

Western Road Medical Centre



Newsletter April 2026

<https://westernroad.co.uk>

nelondonicb.westernroad@nhs.net

99 Western Road, Romford,
RM1 3LS
01708 775300

Hours: Monday	8am - 18.30pm
Tuesday	8am - 18.30pm
Wednesday	8am - 18.30pm
Thursday	8am - 18.30pm
Friday	8am - 18.30pm
Saturday	Closed
Sunday	Closed

Enhanced access appointments are available at the surgery by pre-booking only, Monday to Friday 18:30pm –19:00pm.

Weekend evening appointments are at Raphaels House.

A Friendly Reminder About Prescription Requests

Prescription requests take up to 48 hours to process and may take between 3-5 days for you to collect your prescription from your pharmacy.

We can't take prescription requests verbally over the telephone or at reception. To help us process them safely and efficiently, please use the link below for all your available options.

Thank you for your cooperation, it really helps us support you better.

<https://westernroad.co.uk/prescriptions/>



Who are the ARRS Team?

The Additional Roles Reimbursement Scheme (ARRS)

are a wide range of clinical professionals who work as part of the Marshalls Primary Care Network (PCN). They are:

- Clinical Pharmacists supporting long-term condition management: diabetes, asthma, hypertension and vaccination programmes.
- Pharmacy Technicians who assist with blood pressure management and NHS Health Checks and vaccination programmes.
- First Contact Physiotherapist assesses musculoskeletal problems such as back pain, neck pain, joint issues and arthritis.
- Social Prescribers help patients improve their health and wellbeing by connecting them with services within the community.
- Dieticians support patients to improve their health through personalised nutrition care.



What is Pharmacy First?

Pharmacies can now offer advice on the following conditions:

- ✓ Acute Otitis Media (1 to 17 years)
- ✓ Impetigo (1 year and over)
- ✓ Infected Insect bites (1 year and over)
- ✓ Shingles (18 years and over)
- ✓ Sinusitis (12 years and over)
- ✓ Sore throat (5 years and over)
- ✓ Uncomplicated urinary tract infections (Women 16-64 years)

Pharmacists can recommend treatment or supply certain prescription medicines if clinically appropriate.

Follow the link for more information.

<https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-services/pharmacy-first/>

Sexual Health Information

Did you know? You can get the contraceptive pill for free and confidentially at participating pharmacies, with no GP or sexual health clinic needed. Emergency contraception is also available by speaking to a pharmacist in confidence.

Find out more at: www.england.nhs.uk/pharmacycontraception/



Why we may contact you

You might receive a text message, email, letter or a phone call from us if our records show you are due or overdue for one of the NHS services.

Some of which are listed below.

- Childhood Immunisations
- Cervical Screening
- NHS Health Check
- Asthma Annual Reviews
- Diabetic Annual Reviews
- Blood Pressure Monitoring and many more.

These reminders are simply a helpful nudge to keep you informed, supported and healthy.



Useful Reminders

Please tell us if you have

- Changed your mobile number
- Moved home
- Updated your email address
- Changed your name
- A new main contact or carer



Can't Attend Your Appointment? Let us know!

- Call the surgery on 01708 775300 to cancel.
- Use the automated Check and Cancel option via our telephone system.
- Cancel using the NHS App or Patient Access.

Since January 2026 321 GP appointments and 113 nurse appointments were missed by patients who did not attend and did not cancel.

These missed slots reduce availability for other patients and increase waiting times. If you are unable to make an appointment, please let us know as soon as possible so we can offer it to someone else.



What the NHS App is good for?

- Booking and Managing Appointments
- Ordering Repeat Prescriptions
- Viewing medical Records
- Access NHS 111 Online
- Find NHS Services
- Proxy Access

Managing your healthcare online is easy, just search for the NHS App on your Apple or Android smartphone and download it. For further information, follow the link

<https://www.nhs.uk/nhs-app/account/>



Simple Wound Clinic

For minor wounds, cuts, post-surgical wound care, dressing changes, or removal of sutures.

Please contact the Simple Wound Care Clinic on 0204 539 2837 Telephone lines are open Monday to Friday, 12:00PM – 12:30PM

<https://bookings.herohealth.net/s/sxgro1wp>



Travel Advice

If you are planning a trip abroad, our surgery can offer guidance on:

- Recommended travel vaccination
- Staying healthy during your trip
- Travel safety tips based on your destination

Please contact us 8-10 weeks before you travel, as some vaccines need time to take effect.

Patient Awareness

Cervical Screening helps prevent cervical cancer by detecting early cell changes before symptoms appear. The test is quick, taking only a few minutes, and early detection saves lives.

Who is invited?

Women aged 25–64 are invited every 5 years, unless HPV is detected.

Our experienced nurses offer a friendly, supportive service. If you feel nervous or have any questions, please contact us, we're happy to help.

<https://www.nhs.uk/tests-and-treatments/cervical-screening/>

We would like to thank our patients for their continued cooperation and understanding. Your support helps us deliver safe, timely, and effective care to our community.