



MAJOR OAK MEDICAL PRACTICE

# SPRING 2022 NEWSLETTER



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# PRACTICE NEWS



## Clinical Team:

Dr W M Mikhail	Senior GP Partner
Dr G Singaravel (Dr Gopi)	GP Partner
Dr E Gabrawi	GP Partner
Sarah Townsley	Nurse Prescriber
Libby Scott	Practice Nurse
Teresa Brentnall	GP Assistant/Admin Supervisor
Lydia Walker	Practice Phlebotomist
Michael Wong	Clinical Pharmacist
Emma Parks	First Contact Physiotherapist
Victoria Davis, Dawn Spence	Social Prescribers
Joy Mitchell	Mental Health Practitioner

## Reception / Administration Team:

Jacque Mikhail	Practice Manager
Helen Vick	Reception Supervisor
Paula Pang	Receptionist
Bethany Short	Receptionist
Charlie Telford	Receptionist
Lisa Price	Receptionist
Melissa Collingwood	Receptionist
Clare Thomas	Audit Administrator
Gail Fenton	Medical Administrator
Lisa Hinds	Medical Administrator
Lynn Pyatt	Medical Administrator



<b>Monday: 08:00 – 18:30</b>
<b>Tuesday: 07:00 – 18:30</b>
<b>Wednesday: 08:00 – 18:30</b>
<b>Thursday: 08:00 – 18:30</b>
<b>Friday: 08:00 – 18:30</b>
<b>WEEKEND: One Saturday each month</b>



### Happy Easter to all our Patients

Dear patients and carers

Thank you for the continuities support to the practice.

Over the past few months, we have introduced a range of services and new roles to the practice both in-house and via our Primary Care Network. We now have Mental Health Practitioner, Clinical Pharmacist, First Contact Physiotherapist, Social Prescribers, and the acute home visiting service.

We are also increasing the capacity of our existing staff to accommodate the increasing demand on the service.

A reminder that the spring COVID-19 booster vaccination is now offered to those aged 75 and over, as well as anyone over the age of 12 who is immunosuppressed. This can be given six months after the patient received their last vaccine dose. Patients can access the booster via the national booking service.

During the last few months, we worked closely with the PPG to improve electronic communication via the Facebook and now we do update it regularly with important announcements and relevant news.

We are still having a lot of patients not attending their appointments with the GPs and Practice Nurses. Please let us know as soon as possible if you are unable to attend an appointment at the surgery so that the appointment is not wasted.

Thank you for continuing to wear your face mask when you come into the surgery and thank you for understanding that the waiting room has limited seats because we are trying to protect you.

A huge thanks to all our patients who are respecting the rules and cooperating with us to make the practice safe.

From all the GPs & Staff at Major Oak Medical Practice .....  
Happy Easter to everyone.

*Jacquie*

**Practice Manager**



# Welcome



## New staff members at the Medical Practice

### We would like to welcome the following new members of staff:-

New Practice Nurse: We would like to welcome Libby Scott to the practice, she started at the practice on 11th January 2022.

New Reception Team Member: We would like to welcome Melissa Collingwood to the Reception Team. Melissa started at the practice in February 2022.

### New Specialist PCN Mental Health Practitioner

Joy Mitchell joined the Practice in February 2022, her role is to support patients with acute mental health needs. They can then sign-post/ refer on to other services for ongoing management or treatment. They cannot prescribe or deal with ongoing mental health conditions.

Champions: Our Champions act as a first point of contact for any questions/enquiries. The following staff will be champions in the following areas:-

Paula Pang > Cancer Champion  
Lynn Pyatt > Dementia Champion

Helen Vick > Carer Champion  
Clare Thomas > Chronic Disease Champion

## Major Oak Facebook Page

We regularly publish up to date news and relevant links to our Facebook page. Please follow us on Facebook as the more followers we have, the wider the information gets shared. [Major Oak Surgery - Home | Facebook](#)

## Reminder of Existing Role at the Medical Practice

### First Contact Physiotherapy (FCP)

#### What is an FCP?

- A Physiotherapist with expertise in the assessment and management of musculoskeletal (MSK) conditions.
- Able to assess any soft tissue, muscle or joint issue
- Aim to provide self management advice including exercises
- Utilise the same referral pathways as GP's – able to refer to speciality services or for investigations such as x-rays and MRI's if indicated.
- Can still advice to book in with GP if needed.

