

# Winter 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 Adesany (Lady Doctor)	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	Musculoskeletal Practitioner
Victoria Davis and her team	Social Prescribers

### Reception / Administration Team:

Jacque	Practice Manager
Helen Vick	Operational Manager
Caroline, Melissa, Elaine, Kelly, Lauren	Receptionists
Billie	Secretary
Jennifer	Notes Summariser/coder

**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 message

Dear Patients & Carers

*Welcome to the Winter 2023 Edition of our Patients' Newsletter*

*As we are heading towards the end of 2023, I wanted to draw some light on the work done in collaboration with the PPG where serious of events were organised. To name a few: Your Health Your Way YHYW Drop in Clinics, Dementia awareness sessions, Basic life support session. We are working to deliver further topics in 2024: Mental Health awareness session, Cardiovascular awareness talk, as well as Diabetes session. For more info on the PPG work, please refer to the PPG AGM report in this NL.*

*One of the challenges we are facing is that we are seeing a significant increase in the numbers of repeat prescription requests. Each requests needs GP/prescriber review before it can be issued, and this causes an increased administrative burden on our staff. Rather than reduce the number of appointments to accommodate this, we are extending our agreed processing time to 72 working hours from 1st February 2024. Please ensure that you order your repeat medications at least 5 working day in advance to allow for this change. Please note we cannot accept prescription requests over the phone (unless for specific unforeseen circumstances), this is to free the lines to more complicated requests and also to avoid any errors.*

*Wishing you all a very healthy Christmas and Best wishes for 2024!*



## You Said We Did

**You  
said**

**We  
did**

Difficulty in using and navigating NHS App

We organised a digital support drop in session in October to show patients how to access the digital tools on their devices and help them set up the NHS app

**And here is a written feedback after the session from one of the patients:** "I went down to the surgery last Monday for the 'help with the NHS app' afternoon they were holding.

*It was excellent and I learned such a lot plus helping with things I wasn't sure about on the app. Now I know and am much more confident using it. The girls running it were so informative and didn't make you feel silly asking really simple questions.*

*Anyone who missed it, make sure you go next time.*

*Thank you Major Oak for putting it on, what a clever idea*



## New Staff Members At The Medical Practice

We would like to welcome the following new staff members:

Lauren - Receptionist

Kelly - Receptionist

## Dates for your Diary.

### Christmas Opening Times

Saturday 23rd December – CLOSED

Sunday 24th December – CLOSED

Monday 25th December – CLOSED

Tuesday 26th December – CLOSED

Wednesday 27th December – 08:00 – 18:30

Thursday 28th December – 07:30 – 18:30

Friday 29th December – 08:00 – 18:30

Saturday 30th December – CLOSED

Sunday 31st December – CLOSED

Monday 1st January - CLOSED

**We wish all our patients a Merry Christmas and a Happy New Year**

## DNA Figures

### Did Not Attend (DNA) figures for Sept, Oct, Nov 2023:

Total appointments wasted **250**

Total time wasted = **over 43.5 hours**

**Remember to cancel your appointment if you don't need it. If you are not able to keep your appointment please call 01623 822303 and cancel as soon as possible: someone else may need to see the doctor urgently.**

# Flu vaccinations 2023-2024



## Flu Vaccinations



It is not too late to have a Flu Vaccine at the practice. If you are eligible (see groups below) then please contact the practice to book an appointment.

- those aged 65 years and over
- those aged 6 months to under 65 years in clinical risk groups
- pregnant women
- all children aged 2 or 3 years on 31 August 2023
- those in long-stay residential care homes
- carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person
- close contacts of immunocompromised individuals
- frontline workers in a social care setting

# Order repeat prescriptions on the NHS App



-  easily choose where your prescriptions are sent
-  order at a time that suits you
-  need help? Access support in the app or visit [nhs.uk/helpmeapp](https://nhs.uk/helpmeapp)



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# Breast Screening



**1 in 2**

women declined their first  
breast screening invite

It only takes a few minutes  
to perform and can help  
detect breast cancer at  
an earlier stage



If you have missed your last appointment for breast screening– it's not to late.

