

# Summer 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: A few Saturdays are provided**

## Practice Manager's Update



Dear Patients and Carers

Hope you are all enjoying the sun safely 

I just want to raise awareness about Signposting and care navigation.....As general practice grows and changes, we're able to offer a wider range of services. As we work in partnership with other practices, we have access to a wide range of staff in a variety of disciplines to complement the work of our practice team. Additionally, we may suggest other services with the appropriate resources to help you with your issue.

I would like to give special thanks to your representatives – the PPG- for working closely with the practice to provide a series of health and wellbeing educational talks to our patients. Examples of provided and planned sessions: weight management, smoking cessation, getting active, Dementia awareness, Basic life support, Diabetes prevention and Diabetes foot care.

As ever, we look forward to looking after you and your health in the future!

### You Said We Did

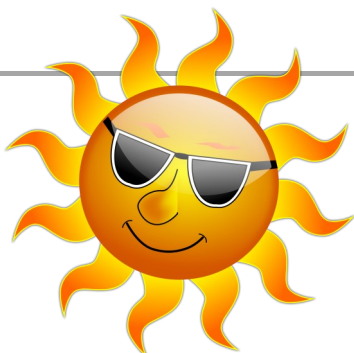
**You  
said**

**We  
did**

Patients have reported their dissatisfaction of the telephone system as the line can cut off without engaging tone at our busiest times.

The problem has been reported to the Support team and the advice is that the system needs updating which we are looking into.

Please note this glitch only happens when all lines are busy not all the time.





## New Staff Members At The Medical Practice

We would like to welcome the following new staff members:

Jennifer Mansfield—receptionist

## Dates for your Diary.

Wednesday 12th July closed from 12pm—for staff training

Wednesday 13th September closed from 12pm—for staff training.

## DNA Figures

# Please cancel unwanted appointments

A study by Warwick Medical School found that throughout the UK, approximately **7.2m appointments are missed** annually within general practice.

This **wastes over £216m each year** which could be used to provide vital services.

March 2023 : **Total appointments wasted 76** (GPs x 8, Nurses/clinical pharmacist/physio x 68). Total time wasted = over 13 hours

April 2023: **Total appointments wasted 46** (GPs x 6, Nurses/clinical pharmacist/physio x 40). Total time wasted = 7.5 hours

May 2023: **Total appointments wasted 71** (GPs x 13, Nurses/clinical pharmacist/physio x 58). Total time wasted = over 14 hours

## Major Oak Medical Practice PPG

Hello from your Patient Participation Group, we hope you are enjoying the summer.

We are happy to say that from early this year we resumed normal working and have started organising health talks again for patients.

The first one, a talk on dementia was successfully carried out by Hazel, a community based Dementia Adviser in May, this was well attended and there was plenty of time for patients to ask questions. Hazel also spoke to some patients in private after the talk. There is to be another on 28<sup>th</sup> June between 6 p.m. and 7.30 p.m. followed by another on the 20<sup>th</sup> September between 1.30 p.m. and 3.00 p.m. These talks will be advertised on the practice Facebook page and by SMS to patients, booking is essential as there is limited space. The practice now has a dementia champion, Lisa Martin who will be a contact point for patients, she will be able to advise and signpost the services that can help dementia patients AND their carers'.

One of our group is also organising some cardiopulmonary resuscitation (CPR) sessions for later this year. We did these pre-Covid and they were very well attended. It gives people a chance to see how effectively a defibrillator works and confidence in using one. Patients will be reminded of where defibrillators are located around Edwinstowe. These sessions will also be publicised by the practice. We aim to provide more talks on various health topics, so watch out for them.

For some events for patients your PPG will be supported by the Newark and Sherwood Community Voluntary Service who offer valuable advice, contacts and their time when attending some of our events.

As a group we would like to be more diverse and one way of doing that is to welcome younger patients to the PPG. We have successfully recruited sixth form students in the past and still have one student member. Joining your PPG gives the opportunity for younger people to experience liaising with different age ranges, committee/group working, using agendas and minutes etc. The Integrated Care Board (formerly the Clinical Commissioning Group) provide volunteer certificates once a student is ready to move on to work, college or university. These are useful for job applications or personal statements. Any students interested can contact the practice.

## Hot weather—keeping cool



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.

For more information visit [GOV.UK: Beat the heat: staying safe in hot weather](https://www.gov.uk/government/collections/beat-the-heat-staying-safe-in-hot-weather).

## Summer Weather—Sun burn

**Sunburn is hot and sore skin caused by too much sun. It may flake and peel after a few days. You can treat it yourself. It usually gets better within 7 days.**

Check if you have sunburn

If you have sunburn, your skin may:

- feel hot to touch
  - feel sore or painful
  - flake or peel - this usually happens a few days after you get sunburn
- Your skin may also blister if your sunburn is severe.

