary which dispenses your prescription for one) to get your money back.

Checking your prescriptions and disposal of medicines:

To reduce medicine waste, **PLEASE CHECK YOUR PRESCRIPTION IS CORRECT BEFORE YOU LEAVE THE PHARMACY.** Medication returned before you leave the pharmacy can be given to another patient. If medicines are taken home they have to be destroyed.

We also ask you to return expired or unused medications and inhalers to the pharmacy rather than throwing them in household waste or recycling. This allows them to be safely disposed of to reduce the impacts they have on our environment.



Bereavement Support



Looking for support after the loss of someone close?

Your practice is here to support you



Approach your GP practice team

Be open about how you are feeling

Come and see us again if you need us



Cruse Bereavement Support

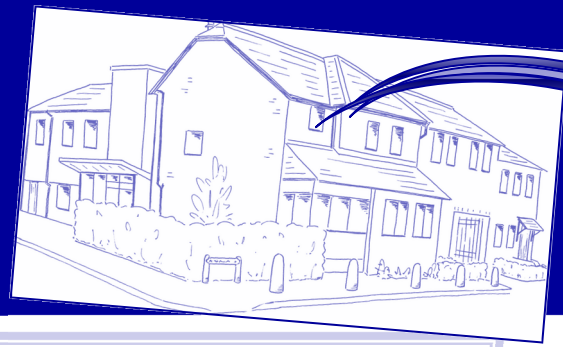
Local services can be found on their website
cruse.org.uk
0808 808 1677

Find Help:

Bereavement support & services information
www.southwestlondonics.org.uk/our-work/end-of-life-care/bereavement-support/



Bereavement support & services information



DNA's

Did you know we had 122 patients not attend a booked appointment last month which equates to 20 hours of lost GP / nurse appointments which could have been used by someone else. Please remember to **CANCEL** your appointment if you are unable to attend.

PPG Patient Participation Group

Are you aware that the practice has a group of patients who contribute some of their time to the development of the practice and the services we offer. If you would like to join the group and be involved in the ongoing development and Improvement of the practice then please visit our website to fill out a form.

Recording of patients calls

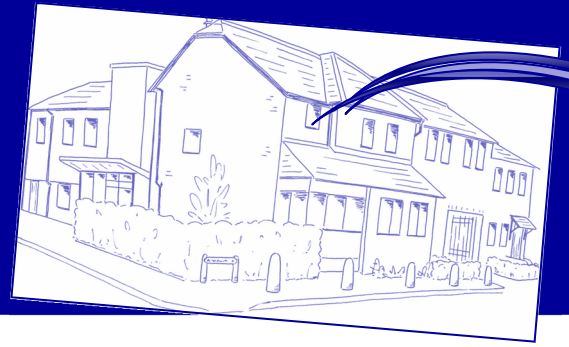
As a matter of best practice we monitor and record incoming and outgoing telephone calls.

"We may monitor, record, store and use any telephone, email or other communication with you in order to check any instructions given to us, for training purposes, for crime prevention and to improve the quality of our services."

We like to inform patients we take all reasonable steps to ensure patients are aware of call recording and be aware of the requirements of the Data Protection Act as well as other relevant professional regulatory guidance.

Checking Junk Emails

We have been informed patients are not receiving emails or messages sent from us. Please can we ask when checking your emails that you do check not only your **inbox**, but also your **junk** emails, as some/many messages seem to get sent here resulting in missed communications from the practice. Many Thanks :)



Movie Mastermind - Answers from last Newsletter

1. Silence of the Lambs 2. Four Weddings and a Funeral 3. Castaway 4. E.T 5. The Sixth Sense
 6. Edward Scissorhands 7. Blood Diamond 8. Psycho 9. Les Miserables 10. Brokeback Mountain
 11. Moneyball 12. King's Speech 13. Finding Nemo 14. Wolf of Wall Street 15. Blade Runner
 16. The Good, The Bad and the Ugly 17. Raging Bull 18. A Clockwork Orange 19. American Beauty
 20. Casino Royale 21. The Blair Witch Project 22. Trainspotting 23. Fight Club 24. Lord of the Rings

Trees Word Search



Alder
Apple

Ash
Aspen

Birch
Buckthorn

Cedar
Cherry

Chestnut
Chinkapin

Cottonwood
Cypress

Dogwood
Elm

Fir
Hawthorn

Hazel
Larch

Maple
Oak

Pine

Poplar

Redwood
Sequoia

Spruce
Sweetgum

Sycamore
Walnut

Willow
Yew