Please ring this number to make another appointment:

01623 676008

# Care to Learn Scheme

...giving children the best start

# Care to Learn



ARE YOU a young mum or dad?



DO YOU want to get back into education?



APPLY HERE

Care to Learn could help you get back into your studies...

T: 0800 121 8989 W: [www.gov.uk/care-to-learn](http://www.gov.uk/care-to-learn)  
E: [caretolearn@studentbursary.education.gov.uk](mailto:caretolearn@studentbursary.education.gov.uk)



Nottinghamshire County Council

The Care to Learn scheme is there to help young mums and dads, under the age of 20, to pay for childcare for their child while they study.



"Care to learn has helped me become a better parent by letting me return to college without having to worry about the childcare prices at the end of the month."  
- Loren age 17

## The payments include:

Payment for your childcare, including deposit and registration fees.

A childcare taster session for up to five days. Keeping your childcare place over the summer holidays.

Taking your child to their childcare provider.



"Without care to learn I would not have been able to cover the cost of childcare. It has allowed me to continue my education."  
- Isabel 18

## Useful links:

[www.nottshelpyourself.org.uk/childcare](http://www.nottshelpyourself.org.uk/childcare)  
[www.nottinghamshire.gov.uk/childrenscentresservices](http://www.nottinghamshire.gov.uk/childrenscentresservices)  
[www.futuresforyou.com](http://www.futuresforyou.com)  
[www.nottinghamshirehealthcare.nhs.uk/family-nurse-partnership](http://www.nottinghamshirehealthcare.nhs.uk/family-nurse-partnership)

## Get in touch

You can Email: [nottsfis@nottscg.gov.uk](mailto:nottsfis@nottscg.gov.uk)  
If you'd prefer to speak to us you can contact the customer service team 0300 500 8080



## Payments

Childcare payments go directly to your childcare provider once you have attended the course and when your child has attended their childcare setting. Travel payments go directly to your school or college - they either pay you or arrange travel for you.

## What will I get?

Up to £180 per child, per week (living outside London)  
Up to £195 per child per week (living in London)



Nottinghamshire County Council

W [www.nottshelpyourself.org.uk](http://www.nottshelpyourself.org.uk)  
E [nottsfis@nottscg.gov.uk](mailto:nottsfis@nottscg.gov.uk)



@nottsfis



@nottsfis



## **NHS Health Checks**

### **Free NHS Health Checks!**

We offer free NHS health checks to eligible patients aged 40 – 74 years, helping to pick up a health condition such as diabetes and heart disease before it becomes a problem. This involves meeting one of the team to discuss your health as well as measuring blood pressure, Body Mass Index (BMI) and a blood test. You will then be able to have the right treatment or changes to your medications and support for any lifestyle changes to help you stay fit and well. More information is available at <https://www.nhs.uk/conditions/nhs-health-check>

## **Shingles Vaccination**

### **Shingles Vaccine**

The shingles vaccine is recommended for some older adults and people with a severely weakened immune system.

#### **People who turn 65 on or after 1 September 2023**

From 1 September 2023, you're eligible for the shingles vaccine when you turn 65. You'll be offered 2 doses of the vaccine. These are given between 6 and 12 months apart. You'll remain eligible until your 80th birthday.

#### **People aged 70 to 79**

Everyone aged 70 to 79 is eligible for the shingles vaccine. You will have 2 doses (given between 6 and 12 months apart). You're eligible up until your 80th birthday.

#### **People aged 50 and over with a severely weakened immune system**

You're eligible for the shingles vaccine if you're aged 50 or over and you're at higher risk from shingles because you have a severely weakened immune system.

This includes:

- some people with blood cancer (such as leukaemia or lymphoma)
  - some people with HIV or AIDS
  - some people who've recently had a stem cell transplant, radiotherapy, chemotherapy or an organ transplant
- people taking certain medicines that severely weaken the immune system

You'll be given 2 doses of the shingles vaccine. These are given between 8 weeks and 6 months apart.

