



WALTHAM FOREST COMMUNITY & FHS LTD

NEWSLETTER

December 2025



Friends of the
Practice

Tel: 020 3376 7043

Web: www.wfcafhs.co.uk



DEAR PATIENTS,
WISHING YOU A VERY GOOD CHRISTMAS
AND A HAPPY & HEALTHY NEW YEAR.



DR GABRIEL IVBIJARO MBE, MEDICAL DIRECTOR

Practice opening times over Christmas



Wednesday 24th December 2025 Normal Hours

Thursday 25th December 2025 **Closed**

Friday 26th December 2025 **Closed**

Monday 29th December 2025 Normal Hours

Tuesday 30th December 2025 Normal Hours

Wednesday 31st December 2025 Normal Hours

Thursday 1st January 2026 **Closed**

Friday 2nd January 2026 Normal Hours



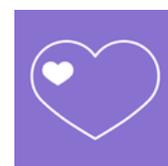
FLU: FOR THE ATTENTION OF ALL PATIENTS

There is currently a very bad variant of the flu being described as 'super flu', that is leading to increased hospitalisation. We are therefore advising that **if you experience any symptoms of cough/cold/temperature to please avoid coming into the surgery** as this is highly contagious and we need to prevent spread in order to protect our families, other patients and staff members. Instead, please submit an e-consult and we will offer advice over the phone

If you have not already had your flu vaccine, please either go to your local pharmacy, or attend our walk in flu clinic on Tuesday 23/12/2025 from 9:30 am -1:00 pm

If you are an unpaid carer, you are eligible for a free flu jab. Please contact the surgery to book an appointment with the Practice Nurse or attend our walk in flu clinic (details above).

WOOD STREET HEALTH CENTRE 6 LINFORD ROAD, WALTHAMSTOW, LONDON E17 3LA



Friends of the Practice

The Friends of the Practice is a voluntary group, made up of patients and staff that meets regularly to listen to people's feedback to help improve services. We warmly welcome all patients, family members and carers to attend our meetings and to get involved in plans.

Find out more

Email: FOPwoodstreet@hotmail.com



PHARMACY FIRST



Pharmacists can offer advice on a range of illnesses, such as coughs, colds, sore throats, ear infections and aches and pains.

They can also give advice about medicines. This includes how to use your medicine; worries about side effects or any other questions you have.

Pharmacists can suggest treatments that do not need a prescription for a range of conditions.

If you need a SIM card in order to facilitate electronic contact with the practice, please contact Steve Maingot or Sue Kofi for advice.



We will also be holding a drop-in support session from 2pm-4pm on Tuesday 6th January 2026

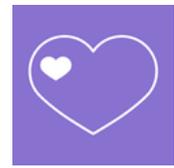
Conditions pharmacists can offer prescription medicine for are:

- *Impetigo (aged 1 year and over)*
- *Infected insect bites (aged 1 year and over)*
- *Earache (aged 1 to 17 years)*
- *Sore throat (aged 5 years and over)*
- *Sinusitis (aged 12 years and over)*
- *Urinary tract infections (UTIs) (women aged 16 to 64 years)*
- *Shingles (aged 18 years and over)*

If you are not within these age ranges, a pharmacist can still offer advice and support decisions about self-care treatment with over-the-counter medicines or may refer you back to your G.P.

If you go to a pharmacy with one of these conditions, the pharmacist will offer you advice, treatment or refer you to a GP or other health professional if needed. They will also update your GP health record, but your information will not be shared with anyone else.

Most pharmacies can provide prescription medicine for these conditions but contact them before visiting to check.



The Practice is very grateful for all your feedback and support, and as a result, we have made many positive changes.

Telephones – The new telephone system is now in full swing and well utilised, and we are able to record all incoming and outgoing calls.

Call performance in November:

- Incoming calls from patients: 2,074
- Average time talking to you: about 2½ minutes per call
- Waiting Times: If your call went into the queue, the average wait time was about 9 minutes before being answered.
- Callbacks:
- Requested: 435
- Completed successfully: 396
- Cancelled by patients: 1

What This Means for You

- We are handling thousands of calls every month, but we know waiting times can be long.
- Our callback service works well – over 90% of requests were completed successfully.
- We are looking at ways to reduce queue times and missed calls, to make your experience better.

