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MILL ROAD SURGERY

NEWSLETTER

AUTUMN 2023 ISSUE 27

SURGERY NEWS

We are sadly saying goodbye to Dr Victoria Okeke, Salaried GP who has been with the surgery over three years supporting throughout the pandemic. The surgery wish Victoria all the best in her future endeavours and a huge thank you for all the support she has given our staff and patients. We are however pleased to say that receptionist Lauren and Healthcare Assistant Janet have both become an asset to the surgery since starting in Spring and the surgery are privileged to have them on board as part of the team.

We have had yet another upgrade to our telephony system since its initial conversion to 'cloud based' in Spring. We have now got a 'callback' function whereby those who are waiting longer than number 10 in the queue are offered a call back, to allow them to put the phone down and receive a call when their spot in the queue becomes number 1. Whilst it's only been a few weeks the feedback we have had has been exceptional, which is great to see from both staff and patients. Please note the callback function does not lose you your place in the queue, and our team are only able to call back once so please ensure you're by your phone if you are expecting a callback.

We are pleased to say that the construction work for rooms 16 and 17 will begin at the end of September, and will last a few weeks. This work will increase capacity by two rooms, allowing us to increase our staffing to reflect this, in the hope that access to appointments is made easier to patients. During this construction process please bear with us as we anticipate there to be slight noise disruptions as it involves structural changes to the surgery.

Compiled by Patient Participatint Group (PPG)

Flu Vaccinations for 2023/24 September 2023 to February 2024



It's that time AGAIN

Invites to flu and COVID clinics will be sent out imminently, we are pleased to say that these vaccinations are going to co-administered meaning just the one trip to us to get both vaccinations this Autumn. Please note we will be working our way through eligible cohorts as per NHSE guidance.

Shingles Vaccinations for 2023/24 September 2023 to August 2024

Why not have it at the same time
as your FLU JAB



Shingles Vaccination - Who's eligible?

Aged 70 years Plus anyone in their 70s who was born after 1 September 1942 and has not yet had the vaccine.

Aged 78 years Plus anyone aged 79 years old who has missed out on the vaccine.

Protect yourself from the pain of shingles



Pharmacy

Your local pharmacy is a first port-of-call for minor health concerns. Pharmacists are experts in medicines and can help with lots of illnesses, from skin rashes to earaches and flu. Many pharmacies open late and offer private consultations, no appointment needed.

Your GP

Call your GP practice or visit their website to make an appointment for an illness or injury that won't go away, or access your GP's out of hours service.

NHS 111 (24/7)

Call NHS 111 FREE for urgent medical advice, or access the service online at 111.nhs.uk.

If NHS 111 advise that you attend the Emergency Department, ask them if they can book you an appointment.

Do I Really Need To See A GP?

Our guide to help choose the appropriate NHS service.

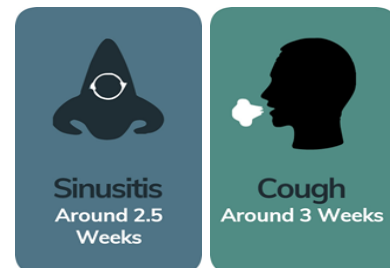
Did you know that nearly 20% of all doctors appointments in the UK can be dealt with by range of alternative healthcare professionals and Paramedics?

Here is a signposting guide below to ensure patients know not only the most appropriate way to receive treatment or advice, but in most instances, the fastest. The NHS is an incredibly valuable resource and we would kindly thank patients for reading our guide and ensuring that when you are making an appointment it is warranted.



I don't feel very well . . . how long should I wait before I need treatment?

Most common ailments such as colds, a sore throat, cough, sinusitis or an ear infection **can't be treated with antibiotics.**



5 steps to mental wellbeing

Evidence suggests there are 5 steps you can take to improve your mental health and wellbeing. Trying these things could help you feel more positive and able to get the most out of life.

1. Connect with other people

Good relationships are important for your mental wellbeing. They can:

- help you to build a sense of belonging and self-worth give you an opportunity to share positive experiences
- provide emotional support and allow you to support others

There are lots of things you could try to help build stronger and closer relationships:

Do

- if possible, take time each day to be with your family, for example, try arranging a fixed time to eat dinner together
- arrange a day out with friends you have not seen for a while
- try switching off the TV to talk or play a game with your children, friends or family
- have lunch with a colleague

- visit a friend or family member who needs support or company
- volunteer at a local school, hospital or community group.