If you have any queries, please call the surgery to discuss.

## Stress Awareness

### Stress Awareness

Stress affects us all in different ways and at different times. There are some easy stress management tips that you can try, which can help to reduce your stress levels. If you're finding things too difficult to manage with self-help, you can always talk to a member of our team.

<https://www.nhs.uk/mental-health/self-help/guides-tools-and-activities/tips-to-reduce-stress/>



## Domestic violence and coercive control

### Domestic violence and coercive control

There doesn't need to be violence in your relationship for you to be a victim of domestic abuse. Coercive control is a criminal offence. Put simply, coercive behaviour is behaviour that controls you, your time and your relationships or finances. If you feel you sometimes don't do things that you might want to because of what someone might say or do, it may be that they're exhibiting controlling behaviour towards you.

The NHS website has a list of questions to consider when thinking about whether you may be in an abusive relationship.

Women's Aid also have a range of resources for help and support, whether you're a victim of domestic abuse or are supporting someone who is. Access web chats, email help, a supportive forum and the survivor's handbook.

<https://www.womensaid.org.uk/information-support/what-is-domestic-abuse/coercive-control/>

<https://www.nhs.uk/live-well/getting-help-for-domestic-violence/>

<https://www.womensaid.org.uk/information-support/>

## 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)

## Stay well in winter and cold weather

### Stay well in winter and cold weather

Some people are more vulnerable in cold weather, and as winter rapidly approaches, we need to think about how we can stay well when it's wintry. This might include vaccinations if you're vulnerable, making sure the temperature is warm enough indoors and making sure you're getting all the help that's available.

The Met Office have some fantastic guidance on the things that might help us to stay well over the winter, including links to some of the available financial support you may be entitled to.

<https://www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/>  
<https://www.metoffice.gov.uk/weathe...llbeing/top-tips-for-staying-well-this-winter>

If you have elderly or vulnerable neighbours, can you check that they're okay? From knocking on the door to see if they're alright if you haven't seen them doing their normal activities, to sparing the time for a cuppa if they're alone for long periods, there are many things we can do to foster great communities and support our older population.

Age UK run day centres for older people. With planned activities, a hot meal at lunchtime and with many offering accessible transport, you may find that getting out of the house, with a little support, is just what you need to have an enjoyable day – especially if enjoy some company and a warm welcome.

From transport to helping with small maintenance jobs around the home, Age UK can help across Great Britain. To find out more about the support Age UK offer, have a look at their local pages.

<https://www.thenationalcareline.org/SafetyAtHome/CheckOnYourNeighbour>  
<https://www.ageuk.org.uk/services/in-your-area/day-centres/>  
<https://www.ageuk.org.uk/services/in-your-area/>

