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Compiled by the Patient Participation Group (PPG)  
Telephone 01206 845900 [www.millroad-surgery.co.uk](http://www.millroad-surgery.co.uk)

# MILL ROAD SURGERY

# NEWSLETTER

SUMMER 2022 ISSUE 22

## YOUR SURGERY NEWS

**Mill Road Surgery awarded Bronze Certificate**

### NUS Green Impact

**BRONZE AWARD**

*Delivered by Students Organising for Sustainability - UK*

**NUS Green Impact for Health  
Designed by General Practitioners for General  
Practice**

Any general practice from across the country is able to join Green Impact for Health, gaining access to an online toolkit of sustainability actions GPs can take to achieve accreditation and contribute towards a Greener NHS.

**Currently 976 general practises taking part**

#### The Role of GPs

GPs Doctors and nurses are the most trusted professionals to tell the truth. By framing action on the climate and ecological crisis as an opportunity to improve patient and public health, we can promote public motivation to act. Through our example and advocacy, we can promote healthy, sustainable living and reduce carbon emissions.

#### The Carbon footprint of clinical practice

Most of general practice's carbon footprint is from its clinical work. Prescribing accounts for over 60% of general practice's carbon footprint.

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Metered dose inhalers (that can use propellants 3,000 times more potent as greenhouse gases than carbon dioxide) account for a large part of the prescribing footprint. Good clinical practice can be both high quality and low carbon.



#### Staffing-

Practice Nurse Tina Potter has now left Mill Road Surgery after almost 9 years of service, we thank her for all her hard work and support over the years, particularly for her dedicated passion for respiratory Nursing. We are fortunate to be saying that Tina will be back on a locum basis, but for now is enjoying spending time travelling with her family. We have since recruited a new Practice Nurse, Rachael Jessett, who has already proven to be a great asset to Mill Road Surgery and we are grateful to have her part of the nursing team. Nurse Practitioner Amy Sutherwood is leaving Mill Road Surgery in June and we wish her all every success in the future, and thank her for all the support she has given the team over the last 4 years. We are currently recruiting a new position and are increasing the working hours to the possibility of full time in order to meet demands of patient access.

#### Estates-

We have successfully converted the library and staff room into non-clinical rooms in attempt to battle the nationally recognised issue with estates and the growing NHS workforce. By doing this, we have gained 10 more desks, futureproofing our estates for the growing workforce and better utilising space, allowing us to work toward the development of two new clinical rooms which is the focus of the second half of 2022 in terms of surgery strategy.

#### **New functionality-**

Thanks to a successful bid of NHS funding, we are due to have a new callboard installed at the surgery that will be better in displaying important patient information in the waiting room, and will be much more reliable than our current system.

#### **Phones-**

Nationally the NHS is facing more demand on access than ever, and with finite resources in both finances and staffing, meeting this demand at the first point of contact via telephone is difficult. Therefore, we are adapting our way of working with the telephone systems and are looking to make bespoke messaging for scenarios such as when we are full for non-urgent appointments on the day, to save patients waiting in a queue just to be told this information. We are working closely with our phone provider to ensure that any issues are dealt with immediately, and are constantly looking into different avenues in how to better service.



We are still triaging COVID positive patients appropriately, and are ensuring negative lateral flows are confirmed prior to entrance to the surgery if a patient is symptomatic of COVID. We also continue to carry out regular cleaning and washing of hands whilst practising. Patients are kindly reminded to wear a mask at all times when in the surgery as we continue to do our best to fight against the spread of COVID-19.

By way of assurance to patients, our staff testing is still being carried out via lateral flows being taken

2 times per week with isolation for anyone who has a positive test.

#### **CLEAN AIR COLCHESTER**



#### **SWITCH OFF TO TAKE CARE OF YOUR AIR**

CAREless Pollution is a Colchester-wide campaign urging drivers to adopt better driving habits and switch off their engines while they wait at traffic lights, level crossings or outside schools. The campaign was launched in October 2020 and has been informed by research, which shows that 84% of local people are concerned about the levels of pollution in Colchester.

Air pollution may be invisible and easy to ignore but it doesn't mean it's not there. 30% of air pollution in Colchester comes from idling vehicles and polluted air is associated with health problems including asthma, strokes and heart disease. Switching off your car engine while stationary is a simple action which can bring important health benefits to all car drivers and help reduce air pollution in the town. We are already seeing improvements - 53% of drivers reported switching off their engines more than they did 12 months ago.