#### Common Conditions accepted:-

Back and neck pain  
Sciatica  
Shoulder, knee, hip pain  
Tennis elbow  
Carpal tunnel syndrome  
Repetitive strains  
Achilles, ankle problems  
Sports injuries (joint, muscle or ligament)  
Post orthopaedic surgery

**Go direct to a physio without seeing the doctor!**

**First Contact Physiotherapy Service** NHS

See a Specialist Physiotherapist who will:

- **Assess you** and diagnose what's happening
- **Give expert advice** on how best to manage your condition
- **Refer you on** to specialist services if necessary.

Appointments available NOW!  
Please ask at reception or call your GP practice for more details.

Ask reception for more information

## Childhood Immunisation

### When do you have childhood Immunisations?

It is important that your baby has their immunisations at the right age – the first ones are given at **8 weeks old**. They will be given further doses of these immunisations when they are 12 weeks old and 16 weeks old. Other immunisations are given at 1 year of age.

#### **At 8 weeks, your baby will have immunisations against:**

- diphtheria
- tetanus
- pertussis (whooping cough)
- polio
- Haemophilus influenzae type b (Hib)
- hepatitis B
- rotavirus
- meningococcal group B disease (MenB)

These will be given as 2 injections and drops into the mouth.



#### **At 12 weeks, your baby will have immunisations against:**

- diphtheria
- tetanus
- pertussis (whooping cough)
- polio, Hib
- hepatitis B
- pneumococcal disease
- Rotavirus

These will be given as 2 injections and drops into the mouth.

#### **At 16 weeks, your baby will have immunisations against:**

- diphtheria
- tetanus
- pertussis (whooping cough) \*polio
- Hib
- hepatitis B
- MenB

These will be given as 2 injections.

#### **Immunisations your baby will have at 1 year of age**

Your baby will have immunisations against:

- Hib/Meningococcal group C (MenC)
- MenB
- measles, mumps, rubella (MMR)
- pneumococcal disease



Many of these diseases can be particularly serious in young babies. It is important to make sure babies are protected as early as possible to prevent them catching the diseases.



# PLT Dates & Bank Holidays

The Practice will be closed from 12:00 pm

Dates:
Wednesday 13th April 2022
Wednesday 11th May 2022
Wednesday 8th June 2022
Wednesday 20th July 2022
Wednesday 21st September 2022
Wednesday 19th October 2022
Wednesday 16th November 2022

Bank Holidays		
15 April 2022	Friday	Good Friday
18 April 2022	Monday	Easter Monday
2 May 2022	Monday	Early May bank holiday
2 June 2022	Thursday	Spring bank holiday
3 June 2022	Friday	Platinum Jubilee Bank Holiday
29 August 2022	Monday	Summer bank holiday
26 December 2022	Monday	Christmas Day (substitute day)
27 December	Tuesday	Boxing Day (substitute day)



## You Are Not Alone

**You Are Not Alone provides Local mental health advice and help for young people in Nottingham and Nottinghamshire, all in one place.**

NottAlone was created to help young people, parents and carers and professionals to access the right mental health information and support for them.

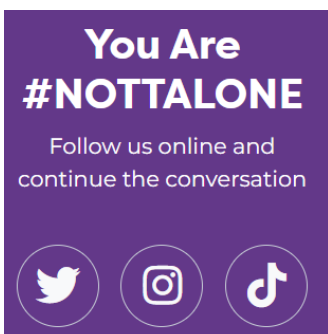
It is a website with local mental health advice & help for young people in Nottingham and Nottinghamshire, all in one place. If you are aged under 25, are a parent or carer, or a professional that supports young people, you can find information, advice and where to go to get help locally.

There is information to help with Anger, Anxiety and Panic Attacks, Bereavement and Loss, Body Image, Bullying, Depression or Low Mood, Drugs and Alcohol, Eating Disorders, Exam Stress, Family Separation, Gangs or Dangerous Situations, Hearing Voices or Hallucinations, Identity, Independent Living, Mental Health, relationships, Self Harm, Suicidal Thoughts, and Young Carers to help manage mental wellbeing.

**For further information please click the link below for the YouTube video and You are not alone website.**

<https://youtu.be/qAfOwKVpZBY>

<https://nottalone.org.uk/about?a=yp>



# Major Oak Patient Participation Group

## Sixth Form Students, this Could be to Your Advantage

Our Patient Participation Group (PPG) would love to welcome younger people to join us; if you are currently in a sixth form or planning to join one this year let us explain how volunteering to join this type of community group may give you an advantage when the time comes for you to apply for a job or university place.



