



WELCOME

Welcome to Our Summer Newsletter

We hope you find this edition of our newsletter both helpful and informative. We have been utilizing the newsletter as a communication tool with our patients for some time, particularly for those who may have difficulty accessing our website or Facebook feed.

Our team has been actively maintaining our presence on both Facebook and our website to keep you as updated as possible. We trust you find these updates useful, but we are always open to suggestions for improvement.

This issue marks the completion of our first year since the merger. We are pleased to report that we have settled well, with several new additions to our team, including Doctors and Healthcare Assistants. We have two new Physiotherapists, who will be working at our Huthwaite Site. All our GP partners are working at both surgeries. Additionally, some Nurse and Healthcare Assistant appointments can now be booked online for your convenience.

Both the Skegby and Huthwaite sites are now training practices. This means that every four months, we welcome new trainee GPs. Trainee GPs are fully qualified doctors specializing in general practice and will be supervised by a fully qualified GP. They often bring diverse skills that can be beneficial to our practice.

We acknowledge the difficulties some patients have faced with our phone lines. In response to your feedback, we are pleased to announce the imminent launch of our new phone system. This system aims to reduce long waiting times and includes a call-back option when you reach your position in the queue. Our goal is to provide excellent service, and we hope this new system will be advantageous.

We now have four Doctors performing minor operations within the practice, allowing us to provide excellent care in a comfortable and convenient setting. Additionally, two more Physiotherapists will be joining us soon, which will help us manage patient needs more efficiently and offer more appointments.

Thank you for your continued support.

Yours Sincerely,

Dr Rumana Ishtiaq- GP Partner.

Did Not Attend Rates May 2024 – July 2024

May 2024

Staff Group	Appointment Count	Time Wasted (Hrs)
GPs	115	24.5
Nurse	86	20
ANP	29	6
HCA	35	10.5
Phlebotomist	68	6
Other	49	36

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

June 2024

Staff Group	Appointment Count	Time Wasted (Hrs)
GPs	118	22.5
Nurse	97	26.5
ANP	29	7.5
HCA	47	19
Phlebotomist	58	5.5
Other	33	18.5



July 2024

Staff Group	Appointment Count	Time Wasted (Hrs)
GPs	71	16
Nurse	97	30
ANP	16	4.5
HCA	87	26
Phlebotomist	28	3
Other	28	23.5

Please be mindful we have over 18,000 patients. It is important to cancel your appointment if you no longer need it so that we can offer it to those who do. If you cannot get through on the phone system, you can cancel your appointment on the NHS App.

Pharmacy first

Pharmacies can give treatment advice about a range of common conditions and minor illnesses, such as –

- Aches and pains
- Sore throat
- Coughs
- Flue
- Headlice
- Earache
- Cystitis
- Skin rashes
- Teething
- Red eye



Community Pharmacies can, if appropriate, supply antibiotics for the following 7 conditions:

- UTIs - Females, age 16-64
- Impetigo - Adults and children aged 1+
- Acute sore throat - Adults and Children aged 5+
- Shingles - Adults age 18+
- Infected Insect Bite - Adults and Children aged 1+
- Acute Sinusitis - Adults and Children aged 12+
- Acute Otitis Media - Children aged 1-17



The public perceptions of community pharmacy survey found that over 90% of patients who sought guidance from a community pharmacy within the past year reported receiving good advice.

The government and NHS England are committed to ensuring patients receive the right treatment at the right time. The NHS Long Term Plan highlights the need to make greater use of community pharmacists' skills and opportunities to engage patients. This is why we have launched a new Pharmacy First service.

Keeping well this Summer

Tips for coping in hot weather

Keep out of the heat if you can. If you have to go outside, stay in the shade especially between 11am and 3pm, wear sunscreen, a hat and light clothes, and avoid exercise or activity that makes you hotter.

Cool yourself down. Have cold food and drinks, avoid alcohol, caffeine, and hot drinks, and have a cool shower or put cool water on your skin or clothes.

Keep your living space cool. Close windows during the day and open them at night when the temperature outside has gone down. Electric fans can help if the temperature is below 35 degrees. Check the temperature of rooms, especially where people at higher risk live and sleep.

