

Spring 2023 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
Dr A Rauf	GP Registrar
Sarah Townsley	Nurse Prescriber
Diane Page	Specialist Diabetes Nurse
Donna Merrill	Practice Nurse
Teresa Brentnall	GP Assistant/Admin Supervisor
Lydia Walker	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
Elaine Gregory	Receptionist
Evie Rhodes	Receptionist
Gail Fenton	Medical Administrator
Lisa Martin	Medical Administrator
Clare Thomas	Audit 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

Practice Manager's Update

As many of you are aware, the whole of the NHS has been under significant pressure during the winter months due to respiratory illnesses namely Streptococcal A infection. It has been an extremely busy and challenging time but we managed it well by adding extra clinics via the Primary Care Network hub and also offering more same day appointments. We also have more support from our regular locum GPs who are providing a caring service.



A huge thanks to you – patients and carers- for your understanding during busy times!

During the first quarter of this year, as a result of our PPG suggestions, “Your Health Your Way” service had provided 3 free sessions at the practice with the facility of having private chats. It is the integrated wellbeing service commissioned by Nottinghamshire CC. They support patients to get more active, manage their weight, eat healthier, drink less alcohol and quit smoking. We had many patients signed up for their services, as a result of their free drop in sessions.

We are also planning a talk about pre-diabetes during the next few month to be provided by our Nursing team.

We as the whole team here are working very hard to provide the best service our patients deserve. And I would like to take this opportunity to thank all our staff who are currently working extremely hard to provide the service.

I would like to wish you all a happy & healthy Easter

Jacquie

Practice Manager

You Said We Did

You said

We did

Could there be more availability of late appointments with the Nurse for smears to fit in with a working age time schedule ?

We dedicated more appointments at the end of our Nurse clinics for smears and made them bookable online.

We also offer Nurses' late clinics on Tuesday evening between 6.30-8pm

Confidentiality is not always maintained at the reception desk .

Reception team were reminded to be extra careful and to offer to speak in a private room. We are updating a poster to advise patients of this.





Welcome



New Staff Members At The Medical Practice

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

Elaine Gregory - Receptionist
Evie Rhodes—Receptionist
Lisa Martin—Administrator

Dates for your Diary.

Wednesday 19th April 2023 Closed from 12PM - for staff training.

Wednesday 10th May 2023 Closed from 12PM—for staff training

Wednesday 7th June 2023 Closed from 12PM - for staff training

Bank Holidays

- Friday 7th April 2023 - Closed
- Monday 10th April 2023 - Closed
- Monday 1st May 2023 - Closed
- Monday 8th May 2023 - Closed
- Monday 29th May 2023 - Closed

DNA Figures

December 2022:

Total appointments wasted 76. Total time wasted = **over 13.5 hours**

January 2023:

Total appointments wasted 68 .Total time wasted = **over 11.30 hours**

February 2023:

Total appointments wasted 63 . Total time wasted = **about 12 hours**

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.

Why Reception Ask For Your Symptoms Before Offering An Appointment

This is to triage each patient to ensure they are offered suitable appointments for their problem or signposted to more suitable services. This not only saves you attending appointments with the wrong person but helps the GP to prepare for your consultation if you are booked in. Just the same as our clinical staff, all of our staff have signed a confidentiality agreement so we will not discuss the symptoms with anyone else.

If the problem comes under the minor ailments scheme that most local pharmacies offer we would advise to try that first. This means that the clinicians appointments in the practice are kept for problems that can't be dealt with by the pharmacy or any other service. These minor ailments include: aches and pains, sore throat, cough, colds, flu, earache, cystitis, skin rashes, teething, red eye & more. If you want to buy an over-the-counter medicine, the pharmacist and their team can help you choose. (antibiotics will not be available over the counter to treat minor conditions).

Some problems are more suitable for specialist services i.e. physiotherapy, mental health services, paramedic, clinical pharmacists or are better dealt with by our nursing team.

Some things can be done without the need for an appointment e.g. sicknotes can be ordered via our website which are then emailed back to you once completed by the doctor, reception can directly refer you for a phone appointment with clinical pharmacists or can refer you to the midwife etc.



Diabetic Eye Screening Service

The NHS provides **Free** eye screening for people with diabetes aged over 12 years old.

Eye screening is an important part of your diabetes care.

Retinopathy often has no symptoms until the disease is advanced.

Tel: 01623 676134

NHS Bowel Cancer Screening Campaign

This screening is to detect bowel cancer when it is at an early stage in people with no symptoms. This is when treatment is more likely to be effective.

