

Winter 2022 NEWSLETTER

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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
Diane Page	Specialist Diabetes Nurse
Donna Merrill	Practice Nurse
Teresa Brentnall	GP Assistant/Admin Supervisor
Lydia Walker	First Contact Phlebotomist
Michael Wong	Clinical Pharmacist
Lucy Webb	First Contact Physiotherapist
Victoria Davis and her team	Social Prescribers

Reception / Administration Team:

Jacquie Mikhail	Practice Manager
Helen Vick	Reception Supervisor
Paula Pang	Receptionist
Lisa Price	Receptionist
Melissa Collingwood	Receptionist
Clare Thomas	Audit Administrator
Gail Fenton	Medical Administrator
James Lendon	Medical Administrator

Monday: 08:00 – 18:30

Tuesday: 07:00 – 20:00

Wednesday: 08:00 – 18:30

Thursday: 07:30 – 18:30

Friday: 08:00 – 18:30

WEEKEND: few Saturdays are provided as part of the Enhanced Access Service

Practice Manager's Update

Major Oak Medical Practice would like to wish all our patients the very best for the festive season and we send wishes for good health in the New Year!

We are trying via our practice newsletters, to keep our patients/carers updated with any new services or key information that would be useful to know.

Since September 2022, we were so busy with the flu clinics and Preparation for the winter pressure!

Since October 2022, we are offering improved access to appointments and other general practice services. This 'enhanced access' means:

- GP services are available up to 8pm on some weekdays, and from 9am-5pm on some Saturdays.
- Appointments will be bookable in advance and on the same day.
- There are a range of appointments with GPs, Nurses, Clinical pharmacist and phlebotomist.

Recently we have appointed a Specialist Diabetes Nurse, Practice Nurse and new reception and admin staff.

We were busy with our PPG members, planning talks and events for the new year.

Please look after yourselves!

Jacquie

Practice Manager



You Said We Did

You said

Give clarification on the type of online appointments as patients were confused between face to face appointments and telephone appointments

When no appointments are available, other options to be offered/advised rather than to call again at 8am

We did

We changed the wording and added clarification of each online appointment type to avoid any confusion.

Increase online slots availability, increase pre-bookable slots within 48 hours, educated the reception to book with other clinical team; physio, pharmacist, practice Nurse, etc... and sign-post effectively





Welcome



New Staff Members At The Medical Practice

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

We are pleased to welcome our new Diabetic Specialist Nurse Diane Page. Our new practice Nurse Donna Merrill has joined the team recently. Helen Cobb joins the team as the new PCN Paramedic. We also welcome Lucy Webb to the Physiotherapists team as well as James Lendon to the Admin and Secretarial team.

Get Your Influenza Vaccination

Flu vaccination is important because, while flu is unpleasant for most people, it can be dangerous and even life threatening for some people, particularly those with certain health conditions.

The best time to have your flu vaccine is in the autumn or early winter before flu starts spreading.

Many people can have a flu vaccination free. More information about eligibility is available from this link: <https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>

The practice started the flu vaccination season mid-September where over 1700 eligible patients had been vaccinated to date. We are running clinics on a daily basis to increase the update. Please contact the reception on 01623 822303 to book.



Ethnicity

The NHS in England have requested that all NHS services ask for the Ethnicity/Ethnic Origin of its patients/service users and staff. The NHS provide services to a diverse and multi-cultural community and hence ask all NHS services to capture this information so that we can better meet their cultural, religious and language needs.

The Practice will be closed on the 26th and 27th of December 2022 as well as the 3rd of January 2023.

The Winter Weather

Cold weather can make some health problems worse and even lead to serious complications, especially if you're 65 or older, or if you have a long-term health condition.

Some people are more vulnerable to the effects of cold weather. This includes:

- people aged 65 and older
- babies and children under the age of 5
- people on a low income (so cannot afford heating)
- people who have a long-term health condition
- people with a disability
- pregnant women

people who have a mental health condition



How to Stay Well in Winter

If you're at greater risk from COVID-19 and flu it's important to get the extra protection of vaccination in winter. Both vaccines are safe and effective, and are the best protection from these viruses. It's important to get both vaccines if you're invited.

Keeping warm over the winter months can help to prevent colds, flu and more serious health problems such as heart attacks, strokes, pneumonia and depression. Heat your home to a temperature that's comfortable for you. If you can, this should be at least 18°C in the rooms that you regularly use, such as your living room and bedroom. This is particularly important if you have a health condition. It's best to keep your bedroom windows closed at night.