You can also get help from the environmental health office at your local council, if you think a hot house is affecting your health or someone else's. They can inspect a rented home for hazards to health, including excess heat.

Watch out for signs of heat-related illness

If you or someone else feels unwell with a high temperature during hot weather, it may be heat exhaustion or heatstroke.

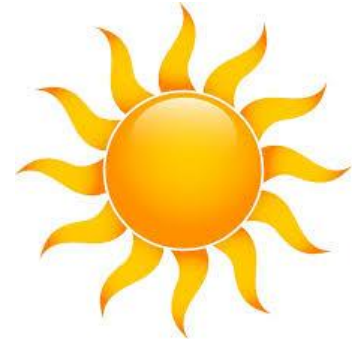
Heat exhaustion does not usually need emergency medical help if you can cool down within 30 minutes. If it turns into heatstroke, it needs to be treated as an emergency.

The signs of heat exhaustion include:

- Tiredness
- Dizziness
- Headache
- Feeling sick or being sick
- Excessive sweating and skin becoming pale and clammy or getting a heat rash, but a change in skin colour can be harder to see on brown and black skin
- Cramps in the arms, legs and stomach



- Fast breathing or heartbeat
- A high temperature
- Being very thirsty
- Weakness



The symptoms of heat exhaustion are often the same in adults and children, although children may become irritable too.

If someone is showing signs of heat exhaustion they need to be cooled down and given fluids.

If someone has heat exhaustion, follow these 4 steps:

- Move them to a cool place
- Remove all unnecessary clothing like a jacket or socks
- Get them to drink a sports or rehydration drink, or cool water
- Cool their skin – spray or sponge them with cool water and fan them. Use cold packs, wrapped in a cloth and put under the armpits or on the neck.

Stay with them until they are better. They should start to cool down and feel better within 30 minutes.

Contact your GP or 111 if you or someone else have symptoms of heat exhaustion that you're struggling to treat or you need advice about.

Contact 999 if you or someone else have signs or heatstroke including:

- Still unwell after 30 minutes of resting in a cool place, being cooled and drinking fluids.
- A very high temperature
- Hot skin that's not sweating and might look red (this can be harder to see on brown and black skin)
- A fast heartbeat
- Fast breathing or shortness of breath
- Confusion and lack of coordination
- A seizure or fit
- Loss of consciousness



Put the person in the recovery position if they lose consciousness while you're waiting for help.

Hay fever

Hay fever is a common allergy that causes sneezing, coughing and itchy eyes. You cannot cure it, but there are things you can do to help your symptoms, or medicines you can take to help.

Symptoms of hay fever include:

- Sneezing and coughing
- A runny or blocked nose
- Itchy, red or watery eyes
- Itchy throat, mouth, nose and ears
- Loss of smell
- Pain around the sides of your head and your forehead
- Headache
- Feeling tired



Symptoms are usually worse between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest.

Hay fever lasts weeks or months, unlike a cold, which usually goes away after 1 to 2 weeks. There's currently no cure for hay fever and you cannot prevent it. But you can do things to ease your symptoms when the pollen count is high.

Visit - [Hay fever - NHS \(www.nhs.uk\)](http://www.nhs.uk) for more information on how to manage your symptoms.

A pharmacist can help with hay fever

Speak to a pharmacist if you have hay fever. They can give you advice and suggest the best treatments to help with symptoms, such as:

- Antihistamine drops, tablets or nasal sprays
- Steroid nasal sprays

Some antihistamines can make you very sleepy, so speak to your pharmacist about non-drowsy antihistamines if you need to.



Bites and Stings

Insect bites or stings are not usually serious and get better in a few days. But sometimes they can become infected or cause a serious allergic reaction.

Bites from some insect can also cause illnesses such as Lyme disease from ticks, scabies from mites, and malaria from mosquitoes in certain parts of the world.

Check if its an insect bite or sting

The main symptoms of an insect bite or sting are:

- Pain where you were bitten or stung
- A small, swollen lump on skin



The lump may look red. It may be more difficult to see on black or brown skin but you should be able to feel it.