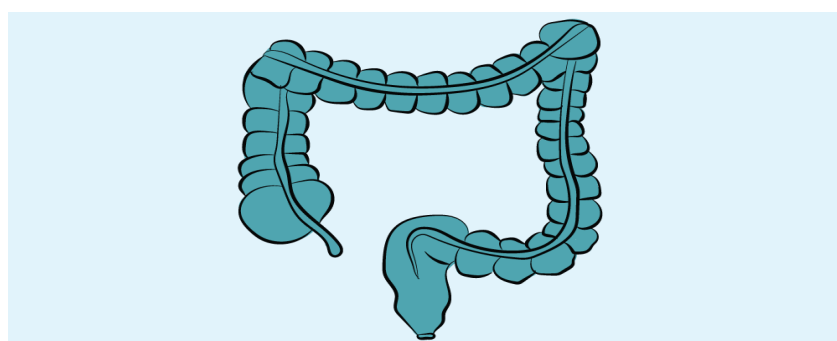
Screening can also find polyps. These are abnormal clumps of cells in the bowel. Polyps are not cancers, but may develop into cancers over time. Polyps can be easily removed, which reduces the risk of bowel cancer developing.

Regular bowel cancer screening reduces the risk of dying from bowel cancer.

More info can be found via these links:

<https://www.gov.uk/government/publications/bowel-cancer-screening-benefits-and-risks>

<http://www.cancerresearchuk.org/about-cancer/type/bowel-cancer/about/screening/about-bowel-cancer-screening>



Breast Screening Initial breast screening (Mammogram)

Invitations will be sent out to women between their 50th and before their 53rd birthday.

The NHS offers screening to save lives from breast cancer. Screening does this by finding breast cancers at an early stage when they are too small to see or feel.

Screening does not prevent you from getting breast cancer.



NHS Cervical Screening Programme (CSP)

Cervical screening helps prevent cervical cancer. It saves thousands of lives each year in the UK.

Cervical screening tests for human papillomavirus (HPV), which is associated with the development of more than 99% of cervical cancers. If HPV is detected the cervical cells are examined for the presence of precancerous (or cancerous) cervical cells.

The aim is to identify precancerous cells in order to treat them and prevent progression to cervical cancer.

Self Care

Looking after yourself is very important. Some small, simple lifestyle changes can make a big difference to mental health and wellbeing. Self-care in younger people is also important. Being aware of what self-care actually is, and how to practise it, can help you to improve your mental health. Good tips for self-care and mental wellbeing can include: exercise, making sure you're getting enough sleep, eating well and keeping in touch with friends. For more tips and tricks on how to look after yourself, and to take care of your mental wellbeing, have a look at this website:

<https://kidshelpline.com.au/teens/issues/self-care>

<https://www.mind.org.uk/information...ental-health-problems-introduction/self-care/>

<https://www.youngminds.org.uk/young-person/coping-with-life/self-care/>



Health And Wellbeing Service

The Health and Wellbeing service is for any patients registered at this surgery who are looking to make positive changes to their lifestyle. Our knowledgeable coaches are experienced in supporting people to make sustainable behaviour changes that allow them to self-manage long term conditions, mental wellbeing and physical health.

The service is for patients residing in the Sherwood PCN, who are looking to make positive lifestyle changes and work towards achieving self-identified goals. If you would like support with your well-being, you will be eligible for an assessment with the health and well-being service. Ask your GP or member of staff at the surgery to refer to the service.

You will receive between 6 to 12 weeks of a person-centered approach support, either face to face or by telephone. The service will assist in supporting your needs with the Health and Wellbeing Coach and/or potential referrals/signposting to suitable services in the future.

Contact at: 07741 610005 or 07741 548040

Young Carers

If you're under 25 and giving support with daily life to a friend or family member, you may be a young carer. If you're a young carer offering support with daily living to someone in your life, have you looked at the support that is available to you?



Carers Trust For Young Carers

Carers Trust helps young carers to cope with their caring role through specialised services delivered by its network of local carer organisations across the UK. They are independent charities. Activities offered include: activities & breaks, group and peer mentoring schemes, emotional support, relevant training, whole family support and more.



<https://carers.org/about-caring/about-young-carers>

NHS Advice For Young Carers

The link below provides a lot of advice and tips for young carers. This includes guidance on topics like social relationships and school work. It also provides useful help-lines and introduces young carer projects which allow you to meet other young carers.



<https://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/help-for-young-carers/>

You can talk to our carers' champion – Helen Vick- for support! (ask Helen about this)

Spring Weather—Hay Fever

Hay fever is usually becomes much worse in later March when it becomes warmer, more humid and windier. This is when pollen count is at it's highest. 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 your temples and forehead, headache, earache and feeling tired. If you have asthma, you might also have a tight feeling in your chest and be short of breath. Hay fever will last for weeks or months.

Self-Treatment Of Hay Fever

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. Put Vaseline around your nostrils to trap pollen, wear wraparound sunglasses to stop pollen getting into your eyes, shower and change your clothes after you have been outside to wash pollen off, stay indoors whenever possible, keep windows and doors shut as much as possible, vacuum regularly and dust with a damp cloth, buy a pollen filter for the air vents in your car and a vacuum cleaner with a HEPA filter and try to stay at home and avoid contact with other people if you have a high temperature or you do not feel well enough to do your normal activities.