Remember that other people may need some extra help over the winter. There's a lot you can do to help people who need support. Icy pavements and roads can be very slippery, and cold weather can stop people from going out. Keep in touch with your friends, neighbours and family and ask if they need any practical help, or if they're feeling unwell. If they do need to go out in the cold, encourage them to wear shoes with a good grip and a scarf around the mouth to protect them from cold air, and to reduce their risk of chest infections. Make sure they get any prescription medicines before the holiday period starts and if bad weather is forecast.

Strep A Infection

Group A Strep can cause throat infection, scarlet fever or skin infections such as cellulitis or impetigo. These infections are usually treated with antibiotics. Very rarely it can cause severe illness.

Those at an increased risk of invasive Group A Streptococcal disease include people who are in close contact with someone who has the disease, are over the age of 65, are diabetic, have heart disease or cancer, have recently had chickenpox, have HIV, use some steroids or other intravenous drugs.

Symptoms include:

- fever (a high temperature above 38°C (100.4°F))
- severe muscle aches
- localised muscle tenderness
- redness at the site of a wound

What To Do If You Have Symptoms

You should contact your GP or get medical advice straight away if you think you have any of the signs and symptoms of invasive disease. Tell your doctor if you have been in contact with someone who has had Group A Strep recently. Your GP will most likely ask you to come into the surgery to be examined. Group A Strep disease can be treated with antibiotics. In severe cases surgery (an operation) may be needed.



Smoking Cessation



Your life expectancy will increase while your risk of major diseases will decrease. These include high blood pressure, cancer, heart disease, emphysema, ulcers, reflux, erectile and sexual dysfunction, kidney disease and much more.

Smoking increases the risk of complications during surgery and infection post-surgery.

Through second-hand smoke children are at an increased risk of getting a respiratory condition and having ear infections.

Quitting smoking will improve your sense of taste, smell and will save you money.

Download the free NHS Quit Smoking app

Use the NHS Quit Smoking app to help you quit smoking and start breathing easier.

The app allows you to:

- track your progress
- see how much you're saving
- get daily support



If you can make it to 28 days smoke-free, you're 5 times more likely to quit for good!

Your Health Your Way

Your Health Your Way is the integrated wellbeing service commissioned by Nottinghamshire County Council for Nottinghamshire residents. We support local residents to get more active, manage their weight, eat healthier, drink less alcohol and quit smoking. We offer realistic and practical support for people to make life long healthy behaviour changes, providing access to opportunities and ongoing support to maintain those behaviour changes.

www.yourhealthnotts.co.uk



Patient Participation Group News

Hooray, at last, we can have a PPG Christmas tree on display at St. Mary's Tree Festival this year. Due to Covid restrictions the last time we were able to do this was 2019.

New battery-operated lights have been purchased and NHS related decorations hand made to supplement the tree baubles.

Watch this space!! In 2023 your PPG will resume health related talks at the surgery. Again, these well received talks for patients had to stop due to Covid restrictions. Dates, times and health topics will be publicised, we may repeat talks at different times to accommodate patients working patterns. The talks will cover various health concerns, for example weight management, alcohol reduction, getting active, diabetes management etc. More will be revealed early next year. PPG members will support and attend these sessions.

Your PPG wishes all our Major Oak Patients and their families a Happy and Healthy 2023.



Cost Of living Crisis Support Available



Nottinghamshire County Council have a dedicated page on their website for support, advice and guidance for anyone who may need it during these challenging times: https://www.nottinghamshire.gov.uk/business-community/cost-of-living-support?utm_campaign=&utm_content=&utm_medium=email&utm_source=govdelivery&utm_term=

Ashfield Voluntary Action have also produced a Cost of Living directory which you can find via this link: <https://www.ashfieldvoluntaryaction.org.uk/our-work/accessing-help/>



Major Oak Facebook Page

The practice are now in the process of updating the Facebook page.

We will publish information on this page of services available to patients as well as up to date news and relevant links: [Major Oak Surgery | Mansfield | Facebook](#)



Please follow us on Facebook as the more followers we have, the wider the information gets shared.

Mental Health Innovations Charity

**MENTAL
HEALTH
INNOVATIONS**

shout
85258
here for you 24/7

Mental Health Innovations (MHI) is a digital mental health charity, which uses digital innovation, data-driven analysis and the experience of clinical experts to improve the mental health of the UK population through the provision of digital tools, support and resources.