There may be a mark on your skin where you were bitten or stung.



You may have a mild allergic reaction, where the skin becomes itchy and raised around the bite or sting.



Sometimes you may have lots of bites grouped together in a small area.



The area may become more swollen and painful if the bite or sting gets infected.

Easing your symptoms

If there's nothing in your skin, or you've removed it, wash your skin with soap and water to help lower the chance of infection.

The bite or sting should get better in a few days. There are some things you can do to ease your symptoms.

DO

- ✓ Put an ice pack wrapped in a cloth or a clean cloth soaked in cold water on the bite or sting for at least 20 minutes, if its swollen.
- ✓ Keep the area raised if you can.
- ✓ Take painkillers such as paracetamol or ibuprofen if the sting is painful.
- ✓ Use antihistamines to relive any itching (but do not use antihistamine cream if you had caterpillar hairs on your skin)
- ✓ Use a hydrocortisone cream to reduce itching and swelling.



Don't

- ✗ Do not scratch the bite or sting, as it could get infected.
- ✗ Do not use home remedies such as bicarbonate of soda to treat the bite or sting.

A pharmacist can help with insect bites and stings

A pharmacist can advise you about medicines that can help ease the symptoms of a bite or sting, such as:

- Antihistamines
- Steroid creams
- Painkillers



They can also provide other treatments if you need them, without you seeing a GP.

Ask for an urgent GP appointment or get help from NHS 111 if:

You've been bitten or stung by an insect and:

- Your symptoms get worse or are not getting any better
- You were stung in your mouth or throat, or near your eyes

- You have tummy pain and are being sick
- You feel dizzy or lightheaded
- A large area around the bite or sting becomes red and swollen
- You have a high temperature and swollen glands
- You were stung more than once
- You've had a serious allergic reaction to an insect bite or sting before

You can call 111 or get help from 111 online.

Call 999 if:

- Your lips, mouth throat or tongue suddenly become swollen
- You're breathing very fast or struggling to breathe (you may become very wheezy or feel like you're choking or gasping for air)
- Your throat feels tight or you're struggling to swallow
- Your skin, tongue or lips turn blue, grey or pale (if you have black or brown skin, this may be easier to see on the palms of your hands or soles of your feet)
- You suddenly become very confused, drowsy or dizzy
- Someone faints and cannot be woken up
- A child is limp, floppy or not responding like they normally do (their head may fall to the side, backwards or forwards, or they may find it difficult to lift their head or focus on your face)

You or the person who's unwell may also have a rash that's swollen, raised or itchy.

These can be signs of a serious allergic reaction and may need immediate treatment in hospital.

Mental Health

This summer we focus on Mental health and exercise:

Why we should sit less Modern society is designed for sitting, as a result we spend more time than ever sitting with many adults in the UK spending around 9 hours a day sitting.

Modern society is designed for sitting, as a result we spend more time than ever sitting with many adults in the UK spending around 9 hours a day sitting. It is thought excessive sitting slows the metabolism - which affects our ability to regulate blood sugar and blood pressure and metabolise fat.

It is strongly recommended that we break up long periods of sitting time with activity.

If you would like to find out more about why we should sit less please visit:

[Why we should sit less - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Tips to reduce sitting time:

- stand when travelling on public transport
- Take the stairs
- stand up whilst on the phone
- walk to a colleague's desk rather than emailing
- swap some TV time for more active tasks or hobby



There is increasing evidence that, unless you are a wheelchair user, sitting down too much can be a risk to your health.

To reduce our risk of ill health from inactivity, we are advised to exercise regularly, at least 150 minutes a week, and reduce sitting time.

Sitting for long periods is thought to slow the metabolism, which affects the body's ability to regulate blood sugar, blood pressure and break down body fat.

Many adults in the UK spend around 9 hours a day sitting. This includes watching TV, using a computer, reading, doing homework, travelling by car, bus or train but does not include sleeping.

Random Acts of Kindness - Can Help Improve Mental Health

Research has shown that helping others can be beneficial to our own mental well being. If we are feeling stressed or unwell it can be hard to focus on helping others, but there's lots of evidence that doing something kind will help you as well as the recipient.