We currently have one student member and one former member now at university.

Involvement in a PPG can improve your interpersonal skills which are so important in the world of work or university if you want to do well. You are given the chance to learn how to interact with older people with differing views and opinions who are not part of your school or college daily life. You can learn about attending meetings and how they are run and following agendas and minutes. It is very interesting to gain some knowledge of how the NHS, primary care and associated voluntary health groups work.

We really want to hear your valuable views as a young adult on how we can help to continually improve and enhance all patients experience at Major Oak Surgery.

**You do not have to be considering a career in medicine to join, we are all lay members, this is about patient experience and how to improve it.**

We have found that sixth form heads will usually allow students to attend our meetings during term time. We meet every five to six weeks for approximately an hour and a half and can be flexible with times and days to allow students to join us.

The Clinical Commissioning Group (CCG) for Nottingham and Nottinghamshire, who organise the delivery of local health services, supply a volunteer certificate to PPG members. Former student members have found this valuable to add to their personal statement when applying for university places, potential employers are also keen to hear that applicants have been involved in helping community groups. We really want to hear your valuable views as a young adult on how we can help to continually improve and enhance all patients experience at Major Oak Surgery by acting as critical friends to the practice.

Here's hoping that you may be interested in joining our group to enhance our work and share tea and biscuits at each meeting at the surgery.

You can find out more by contacting the practice via email:

[nnccg.c84113@nhs.net](mailto:nnccg.c84113@nhs.net)





## Help Relieve Reception Pressure

### Test Results

Please call after **11 am** to enquire about any investigations results.

If you are registered for the online services, you will be able to see your results.

### Have you got the NHS App?

24/7, wherever you are, the NHS app allows you to book, cancel and track appointments at your GP surgery with ease.

You can conveniently order repeat prescriptions, view your GP medical record, and quickly check symptoms, plus access to NHS 111 online means no more wondering if you need urgent attention. It's free and owned by the NHS so you know your personal data is always secure.

You can find it in in Google and Apple app stores. Simplify your life. Download the NHS App!



## Samples

Due to infection control, please do not post samples through the surgery letter box, instead please hand them in to one of the reception team who will handle it safely.

## Did Not Attend Appointments

### **Appointments are precious resource.**

We have noticed an increase in DNAs recently despite having the majority of bookings on the same day! Please cancel your appointment in plenty of time if you are unable to use it – someone else will be in need of this appointment instead!



We closely worked with the Patient Participation Group (PPG) and our DNA policy has been reviewed recently which can be accessed via the Practice Website.

Please see latest reports showing the missed face to face appointments and equivalent time:-

Months:	Missed Appointments:	Time wasted:
January 2022	72	Over 11 hours
February 2022	35	Over 5 hours
March 2022	44	Over 8 hours

## Prescription Ordering



We are asking as many patients as possible to place their repeat medication requests via our online services.

This is quick and easy to do, once you have submitted your request, the prescriber will deal with the request within 48 hours. It will then be sent to your nominated Pharmacy for collection.

If you are unsure who your nominated Pharmacy is or you need to change this to a another Pharmacy, then please contact our Reception on Tel: 01623 822303.

## No Smoking

Please can visitors to the surgery please refrain from smoking around the building especially near clinic rooms windows.

If you are interested in quitting smoking, there is The Better Health Quit Smoking campaign which is scheduled to run from 28 February 2022. See link below for more information:-

[Better Health Quit Smoking | Campaign Resource Centre \(phe.gov.uk\)](https://www.phe.gov.uk/campaign/betterhealthquit)

## Keeping Well in Pregnancy

### Vitamins, Supplements and Nutrition in Pregnancy:

Eating a healthy, varied diet in pregnancy will help you get most of the vitamins and minerals you need.

But when you're pregnant, or there's a chance you might get pregnant, it's important to also take a folic acid supplement.

It's recommended that you take:-

***400 micrograms of folic acid every day – from before you're pregnant until you're 12 weeks pregnant***

This is to reduce the risk of problems in the baby's development in the early weeks of pregnancy.

It is also recommended that you take a daily vitamin D supplement.

Do not take cod liver oil or any supplements containing vitamin A (retinol) when you're pregnant. Too much vitamin A could harm your baby. Always check the label.

You also need to know which foods to avoid in pregnancy.





“How likely are you to recommend our service to friends and family if they needed similar care or treatment?”