Mental Health Innovations is the charity behind Shout 85258, a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.

Mental health support by text message

You can text "SHOUT" to 85258 for free from all major UK mobile networks. You'll then be connected to a volunteer for an anonymous conversation by text message.

This is not an NHS service. This free, confidential, 24/7 text messaging mental health support service is run by a charity called Mental Health Innovations.

Active Minds: Sports with Mansfield Town

Mansfield Town Football in the Community take great pride in supporting Mental Health & Wellbeing, Dementia Care and social well-being – with our weekly FREE activity, Active Minds.

Split into two strands, Active Minds focuses on providing a safe and secure environment for those living with Mental Health issues, Dementia or facing Social Isolation to come together and unite through the power of sport – improving their health and social well-being.

The sessions take place at the One Call Stadium, every Friday 9:30am–11:30am and are FREE of charge. The sessions are indoors and involve a range of activities designed to improve cognitive behaviours, stimulate memories, improve mental health, build friendship and much more.



Practical Tips for Supporting someone with Memory Loss

See below common memory problems and learn how you can help.

- **Forgetting recent conversations or events:** People with dementia may find it hard to remember recent conversations and events, even in the early stages. Pictures and written descriptions can be useful records of things that have happened. Encourage the person to use a diary, journal or calendar to record events and conversations. If the person can't remember whether they have done something or not, try to give context to your question and include prompts. For example, 'It must be a while since you ate breakfast, are you hungry?' rather than 'Have you had breakfast?'.
- **Forgetting names or words:** People with dementia may confuse one word for another, or forget the meaning of certain words or forget names of friends or family members. Give them enough time to say what they are trying to say. Feeling under pressure can make it more difficult for them. Try using prompts, cues and context to help with naming items. If the person is struggling to remember someone's name, try to find tactful ways to remind them without highlighting that they have forgotten for example, 'Here's your friend, Elena'. Consider using a 'memory book' or 'memory box' with photos and brief information on people (such as their name and the story of how the person knows them).
- **Having difficulties with day-to-day tasks:** It is important to support them to do as much as possible for themselves, for as long as they can. Help the person to perform tasks by breaking them down into smaller, simpler steps. It can help to write short instructions and place them nearby. Make sure that items that the person uses regularly are clearly visible to them. Make tasks easier by putting out the items the person will need— for example, place tea bags and a mug near the kettle. Use reminders, such as sticky notes or a wall calendar, for one-off tasks.
- **Getting lost outside the home:** A person with dementia may leave the house and forget where they were going or why. If the person gets lost when going out alone, consider going out with them, or arranging for someone else to do so. If the person is happy to, it can help if other people who live nearby are told about the person's difficulties. Make sure the person has some form of identification when they go out, as well as contact numbers of people they know well.
- **Getting lost at home:** People with dementia may forget the layout of the home they are in and become confused about where each room is located. As their dementia progresses, they may say that they want to 'go home', even when they are at home. If the person is recalling a home that they used to live in, speak with them about this other home, and what it means for them. This may help them to place it in the past. Reassure the person that they are safe if they ask to go home, and encourage them to talk about their feelings. Asking questions like 'What do you like about your home?' may help you understand what they need to feel comfortable. Keep a reminder of the current home address somewhere visible to remind the person of where they are.

For more tips on making the home a better space for people with dementia see [Making your home dementia-friendly](#).

Follow the link below for the Alzheimer's Society
[Understanding memory loss and dementia diagnosis | Alzheimer's Society \(alzheimers.org.uk\)](#)



Useful Links



Your Mind Plan Quiz

There are little things we can all do to help look after our Mental Health. Try our plan to boost your wellbeing today - and make sure to email it for quick access and to easily swap in new ideas.

[Get Your Mind Plan - Every Mind Matters - NHS \(www.nhs.uk\)](http://www.nhs.uk)



The Education Hub

professionals and the media that captures all you need to know about the education system. You will find information on popular topics, Q&A's, interviews, case studies and more.

[How we are supporting adults to secure a better job - The Education Hub \(blog.gov.uk\)](http://blog.gov.uk)



Skills For Life

Unlock a better way ahead. Find training, support and advice to gain the skills you need for the job you want.