Some simple acts of kindness could be:

- Make a cup of tea for a colleague who is under pressure
- Just listening to a friend or colleague in need – you don't have to give a solution
- Send a motivational message to someone you know is struggling
- Give way to another driver who is trying to get out of a busy junction
- Smile and thank the cashier at the till
- Give up your seat to someone who needs it more than you
- Give someone a compliment
- Call a friend that you haven't spoken to for a while to check on how they're doing
- Help someone with outdoor chores such as mowing or pruning, especially if the person is ill or frail
- Have a conversation with someone who is homeless – many people who have experienced homelessness say being ignored is one of the hardest things, so acknowledging someone on the street can make a huge difference to their day



Carers – Support if you look after someone

Help and support for unpaid carers.



I Care For Someone Else

- Do you look after someone who would struggle to cope without your support?
- Is the care unpaid?

If this sounds like you, you may be a carer.

If someone relies on you regularly to provide unpaid care or support (this could be your partner, family member or friend) who, due to being elderly or frail, illness, disability, a mental health problem or addiction, cannot cope without your support, you are a carer.

You are a carer if you care for an adult or a disabled child (e.g. parent/guardian or sibling).

You can access services to support you as a carer, and services may also be provided or arranged for the person you care for, with their consent, to help you in your caring role.

Support for you as a carer

There are services available to support unpaid carers of all ages living in Nottingham City and Nottinghamshire:

- **Carers Hub Service** primarily supports adult carers (age 18+). Where young carers (age under 18) contact the Service a referral will be made to Young Carers Notts for tailored support
- **Young Carers Notts** supports young carers (age 5-17).

As a carer you have a right to an assessment/ identification of your needs, your carers support service can assess your needs, and put in a place a support plan.

They can also offer you information, advice, and guidance, 1:1 support, group support and activities.

Services available to you are:

Carers Hub Services (CHS) - The Carers Hub Service (CHS) is a free and confidential service that supports unpaid Adult Carers living in Nottingham City or Nottinghamshire.

Young Carers Notts - Young Carers Notts is a free and confidential service that supports unpaid young carers aged 5-17 who live in Nottinghamshire and the City of Nottingham to take a break and get practical advice and information about caring.

Breaks from caring for Carers of Adults - Respite care can give the person you care for the chance to enjoy new experiences and to talk to somebody new. In turn, this means carers receive a break from caring and time to recharge their batteries.

Breaks from caring for Carers of Children - Carers of disabled children can apply to access replacement care and whole family support through the pathways for Short Breaks for Disabled Children/ The Whole Life Disability service dependent on the level of need of the child.

Local help - The **TuVida Website** can provide you with information on other groups or services you could go to for advice on specific conditions.

For more information you can visit -

<https://www.nottinghamcity.gov.uk/information-for-residents/health-and-social-care/adult-social-care/support-if-you-care-or-look-after-someone>

Or contact Customer Service Centre on **0300 131 0300**.

Carers can also get information, advice and support by contacting the Carers Hub on **0808 802 1777**, lines are **open Monday to Friday 9am until 5pm**.

You can also make contact using the following methods:

Website: <https://carershub.carersfederation.co.uk/>

Email: carershubinfo@carersfederation.co.uk

YOUNG CARERS NOTTS

Free and confidential support for young carers in Nottinghamshire and the City of Nottingham

Young Carers Notts is for young carers age 5-17. We offer group sessions, short breaks, social opportunities with other young carers, fun activities, and practical advice about caring for someone.

Young Carers Notts also helps those working with young people to increase identification of young carers and promote the support available.

Web: www.youngcarersnotts.co.uk

Email: youngcarers@tuvida.org

Tel: 0115 824 8824 (9am-5pm, Monday-Friday)

WhatsApp: 07860 957 660

Address: 54A, Nottingham Road, Mansfield, NG18 1BN



Tü Vida

Nottinghamshire Carers Association



Nottinghamshire Carers Association Carer Friendly Award

is awarded to:

Brierley Park Medical Group

For your valuable contribution to supporting carers within your practice

Sept 2023



NHS App

Make the most of the NHS App

We are excited to remind you about the NHS App— a handy tool designed to make managing your health easier and more efficient. If you haven't fully explored its benefits yet, here's why you should consider using it more often!