Please join us to help spread the message about the benefits to people's health that come from switching off car engines whilst stationary. You can support this year's national Clean Air Day on Thursday 16th June by making use of our free campaign materials (e.g. posters, car stickers, presentations and banners) to start conversations about air quality with friends, at school, at work and in the local community. All materials can be accessed at [www.cleaircolchester.org.uk](http://www.cleaircolchester.org.uk). Visit our Clean Air Colchester Facebook page to keep up to date with all campaign news including events we are attending this summer. We need the help of everyone in Colchester to make the air that we breathe cleaner.



**Where possible for local patients, please walk to the surgery to allow more parking spaces**  
**When transporting patients to and from the surgery PLEASE switch off your engine while embarking and disembarking your patients**



### Structured Medication Review

**We are offering this new service to eligible patients**

**What is a structured medication review?**

A structured medication review is a meeting to discuss your medicines with a Pharmacist. The meeting is an opportunity to check that your medicines are the best ones for you. It is also an opportunity for you to ask questions and find out more about your medicines. Its purpose is to check that you are getting the best from your medicines. The meeting is confidential. Whoever you talk to, the details will be kept private. You can speak openly about any worries you may have about your medicines and the person conducting the medication review will listen to you. A record of the meeting will be added to your medical notes. No medicines will be altered without your agreement.

### Benefits of attending a structured medication review:

You will have the opportunity to:

- Find out more about your condition(s) and medicine(s)
- Tell a Pharmacist how you feel about your treatment
- Ask if you are taking the most appropriate medicines for your illness and how best to take your medicines.

### Before your medication review:

Think about any questions, concerns and suggestions you have about your medicines and write them down.

Here is a list of questions that you could ask at your review. These are only suggestions; you can ask your own questions during the review.

- What does this medicine do?
- Why is it important to take the medicine?
- What other treatment options are available?
- When and how should my medicine be taken?
- How long should I take my medicine for?
- What should I do if I don't feel well when taking my medicine?
- What are the possible risks or side effects of taking my medicine and what should I do if I get one of the side effects?

### What happens after a structured medication review?

- Your regular doctor will be informed of any changes agreed to at the medication review.
- The medicines you are prescribed may change; but only with your agreement.
- A summary of the meeting will be entered into your medical record.
- You can agree any future treatment requirements, (tests, referrals to other health professionals etc.) at the end of the meeting



## Stay Healthy This Summer

**Along with sunny days, warm weather, and more outdoor activities, summer brings with it the risk of sunburn, allergies, bug bites, and other potential problems that may affect our health.**

Sunlight is an excellent source of vitamin D, and people need a small amount of sun exposure every day to stay healthy. Nevertheless, too much UV light from the sun can be hazardous, contributing to skin damage.

To protect the skin from UVA rays, people can choose to use a broad-spectrum sunscreen that blocks both UVA and UVB rays. The product a person picks should have a sun protection factor (SPF) of at least 50. Sunscreen is available in pharmacies and drugstores, and there is a wide range available for purchase online. People of all skin types must make sure to reapply sunscreen after swimming or sweating. Wearing protective clothing and staying in the shade are also effective ways Trusted Source to reduce the risk of sunburn.

### Drink plenty of water

In hot weather, staying hydrated is vital to replenish the fluids that the body loses through sweating. Drinks that contain alcohol or caffeine are not effective against dehydration. In fact, they can increase the body's fluid output, making it harder for someone to stay properly hydrated.

Signs of dehydration include:

- dry mouth
- headache
- light-headedness
- dizziness
- little or no urination
- constipation
- muscle cramps

People must avoid dehydration as it can lead to a number of dangerous complications, such as kidney damage, kidney failure, and shock.

### Insect Stings

Insects that sting during the summer include bees, yellowjackets, wasps, mosquitos and hornets. Bites and stings can lead to allergic reactions and infections. The sting of these insects are no more dangerous than those of other stinging insects, but they tend to sting repeatedly. This type of repeated attack can pose a serious threat to both adults and children. A range of insect repellent products is available for purchase online and in drugstores and pharmacies.

Longer days and summer vacations offer extra opportunities for leisure activities that can boost our health, too. Even so, in places where summer temperatures soar, staying indoors with the air conditioning on can be tempting. In very hot weather, however, the early morning and late afternoon can be perfect times to get outdoors and take a stroll.



**MILL ROAD SURGERY  
PPG CELEBRATES  
10 YEARS**

INTERESTED IN JOINING THE  
PATIENT PARTICIPATION GROUP? (PPG)  
Please ask at Reception or Contact:  
[mrsppgc@gmail.com](mailto:mrsppgc@gmail.com)

Any comments or queries to Mill Road Surgery  
Patient Participation Group at  
[mrsppgc@gmail.com](mailto:mrsppgc@gmail.com)