How Patients Used e-Consult

- Website visits: 1,163
- e-Consults submitted: 940 requests
- e-Consults redirected to other services: 110
- Self-help guides visited: 100 times
- Pharmacy advice pages visited: 31 times
- Local service information viewed: 23 times
- Callback provider pages visited: 15 times

We know that we have encouraged all of you to use e-consult. We have noticed that some patients are sending multiple e-consultations every day or during the week about the same or very similar problems which can cause confusion. Please try and avoid sending multiple e-consultations about the same issue or similar issues during the same day or the same week as we do not wish to miss anything because we have made an assumption that the issue has already been dealt with.



WALTHAM FOREST COMMUNITY & FHS LTD

NEWSLETTER



Friends of the
Practice

Patient contact information

The Practice is encouraging Patients to update or register their email address and install the NHS App.

Currently, 68 % of the Registered Patients have provided their email addresses and 82% of all Patients over 16 years have installed the NHS App.

Use the following link to take you to the Practice Website to update your contact details, or ask in reception: <https://wfcfhs.co.uk/changing-your-contact-details>

If you need medical attention during the holiday season and when the Practice is closed, please contact **NHS 111** or **GP Enhanced Service 020 8519 3999**

SAMARITANS

Call: 116 123

Whatever you're going through, you can call any time, from any phone for FREE.

Want to quit smoking?

If you live, work, study or are registered with a GP in Waltham Forest, you can get free, confidential advice, information, and support to help you stop smoking.

Every Thursday, 2pm to 4pm
Walthamstow Family Hub,
313 Billet Road, E17 5PX



It's free, just turn up

Quitting using *QuitRight* will greatly increase your chances of becoming smoke-free.

Our specialist advisors can help find a treatment option that is right for you, making it even easier to quit smoking and beat the cravings.

You can self-refer through the [QuitRight webpage](https://quitrightwf.org/) (<https://quitrightwf.org/>), or call 020 7882 8230 to book, or simply walk in.

OUTDOOR DADS' CLUB AT THE LLOYD PARK CENTRE

Every Saturday of each month
(next session 27th December) 11-12am

The Lloyd Park Centre, Winns Avenue Entrance, E17 5JW

A fun play session for children under 5 years old.
Grow Wild is our natural adventure playground built for climbing, sliding, hopping, jumping, and exploring.

The sessions runs on the last Saturday of every month.

And finally.....

What type of photos do elves take?



Elf-ies!

TAKE A LOOK AT THE PRACTICE WEBSITE : WWW.WFCFHS.CO.UK

PHONE HELP IS HERE FOR YOU!

Do you need help using your smartphone or tablet?

Do you need help using the NHS App?

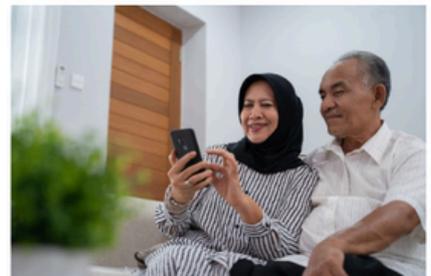
Worried about online safety?

If you need some help with your smartphone or tablet, drop in to our free session for friendly help from our staff and volunteers:

Tuesday 6th January 2-4pm

at

**Wood Street Health Centre
(Ground Floor)
6 Linford Rd, London E17 3LA**



****PLEASE BRING (CHARGED) PHONE/TABLET WITH YOU****



Diabetes Peer Support Group

(New venue from January 2026)

For any adult with a diagnosis of Type 2 diabetes, pre-diabetes or gestational diabetes.

Family and carers also welcome

Second Tuesday of every month, from 6-7.30pm.

13th January, 10th February, 10th March,

14th April, 12th May and onwards

At

Shern Hall Methodist Church,

173 Shernhall Street, Walthamstow E17 9HX

- **Get inspiration from others**
- **Find out what is in your local area**
- **Hear from a variety of speakers**
- **Food demonstrations**
- **Practical tips for living your best life**



No need to book. Limited parking. Disabled access

For more information: wfdiabetes2uk@gmail.com



DiABETES UK
KNOW DIABETES. FIGHT DIABETES.



