

# HASP NEWSLETTER

HASP is your local Primary Care Network working together for Kingston Health, Orchard 2000, Goodheart Surgery, Dr Raut Partnership and Laurbel Surgery

December 2023

## How to Support Yourself and Others This Christmas

It's December! Which means you'll have started to see twinkly lights in the streets and hear merry music in all the shops. While the season of good will is a the most wonderful time of year for some, for others it can leave us feeling a bit frozen out.



Christmas is a time of year that often puts extra pressure on people which can lead to burn-out, extra stress and with the cost of living crisis still hanging on, it can add money worries to the mix. Christmas can also be a really difficult time for those that may have lost someone and can trigger lots of memories, or for those struggling with loneliness already, being reminded of people spending lots of time with family and friends can make it seem all the more isolating.

If you struggle with the stress of Christmas, we've got some great tips for you from MIND the mental health charity to help you keep your cool. Here are just a few:

- Make lists, plans or a budget. Noting things can make them feel more manageable
- Look for free or low-cost items online. You may find gifts or decorations

- Try to avoid comparisons with adverts and social media. They often don't reflect reality
- If you can't be with the people you want to see, arrange a phone or video call to catch up with them on Christmas day.
- Try to plan something nice after Christmas. Having something to look forward to next year could make a real difference.

If you'd like to make a difference to someone who may be feeling down this Christmas, MIND also have some fantastic tips on how to support others in what can be a really lonely time. For more mental health tips this Christmas - visit <https://www.mind.org.uk/>



Every year, AgeUK run a shoebox appeal for older people who may not have anyone to spend Christmas with. Fill a shoebox with a card, small gift, toiletries, tins of food or biscuits and drop off to AgeUK or one of their drop off points by Monday 4th December to be delivered to someone local in need. Visit [www.ageuk.org.uk/Hull](http://www.ageuk.org.uk/Hull) for drop off points.

@HASP.PCN

@KingstonHealthHullGP

@LaurbelSurgery

@GoodheartSurgery

@DrRautPartnership

@Orchard2000GP



## Friends and Family Tests 2023 - How Did We Do?

If you've visited one of our practices this year, you may have gotten a text message asking for your feedback on the service you have received during your visit.

Each practice as well as our Extended Access Service asks for patient feedback to help us improve the practices as well as the patient experience while visiting us.

Friends and Family Tests (FFT) are used across the NHS in all types of patient facing settings including outpatients departments, maternity services and walk in centres to name a few, and are a really important tool to help us gauge how well we are doing with things and what we could improve upon.

We're really grateful for everyone's responses this year and we have had some incredibly positive feedback across the PCN. Some recent replies were:

"The Doctor really listened and did her best to question my symptoms. She really seems to care"



"The self check-in made it seamless, with a short waiting time and very efficient nurse and doctor"



"I called in to make an appointment and was able to see the doctor that day"

Whilst we are pleased with the good comments that we have received, we do receive some negative statements from patients who express the need to look further into some issues at the surgeries, including waiting times for appointments and perceived poor treatment from staff and GPs. We do take any patient concerns seriously and have regular training days for staff so we can improve the services we provide.



We also use Patient Participation Groups in the practices which help garner real queries from patients and help us to address them quickly and effectively. We currently have openings on the PPGs for Kingston Health and Goodheart surgery so if you would like to be part of those groups, please let the surgery know and we will be in touch with you.

2nd - 8th National Grief Awareness Week



3rd International Day of Person's with Disabilities

### Christmas Surgery Opening Times

**Friday 22nd December 08:00 - 18:30**

**Saturday 23rd December 09:00-17:00 EA Only**

**Monday 25th December - CLOSED**

**Tuesday 26th December - CLOSED**

**Wednesday 27th to Friday 29th - 08:00 - 18:30**

**Saturday 30th December 09:00-17:00 EA ONLY**

**Monday 1st January - CLOSED**



@HASP.PCN

@KingstonHealthHullGP

@LaurbelSurgery

@GoodheartSurgery

@DrRautPartnership

@Orchard2000GP