If you have white skin, your skin will usually be red or pink. If you have black or brown skin, you may not notice a change in the colour of your skin.



### Self-Treatment Of sun burn

- 1—Get out of the sun as soon as possible
- 2—Cool your skin with a cool shower, bath or damp towel (take care not to let a baby or young child get too cold)
- 3—Apply aftersun cream or spray
- 4—Drink plenty of water to cool down and prevent dehydration
- 5—Take painkillers, such as paracetamol or ibuprofen for any pain
- 6—Cover sunburnt skin from direct sunlight until skin has fully healed



## Am I at risk of prostate cancer?

In the UK, about 1 in 8 men will be diagnosed with prostate cancer in their lifetime. We don't know exactly what causes prostate cancer but there are some things that may mean you are more likely to get it – these are called risk factors.

There are three main prostate cancer risk factors, which are things you can't change. These are:

getting older – it mainly affects men aged 50 or over

having a family history of prostate cancer

being Black.

If you have any of these risk factors or if you have any symptoms, speak to your GP. They can talk to you about your risk, and about the tests that are used to diagnose prostate cancer. You can also get in touch with our Specialist Nurses, who can help you understand your risk of prostate cancer.

For more information or to complete the award winning 30 second risk checker, please visit:

[www.prostatecanceruk.org](http://www.prostatecanceruk.org)



## Diabetes

To not letting diabetes define you, and celebrating everything that makes you, you! There are thousands of people across the UK suffering with both type 1 and type 2 diabetes, and it can be very difficult to live with. Constant checking of insulin levels or carb content in meals can be wearing, which is why this year focuses not on diabetes but the person you are.

Many people across the UK think that there are only two types of diabetes, but you'd be wrong. There are many more types of diabetes, such as gestational diabetes, neonatal diabetes, type 3c diabetes, steroid-induced diabetes and more. Many of these types of diabetes are not caused due to diet or lifestyle; they can be caused by many different things, such as damage to the pancreas or during pregnancy.

Living with diabetes can be hard, so it's important to find ways to manage it so it doesn't affect you quite as much. You can find advice on foods, on driving or feeling burnt-out, on complications that can be caused by diabetes, and advice to help with your emotional well-being. To find out more about how to manage your life with diabetes, and to get extra support, you can visit the Diabetes UK website:

<https://www.diabetes.org.uk/diabetes-week>

<https://www.diabetes.org.uk/diabetes-the-basics/types-of-diabetes>

<https://www.diabetes.org.uk/guide-to-diabetes>

## World Allergy Week

This year's World Allergy Week is focusing on the idea of managing allergies in a changing environment. Every year a different topic is chosen to be the focus of the week. This week in June provides professionals, physicians and the general public with information about this topic, and encourages further research and understanding. To find out more about World Allergy Week, you can visit the website:

<https://www.worldallergy.org/resources/world-allergy/world-allergy-week-2023>



## **Cervical Screening Awareness**

Going for your cervical screening can be difficult. Everyone has a different experience, and at completely different stages of life. Cervical Screening Awareness Week is about sharing experiences of screening and the ways in which your screening can feel just a little bit easier. There are stories shared by many different people, getting screened for different reasons, which should help to put your mind at ease and feel better. Getting your cervical screening is very important, so having tips and tricks that can make it easier is definitely worth it. To find out more information or to see some of the stories that others have shared, you can visit the link below:

<https://www.jostrust.org.uk/get-involved/campaign/cervical-screening-awareness-week>

If you, or someone you care for, find some health information difficult to read and you'd like to know more about what to expect from a cervical screening, why you need one, or what the benefits of cervical screening are, there's an easy-read leaflet to help:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/618888/CSP05\\_an\\_easy\\_guide\\_to\\_cervical\\_screening.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/618888/CSP05_an_easy_guide_to_cervical_screening.pdf)

## **Family planning options**

Knowing your contraceptive options and what will work best for you, your body and your lifestyle is really important. Contraceptives can be something that are difficult to understand, and it can be hard to know whether the contraceptives you're using are right for you. There are many different contraceptive options, such as: the combined pill, condoms, the implant, the injection, hormonal and non-hormonal coils, progesterone-only pills and more. These options all offer different types of contraception, from hormones to barrier methods. Making sure you're using contraceptives correctly and effectively is also really important, as nothing is ever 100% effective. To find out more about your options and what might be right for you, you can make an appointment with your GP or go to your local sexual health clinic, and they will be able to advise you on what steps to take.

Here at the practice we provide a wide range of family planning options: coils , implants & pills

<https://www.nhs.uk/conditions/contraception/>

## 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 Primary Care Network, 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)

## Whats On

### Ready, Set, Read! Join the team this summer.

At all Inspire Libraries from Saturday 8 July to Sunday 3 September

The Summer Reading Challenge invites children aged 4 – 11, to read six or more library books over the summer. There are stickers and other rewards for every book read, with a medal and certificate for every child who completes the challenge.