Clinical Treatment For Hay Fever

A pharmacist can help with hay fever. Speak to your pharmacist if you have hay fever. They can give advice and suggest the best treatments like antihistamine drops, tablets or nasal sprays to help with itchy and watery eyes, sneezing and a blocked nose.

You should see a GP if your symptoms are getting worse or your symptoms do not improve after taking medicines from the pharmacy. Your GP might prescribe a steroid treatment, such as a steroid nasal spray.



The Major Oak Woodland Festival

A celebration of tradition woodland crafts & skills held outdoors by the famous Major Oak, a short walk from Sherwood Forest Visitor Centre. See wood carving and crafting, browse stalls and even have a go yourself. Suitable for all ages. This is a free event. Parking (N.B. there is a charge) catering and toilets available at the nearby Sherwood Forest Visitors Centre.



Creative Writing - Adult Learning- Edwinstowe Library



Enjoy a course on creative writing for adult learning at Edwinstowe Library. Delve into the relationship between creative writing and nature on 28/4/23. No prior knowledge is required and the course is free. Find out more at www.inspiredculture.org.uk.

Sherwood Pines Parkrun

A free, fun, and friendly weekly 5k community event. Walk, jog, run, volunteer or spectate. Every Saturday at 9:00am. The event takes place at Sherwood Pines Forest Park. Take part for our own enjoyment and join in whatever your pace. Parkrun is positive, welcoming and inclusive, there is no time limit and no one finishes last. Everyone is welcome to come along.



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.

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

The Education Hub is a site for parents, pupils, educational 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)

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.

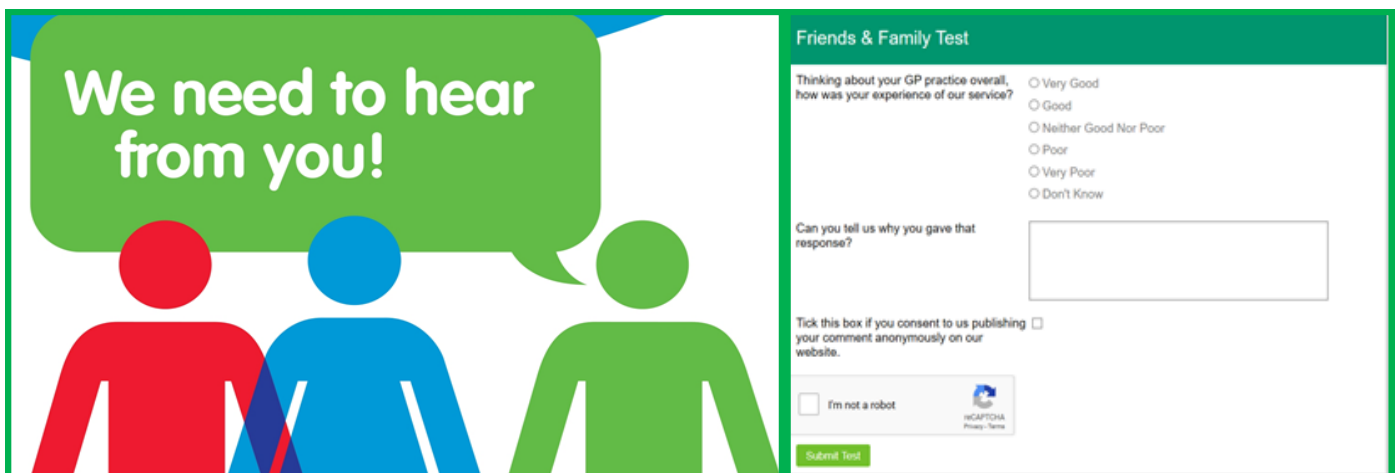
If you would like to leave feedback please pick up a card in surgery or click on the box "**Take our Practice Survey**" at the bottom of our webpage.

Examples Of Your Feedback

Excellent care and support from Doctors, nurses and reception staff over this very trying and distressing few weeks. Thank you so much!

Thank you for being so kind, you are all amazing.

May we take the time to thank you in all that you do and whilst everyone is being so critical of Doctors Surgeries and the service offered, we find our practice friendly and efficient.



The image displays a feedback survey form titled "Friends & Family Test" alongside a graphic. The graphic features three stylized human figures in red, blue, and green, with a large green speech bubble above them containing the text "We need to hear from you!".

The survey form includes the following elements:

- Title:** Friends & Family Test
- Question 1:** 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
- Question 2:** Can you tell us why you gave that response?
 -
- Consent:** Tick this box if you consent to us publishing your comment anonymously on our website.
- Security:** I'm not a robot (with CAPTCHA logo)
- Action:**

Can you colour in
the pictures?

