

STAY WELL THIS WINTER: YOUR GUIDE TO STAYING HEALTHY AND PREPARED

As the colder months approach, winter can bring extra challenges for our health and wellbeing. Colds, flu, and seasonal illnesses spread more easily, and colder weather can make existing health conditions worse. The NHS and your local GP federation are here to help you stay well, warm, and supported this winter.



Richmond Practices

- Acorn Group Practice
- Broad Lane Surgery
- Crane Park Surgery
- Cross Deep Surgery
- Essex House Surgery
- Glebe Road Surgery
- Hampton Hill Medical Centre
- Hampton Medical Centre
- Hampton Wick Surgery
- Jubilee Surgery
- Kew Medical Practice
- Paradise Road Surgery
- Park Road Surgery

- Parkshot Medical Practice
- Richmond Lock Surgery
- Richmond Medical Group
- Seymour House & Lock Road Surgeries
- Sheen Surgery
- Staines Road Surgery
- Thameside Medical Practice
- The Green and Fir Road Surgeries
- The Vineyard Surgery
- Twickenham Park Surgery
- Woodlawn & Oak Lane Medical Centres
- York Medical Practice



5 STEPS TO KEEPING WELL THIS WINTER

1. Get vaccinated, protect yourself and others

Vaccinations are one of the best ways to stay healthy during winter.

- Flu jab: Free for eligible groups including over 65s, pregnant women, carers, and those with long-term conditions.
- COVID-19 booster: Helps protect against serious illness from new variants.

Check if you're eligible and book through your GP practice, local pharmacy, or NHS app.

3. Look after yourself and others

- Check on elderly or vulnerable neighbours, friends, or relatives.
- Keep emergency contact numbers handy.
- If you feel unwell, rest at home and avoid close contact with others until you feel better.

4. Keep warm and well at home

Cold weather can have a serious impact on your health, especially if you have heart or respiratory conditions.

- Keep your home heated to at least 18°C
- Wear several light layers rather than one thick layer.
- Eat warm meals and drink hot drinks regularly.

2. Manage your medicines

Running out of medication during winter can put your health at risk.

- Order repeat prescriptions early, especially before public holidays.
- Keep a well-stocked medicine cabinet with essentials like pain relief (paracetamol), cold remedies (decongestants), rehydration treatments (dioralyte) and plasters.
- Ask your local pharmacist for advice on minor illnesses, they're qualified to help.



5. Know where to get the right care

Winter is one of the busiest times for the NHS. Knowing where to go helps you get the right care faster:

- Pharmacy: For coughs, colds, sore throats, and minor illnesses.
- 111 online or by phone: For urgent but non-emergency medical advice.
- GP practice: For ongoing or long-term conditions.
- 999 or A&E: For life-threatening emergencies only.

YOUR LOCAL PHARMACY CAN HELP

Find Advice and Support

Your local pharmacist can offer advice as well as medication. Many pharmacies are open late and over the weekends, and you do not need an appointment to see a professional. Some offer free delivery services, so check with your local pharmacy.

Community pharmacists can also supply prescription medicines if you need them for seven different conditions without you needing to see a GP, under a new scheme called Pharmacy First. These conditions are:

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

Pharmacies can also help to treat colds and coughs during the winter period.

Use the link to find more information about your pharmacy

<https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy/>

Winter Virus

Do you have flu or Covid-19?

Flu, a viral infection affecting the nose, throat and lungs mostly during the winter. Symptoms include:

- Runny nose
- Sneezing
- Watery eyes
- Throat irritation



Flu vaccine eligibility

- Everyone aged 65 years and over
- Those aged between 6 months and 65 with certain medical conditions
- Those living with people who are immunocompromised
- All pregnant women, to protect both themselves, their pregnancy and their newborn
- All children aged 2 and 3 years
- Children aged 2 to 16 are now eligible for **nasal flu vaccines**

Covid-19: An infectious disease where people will experience mild to moderate respiratory illness.

Common symptoms include:

- Continuous cough
- Sneezing
- Blocked or runny nose
- Sore throat



Covid- 19 vaccine eligibility

- If you are aged 75 or over (including those who will be 75 by 31 January 2026)
- Aged 6 months to 74 years with a weakened immune system because of a health condition or treatment
- People who live in a care home for older adults

ADDITIONAL SUPPORT IN YOUR AREA



Family and Health Wellbeing

Food Banks / Financial help



The Vineyard Community Centre

There are local food banks available if you or anyone you may know are struggling during the seasonal period visit

<https://richmond.foodbank.org.uk/> call **07516935655** or email foodbank@vineyardcommunity.org.

If you are in financial crisis, call the free national helpline on **0808 2082138** (Open Monday-Friday, 9am-5pm closed on public holidays)

Extra GP appointments over the winter period

Extra hub appointments will be available over the winter period, provided by RGPA.

Locations include:

- York Medical Practice
- Essex House Surgery

Check if you are eligible and book through your GP practice.

Support in your community

- **Richmond GP Alliance** - A network representing NHS general practices in the London Borough of Richmond
<https://richmondgpalliance.co.uk/>
- **Ruils** - A charity supporting disabled people to live independently <https://ruils.co.uk/>
- **Age UK Richmond** - Supporting older people, their families and their carers
<https://www.ageuk.org.uk/richmonduponthames/>
- **Richmond Foundation** - Helping people in Richmond build healthy and fulfilling lives
<https://www.richmondfoundation.org.uk/>
- **Richmond Carers** - Information, advice and emotional support for unpaid carers living in the Borough of Richmond
<https://www.richmondcarers.org/>
- **Space2grieve** - Specialist bereavement support <https://space2grieve.org.uk/>
- **The Mulberry Centre** - For anyone affected by cancer <https://themulberrycentre.co.uk/>
- **Richmond Mencap** - Supporting children, young people and adults with learning disabilities and their families to have the same opportunities as everyone.
<https://www.richmondmencap.org.uk/>
- **Richmond Mind** - Support for anyone with mental health problems
<https://www.rbmind.org/>



Mental Health and Wellbeing

Support if you are feeling overwhelmed or struggling with your mental health, you can call the mental health crisis line for free. 24 hours a day, 365 days a year.

- Call NHS 111 and choose option 2.
- Call **116 123** to talk to **Samaritans**
- If you're under 19, you can also call **0800 1111** to talk to **Childline**.



Closure dates

- 25th December (Christmas day) - GP Practices are closed
- 26th December (Boxing Day) - GP Practices are closed

GP ADVICE LINE OPEN 27th & 28th DEC 2025 8AM-2PM
Call 0333 405 4060

Who is RGPA?



Richmond GP Alliance is a professional network of all NHS GP practices in Richmond upon Thames. With 25 member practices, we collectively serve approximately 227,000 registered patients.

At RGPA, we are fast, forward thinking, and committed to positive, practical change. While we drive system-wide improvements, we also provide direct support to our member practices, helping them enhance resilience, develop services, and improve patient care at a local level.

We are RGPA, and our mission is simple: making healthcare better for GPs, for patients, and for our community.

For more information visit our website <https://richmondgpalliance.co.uk/>