Extremely Unlikely	Unlikely	Neither likely or unlikely / Don't Know	Likely	Extremely likely
1	0	1	14	56

Thank you for your feedback, the above table show the number of responses received in March 2022.

## Your Feedback Matters!

Your feedback will help us learn more about what you think of your experience - what you like and what you think we could improve. Ultimately, you're helping us to make changes that will ensure we can offer the best possible care.

If you'd prefer to give your comments anonymously, then please do so. If you do leave your contact details then we might get in touch, to talk to you about your feedback so we can better understand your views.

If you would like to leave feedback please pick up a card in surgery or click on the box "**Take our Practice Survey**" at the bottom of our webpage.

### You Said We Did !



The phones are too busy



We have increased the number of incoming calls channels and also have provision for admin staff to help when the phones are busy. We continue to take steps to reduce the number of calls coming into the surgery by asking patients to use online services for prescriptions requests. In addition we are asking our patients to call after 11am for results. We are now introducing online communication facility via our website.

A handrail is needed in the corridor that leads to the clinic rooms to support patients walking along the long corridor.

We contacted NHS Property Services and agreed an installation in due course.



# KIDS CORNER



## Spring Word Search

C H I C K E J U N E G R W O W  
 H P U D D L E M A P R I L H S  
 I B L O H B U N N Y E B O M E  
 B A S E B A L L T T E U M A E  
 S U M A M A T C H A N T F R D  
 H O T S P R I C I N G T L C S  
 N E S T T A P I H E A F O H O  
 E G S G E T R A I N B O W L R  
 E G S S Y R E W S O L Y E E A  
 A S E H B U F N N S O L R S I  
 E G R O W O F L L Y O Y S S N  
 A N U W E F M A Y Y M V R O C  
 S A N E R A N B O W S H E S O  
 U M B R E L L A E A S T E R A  
 T H A S P R I N G P U D D E T



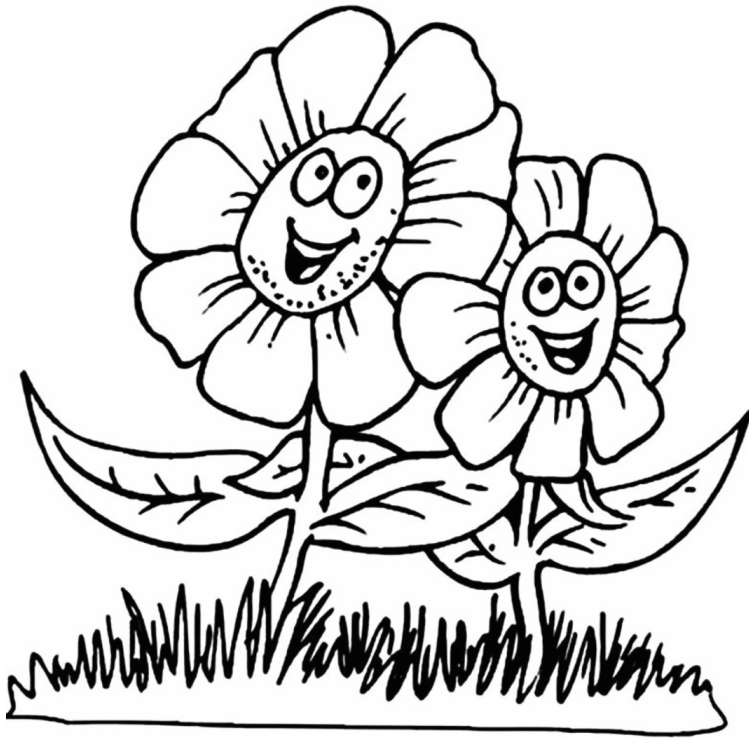
APRIL  
 BASEBALL  
 BLOOM  
 BUNNY  
 BUTTERFLY  
 CHICK  
 EASTER  
 EGGS

FLOWERS  
 GREEN  
 GROW  
 HATCH  
 JUNE  
 MARCH  
 MAY  
 NEST

PASSOVER  
 PUDDLE  
 RAINBOW  
 RAINCOAT  
 SEEDS  
 SHOWERS  
 SPRING  
 UMBRELLA



Enjoy these puzzles while you wait to see the doctor or nurse.



A new Easter puzzle is challenging the web to spot all ten eggs in this springtime scene

HAPPY  
Easter



All the staff at Major Oak Medical Practice  
would like to wish all our patients a

**Happy Easter**