This year children join the Ready, Set, Read! team (and their animal mascots!) as they use their skills to weave their way through a summer obstacle course.

**For children aged 4 - 11**

**FREE**

[inspireculture.org.uk/SummerReadingChallenge](https://inspireculture.org.uk/SummerReadingChallenge)

Summer Reading Challenge 2023

Ready,  
Set,  
Read!

Presented by The Reading Agency.  
Delivered in partnership with libraries.

## Robin Hood Festival

Summer's just around the corner and that can only mean one thing in Sherwood Forest – the *Robin Hood Festival*.

This year's event – the 37th Festival to be held here – will take place over 14 days, across five weekends. There will be spectacular arena shows, outdoor cinema, re-enactment, comedy, magic, music and much more. Unless stated below, admission to events is free.

**Please note that parking will be £10 per vehicle per day for *all* visitors (including RSPB members) on special events days.**

Those special events dates are: **August 4th-6th & August 19th-20th & August 26th-28th**

## 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=](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.

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.

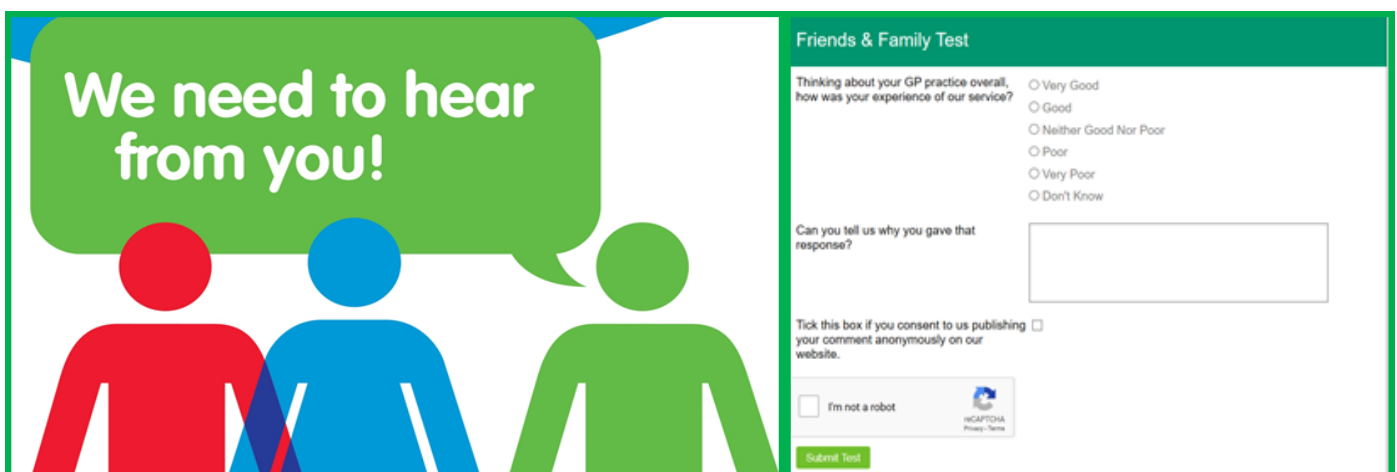
If you'd prefer to give your comments anonymously, then please do so. If you do leave your contact details then we might get in touch, to talk to you about your feedback so we can better understand your views.

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

Thank you! I arrived on my holiday and realised I had forgotten my medication. After phoning the surgery I did get my tablets and I am so grateful to you and your staff. (Card delivered to the surgery)

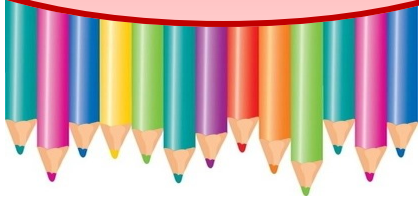
I liked the fact that my medical issue did not take up the GP's time and resolved by the local pharmacist on the same day and prescribed medication after a consultation, apparently this is a new procedure they are trialling, well done! Hopefully this will ease the pressures The receptionist are always very helpful & professional. (NHS website)



The image displays two examples of patient feedback. On the left is a green feedback card with a white speech bubble containing the text "We need to hear from you!". Below the speech bubble are three stylized human figures in red, blue, and green. On the right is a screenshot of a "Friends & Family Test" survey form. The form includes a question about the overall experience of the GP practice, a list of response options (Very Good, Good, Neither Good Nor Poor, Poor, Very Poor, Don't Know), a text box for reasons, a consent checkbox for publishing, a CAPTCHA, and a "Submit Test" button.



Can you colour in  
the pictures?



Coloring  
book