[Unlock a better way ahead - Skills for Life](http://www.skillsforlife.org.uk)



Tax Credits are ending

People on Tax Credits will be moved to Universal Credit by 2024. If you choose to apply sooner, it is important to get independent advice before you do as you will not be able to go back to tax credits or any other benefit that Universal Credit replaces.

[Tax credits are ending - Understanding Universal Credit](http://www.gov.uk)



Tax Free Child Care

You can get up to £500 every 3 months (up to £2,000 a year) for each of your children to help with the costs of childcare. This goes up to £1,000 every 3 months if a child is disabled (up to £4,000 a year).

[Tax-Free Childcare - GOV.UK \(www.gov.uk\)](http://www.gov.uk)



Benefit and Budgeting Calculator

You can see how much benefit you are eligible for and how much better off you might be in work. You can also see how changes in your household budget can affect your income.

[Benefit and budgeting calculator | Policy In Practice \(betteroffcalculator.co.uk\)](http://betteroffcalculator.co.uk)

Prescription Ordering



We would appreciate it if you could kindly request your prescription via our online services or by dropping the request through the letterbox near the front door. This is so we can free the phone line for urgent calls.

Requesting prescriptions on the online service 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.

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.



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 are working closely with the Patient Participation Group (PPG) to review our DNA policy in efforts to reduce the number of wasted appointments.

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

Months:	Missed Appointments:	Time wasted:
September 2022	52	Over 10 hours
October 2022	68	Over 13 hours
November 2022	71	Over 13.5 hours

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.

Examples Of Your Feedback

"A smooth running practice"

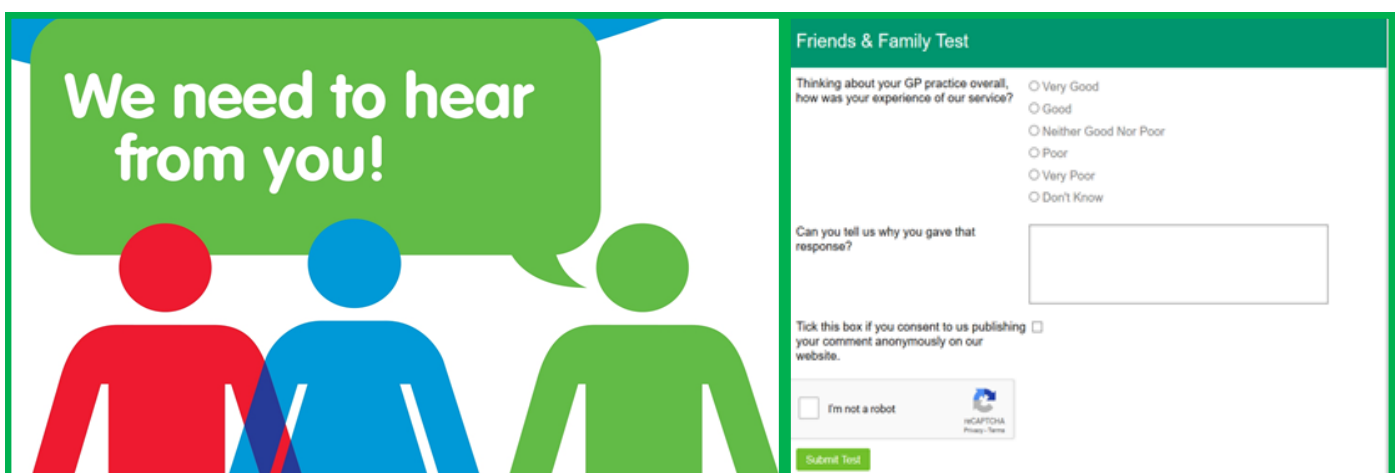
I can't give my thanks enough for the care and support given by the practise nurse and the doctor who followed the appointment up the next morning over the phone. That's what I call an excellent service.
Well done Major Oak Medical Practice."

"Great practice

I had to visit the surgery for a minor op. The service and follow up has been second to none. In my case I am highly satisfied. Thank you"

"Excellent service

Two growths removed as causing problems when dressing. Extremely efficient operation done with kindness and humour.
I really appreciate the service being available at my local surgery."



We need to hear from you!

Friends & Family Test

Thinking about your GP practice overall, how was your experience of our service?

Very Good
 Good
 Neither Good Nor Poor
 Poor
 Very Poor
 Don't Know

Can you tell us why you gave that response?

Tick this box if you consent to us publishing your comment anonymously on our website.

I'm not a robot

Can you colour in
the pictures?