Find out how to volunteer on the GOV.UK website

- make the most of technology to stay in touch with friends and family. Video-chat apps like Skype and FaceTime are useful, especially if you live far apart

Don't

- do not rely on technology or social media alone to build relationships. It's easy to get into the habit of only ever texting, messaging or emailing people

2. Be physically active

Being active is not only great for your physical health and fitness. Evidence also shows it can also improve your mental wellbeing by:

- raising your self-esteem
- helping you to set goals or challenges and achieve them
- causing chemical changes in your brain which can help to positively change your mood

Read about exercise guidelines and workouts to help improve your fitness and wellbeing

Do

- Read about running and aerobic exercises to help get you moving and improve your fitness
- read about strength and flexibility exercises to increase muscle strength, improve balance and reduce joint pain
- if you're a wheelchair user, read fitness advice for wheelchair users

Don't

- do not feel you have to spend hours in a gym. It's best to find activities you enjoy and make them a part of your life

3. Learn new skills

Research shows that learning new skills can also improve your mental wellbeing by:

- boosting self-confidence and raising self-esteem
- helping you to build a sense of purpose
- helping you to connect with others

Even if you feel like you do not have enough time, or you may not need to learn new things, there are lots of different ways to bring learning into your life.:

Some things you could try include

Do

- try learning to cook something new. Find out about eating a healthy, balanced diet
- try taking on a new responsibility at work, such as mentoring a junior staff member or improving your presentation skills
- work on a DIY project, such as fixing a broken bike, garden gate or something bigger. There are lots of free video tutorials online
- consider signing up for a course at a local college. You could try learning a new language or a practical skill such as plumbing

Don't

X Do not feel you have to learn new qualifications or sit exams if this does not interest you.

It's best to find activities you enjoy and make them a part of your life

4. Give to others

Research suggests that acts of giving and kindness can help improve your mental wellbeing by:

- creating positive feelings and a sense of reward giving you a feeling of purpose and self-worth
- helping you connect with other people

It could be small acts of kindness towards other people, or larger ones like volunteering in your local community.

Some examples of the things you could try include:

- saying thank you to someone for something they have done for you
- asking friends, family or colleagues how they are and really listening to their answer
- spending time with friends or relatives who need support or company offering to help someone you know with DIY or a work project

- volunteering in your community, such as helping at a school, hospital or care home

5. Pay attention to the present moment (mindfulness)

Are you experiencing difficulties with your mental health, but are unsure where to turn for support? If so, discuss a referral to the Primary Mental Health Care Team with your GP.

Both Jason Rogers and Ellen Hand are registered Mental Health Nurses, who work closely with secondary mental health services and a wide number of voluntary agencies.

DIABETIC MONITORING REVIEW

Please make sure you attend your diabetic monitoring review with our nursing team, if you are diabetic and are unsure whether you have received this please speak with a member of reception. Typically, this would involve an information gathering appointment with one of our HCAs, who will capture information based on questions and tests, which they will pass on for the diabetic nurses to speak with you about and make any suggestions where things could improve, if at all. These monitoring checks are crucial to ensure your diabetes is being managed as best as possible, and can pre-empt any potential issues sooner through regular benchmarking based on previous tests.

GP Patient Survey 2023

NHS England together with the Institut Public de Sondage d'Opinion Secteur (Ipsos), the latest Official Statistics from the Colchester GP Patient Survey. **Here is how Colchester's surgeries ranked from best to worst:**

Rowhedge Surgery: 87%

Mill Road Surgery: 84%

Colchester Medical Practice: 84%

Colne Medical Centre: 81%

Tollgate Health Centre: 79%

Wivenhoe Surgery: 77%

Abbey Field Medical Centre: 73%

West Mersea Surgery: 71%

East Hill Surgery: 71%

Creffield Medical Group: 70%

Constable Country Rural Medical Practice: 68%

Highwoods Surgery: 64%

Bluebell Surgery: 59%

Winstree Medical Practice: 55%

Kelvedon and Feering Health Centre: 51%

Turner Road Surgery: 50%

Tiptree Medical Centre: 50%

Ambrose Avenue Group Practice: 49%

Mill Road Surgery

% of patients who find it easy to get through to this GP practice by phone 44%

ICS result: 53% - National result: 50%

% of patients who find the receptionists at this GP practice helpful 91%

ICS result: 86% - National result: 82%

% of patients who are satisfied with the general practice appointment times available 69%

ICS result: 57% - National result: 53%

% of patients who usually get to see or speak to their preferred GP when they would like 37%

ICS result: 38% - National result: 35%

Your last appointment

% of patients who were given a time for their last general practice appointment 93%

ICS result: 89% - National result: 91%

% of patients who say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment 91%

ICS result: 85% - National result: 84%

% of patients who say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment 90%

ICS result: 87% - National result: 85%

% of patients who say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment 92%

ICS result: 86% - National result: 84%

% of patients who felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment 90%

ICS result: 84% - National result: 81

% of patients who had confidence and trust in the healthcare professional they saw or during their last general practice appointment 98%

ICS result: 94% - National result: 93%

Any comments or queries or if you would like to receive future copies by email, send to Mill Road Surgery Patient Participation Group at

[**mrsppgc@gmail.com**](mailto:mrsppgc@gmail.com)