With the NHS App, you can easily order your repeat prescriptions from the comfort of your home. Not only that, but you can also order prescriptions for a family member if you are both registered at the same practice. With your family member's consent, simply request proxy access and manage prescriptions smoothly through the 'linked profiles' feature within the app. If you are registered at different practices, encourage your family member to download the app, and offer your support to help them use it.

The NHS App also allows you to view your results as soon as they are available, saving you the need for unnecessary calls or visits to the practice. If you see some results that confuse you, don't worry - your GP will contact you if your results need to be discussed. Additionally, if you need a sick note, you can request one directly through the app, making the process quick and simple.

If you're worried about needing a smartphone to use the app, don't be! You can access all these features on any device with an internet connection. Just visit the link below to get started.

<https://www.nhsapp.service.nhs.uk/login>

If you're having trouble downloading the app or registering, don't let it stop you. Visit our Digital Inclusion Coordinator, Cassie, during one of the dates below. Cassie can help you get set up the app and answer any questions you might have. If you have photo ID, please bring this with you to ensure we can help you as effectively as possible. You will also need access to your emails and phone.

Skegby site	Huthwaite site
15 th August 1-3pm	15 th August 9-11am
5 th September 1-3pm	29 th August 9-11am
12 th September 1-3pm	5 th September 9-11am

For additional support, don't forget to visit our practice website where we have a dedicated page filled with how-to guides to help you navigate the app with ease.

<https://www.brierleyparkmedicalgroup.nhs.uk/practice-information/make-the-most-of-the-nhs-app/>

Start using the NHS App today and enjoy the convenience of managing your health at your fingertips!





New Clinical Staff Members

We have our 2 lovely members of staff who joined our experienced team recently.

Jenna Hayes (HCA): I have worked in Healthcare for the past 14 years, working in a variety of areas such as Community Nursing, Special Schools and Clinical Haematology. My passion is working with people and building relationships to make sure the care I provide is person-centred. I have a wide range of clinical skills and experience, which I am able to use in my daily work within the practice, to ensure I contribute to providing high standards of care, which all patients deserve.

Neil Harrison (HCA): I have worked in health care for over 30 years, working across the counties of Nottinghamshire and Derbyshire, predominantly in the community. I am very experienced in providing patient care, having worked in the Ambulance service for many years and in hospitals and GP surgeries for the past 4 years. I aim to provide the best possible service for my patients and always try my very best to make them feel at ease.

Dr Nichola Jones (GP): **Joining us in September 2024:** After completing my medical degree in my home town of Sheffield in 2010 I moved to Derbyshire and have worked across both hospitals and GP surgeries within Derbyshire, Nottinghamshire and South Yorkshire.

During my Chesterfield based GP training I developed a passion for Women's Health and have completed specialised training to allow me to complete contraception & sexual health clinics and menopause care.

I also like all things skin, with dermatology being a keen interest of mine, having completed a combined dermatology and GP post during my training.

I've thoroughly enjoyed working with the Brierley team and caring for the local population and I am very excited to be joining the fantastic Brierley team permanently.



Dr Nichola Jones

Patient Participation Group (PPG)

Have you say as to how we spend the pay..

Since the merger of the Huthwaite and Skegby sites in July 2023 into Brierley Park Medical Group (BPMG), we have emerged as one of the largest active Patient Participation Groups in the Ashfield PCN.

As we have developed, we have revised our “mission statement” to *“support the administrative and medical staff of the Group to try to help shape local health services”*. In doing this, we have managed to provide a defibrillator at the Carnarvon Arms, Teversal, and to provide 10 large size cuffs for the blood pressure machines that BPMG loan out to patients to monitor their blood pressure at home.

We are aware that there are many small pots of funding that may be available to us, but we need to have a purpose behind the funding application; this is where we need your help.

If there is anything that you think would help us in bidding for fund and which would help the Group, then please let the Reception Staff now at either the Skegby or Huthwaite site and we will look at taking it further.

Cheers,

Steve Wright – Chair of SHIP Group