

The Willows Patient Group Newsletter

The NHS App

If you have a smartphone or tablet, we encourage you to download the NHS app to help facilitate your healthcare. You have to be over 13 to use the app and be registered with a GP surgery in England. You will need to prove who you are to use the app and with full access you can:

Order repeat prescriptions and nominate a pharmacy to collect them from.

Book and manage appointments; see appt reminders from your GP; see hospital appointments.

View your GP record if your GP has given you access and you can also see test results.

Manage vaccinations; View you NHS number.

Register your organ donation decision.

Choose how the NHS uses your data.

Use NHS111 online to answer questions and get advice or medical help near where you are.

You can search trusted information and advice on hundreds of conditions and treatments.

Find NHS services near you.

The **Patient Access App** has similar functionality and is equally easy to use once downloaded.



Preparing for a hospital stay

If you are due to be an inpatient at a hospital, have you given any thought to what you should pack in your bag? Here is a list of suggestions that you can add to or vary depending on your personal circumstances.

Medicine (s) – and your repeat prescription list to include a list of any allergies that you have.

Any medical alert bracelet that you wear.

Personal care toiletries and items such as shampoo and bodywash, hairbrush or comb, nail file, tissues, deodorant, toothbrush and toothpaste, denture supplies or mouthguard.

Glasses or contact lenses.

Contact details of your next of kin

Night clothes, socks and other clothing including several changes of underwear.

Sleep mask and ear plugs.

Mobile phone and charger

Snacks and change for vending machine.

Something to read/ puzzle book/crossword book/magazines

along with a pen or two.

More information may be provided by your hospital prior to admission.



Did you know that in 2024 at the Barking Havering and Redbridge Hospitals Trust

7015 babies were born; **89,686** CT scans were given; **260,098** blood tests and **825198** outpatient appointments; **54,509** MRI scans were given. There were **332,056** Accident and Emergency attendances. **9312** surgeries were performed in the elective surgical hub.

Women's Health Hub

Did you know that there is now a Women's Health Hub in the Ilford Exchange Shopping Centre making it easier for women to get the care they need whilst helping to reduce health inequalities.

It is initially for supporting women with urogynaecology issues such as pelvic floor injury, bladder pain, continence issues and menopause symptoms with specialist menopause clinics being offered for the first time.

The hub will help to reduce delays whilst helping to tackle waiting lists which are made up of more than 10% of patients awaiting women's health related care. Of that 10%, some 55% are awaiting their first appointment.

Once referred by your GP, women will be offered face to face appointments with physiotherapists and nurses who can advise on issues such as pelvic health and HRT. A GP with a special interest in gynaecology will also be joining the team.