WOOD STREET

THURSDAY WALK!

UP TO 40 MINS WALK, EASY PACE

NO NEED TO BOOK – JUST TURN UP HERE!



**MEET AT WOOD
STREET STATION
11AM EVERY
THURSDAY**

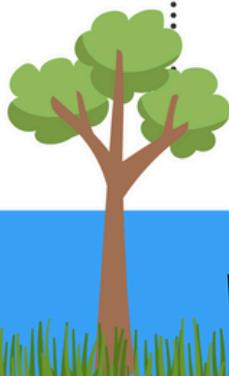


BENEFITS OF WALKING:

1. Burn Calories!
2. Strengthen the Heart: reduce your risk of coronary heart disease
3. Blood Sugar Control: Can help lower blood sugar levels.
4. Joint Health: Walking helps protect your joints, including knees and hips.
5. Mood Enhancement: It can help reduce anxiety, depression, and negative mood.



For more information, contact:
sue.kofi@nhs.net



WALTHAMSTOW CENTRAL PCN & FEEL GOOD WALKS





Quality Advice & Guidance for Over 60s

**Drop-In Service - no appointment needed
Mondays only between 10am - 3pm**

**at Queens Road Family Hub
215 Queen's Road, Walthamstow E17 8PJ**

Are you aged 60 or over and living in Waltham Forest?

**If you're feeling overwhelmed, struggling to make ends meet,
or unsure where to turn for help? We are here for you.**

What We Offer:

- **Welfare Benefits Advice** - Find out what you're entitled to and get help applying
- **Care & Support Guidance** - Learn about services and aids to help you stay healthy and independent
- **Housing & Energy Saving Support** - Get advice on staying warm, safe and comfortable at home
- **Disability Travel Assistance** - Discover travel options that suit your needs

Our experienced team provide trusted, one-to-one support tailored to your situation.



Friendly, Confidential and FREE

If you would like an appointment at our Chingford Hub, contact us on 020 8558 3404 or email contact@ageukwalthamforest.org.uk

Age UK Waltham forest is a registered charity No:1048212 and company limited by guarantee.
Registered in England and Wales No: 2334459

Beezee FAMILIES



Ready to start making healthy habits as a family?

Sign up for Beezee Families today and find **FREE** healthy lifestyle support that's right for your family. We can help you with healthy eating, getting more active, and having fun while doing so! You can:



Join us for
12 weeks of
in-person group
sessions



Log in for 10 weeks
of online group
sessions, plus 2
check-in calls



Learn at your
own pace by
enrolling onto
the Academy



wlf.maximusuk.co.uk

Sign up for your

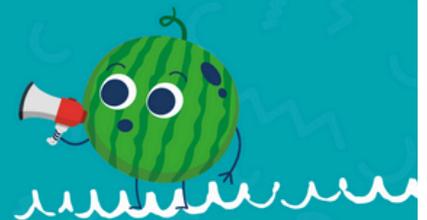
FREE PLACE today



hellowalthamforest@maximusuk.co.uk



03308 186 308



Waltham Forest

Our in-person and online group programmes are for children above their ideal weight, see our website for more information.

21-0879

COMMUNITY DROP-IN

Our early help community drop-in is here

It's a place where everyone can come to get friendly support and information from local volunteers, community organisations and Waltham Forest Early Help teams in an informal space.

We can help you with information about **local services**, **support for parents**, **community activities**, and **help to use online services** and more.

WALTHAM FOREST

FAMILY HUBS

WELLBEING, CONNECTION, SUPPORT

CAN YOU HELP?

You can find out how to volunteer here:



DROP IN FROM 9.45-11.15AM

FREE DROP IN SESSION, NO NEED TO BOOK

TUESDAY

QUEENS ROAD
FAMILY HUB
215 QUEENS ROAD
E17 8PJ

WEDNESDAY

CHINGFORD
LIBRARY
STATION ROAD
E4 7EN

THURSDAY

WALTHAMSTOW
LIBRARY
HIGH STREET
E17 7JN

FRIDAY

LEYTONSTONE
LIBRARY
6 CHURCH LANE
E11 1HG