## 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

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

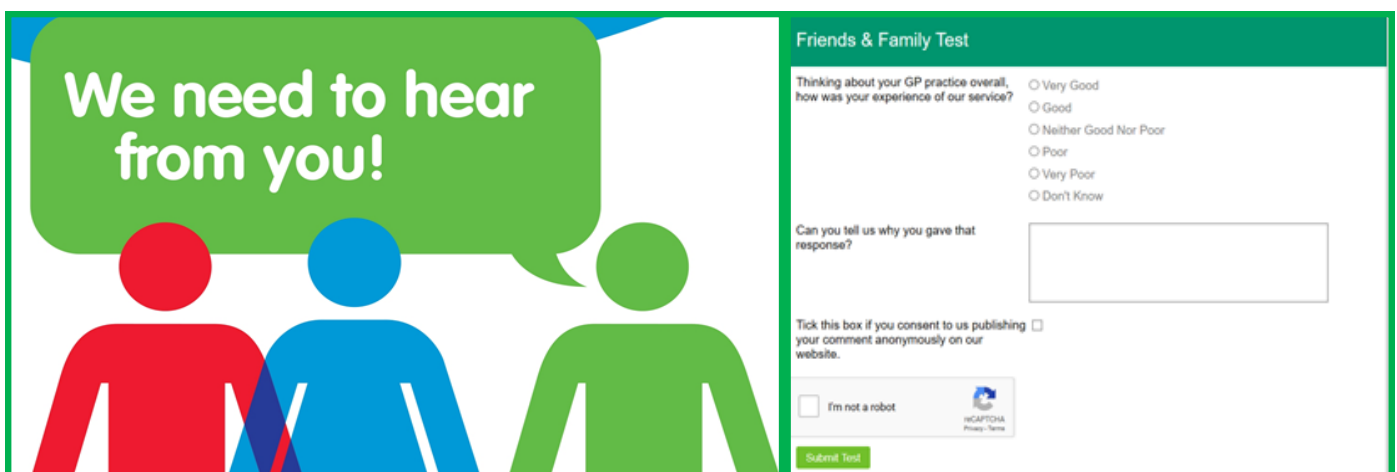
As usual the staff went above and beyond to help me get an appointment.

I would like to commend Caroline for her excellent service recently. She did so much to resolve an issue I was having!

Teresa was amazing today! Managed to get blood from me so easily, so professional and so lovely!

Amazing service, quick processing of my referral and excellent communication!

There is no service when ringing to tell us where we are in the queue, the phone just cuts off!



**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

# STAYING WELL THIS WINTER

Local services in and around Newark that can help you - more details about what they can offer on the other side of this sheet ... but first, some tips ....



- Keep your vaccinations up to date and attend you GP surgery for your annual review when invited.
- If you care for someone, go on the Carers Register via your GP surgery.
- Use your pharmacy or call 111 for advice.
- Newark Hospital is focused on ensuring that wherever possible local people receive their care in Newark.



- Prevent falls and stay safe by having a tidy up.
- Make sure smoke and carbon monoxide detectors are working.
- Get some handrails if you have mobility or balance problems.
- Get a Careline personal alarm, that you wear and can alert someone if you need help.
- Keep warm by improving your home energy efficiency and move regularly.



- Reach out to friends, family, or your community if you need support.
- Keep your mind and body active and make changes that help you enjoy a better quality of life.
- Help others by volunteering or joining a group.



- Make sure you are getting all the income you are entitled to.
- Review your finances, make sure you not paying for things you don't need or use.

Produced by representatives of local organisations for people across Newark and Sherwood.



## IMPORTANT CONTACT DETAILS

**NHS:** Vaccinations, annual reviews, to make a GP appointment or to register as a carer contact your GP. For minor illness a pharmacy is a good place to go for advice or call 111 if you have a medical problem. Contact Newark Hospital for more information on the service it provides on **01636 681681**.



**Newark and Sherwood District Council** offer advice on making your home warmer, home alterations and the Careline Service. They help older people who have concerns about their current and future housing, offer bulky waste and medical waste collection service.



You can contact the District Council on **01636 650 000**.

**Age UK:** The Connect team are able to offer information, advice, signposting and practical support around physical and mental health, care needs, housing, finances, social interaction and engagement with community. To access the service call **01623 488217**.



**Nottinghamshire Fire and Rescue:** If you feel you are unable to assess the risks in your own home NFRS may be able to come to your home to carry out a Safe and Well visit.



You can call the advice line on **0800 022 3235** or text **07766 299999**.

**CVS:** Door to Door service that offers people who are isolated the opportunity to attend social activities and they can help you if you are interested in becoming a volunteer. Call them on **01636 679539**.



**Citizens Advice Sherwood and Newark:** offer free, confidential impartial and non-judgemental advice. You can drop into Castle House, Newark on Tuesday and Thursday between 9:30am and 2:30pm or call **01623 861769**.



**Social Prescribing** Link Workers motivate and support people to make changes so that they can enjoy a better quality of life. GPs, Nurses and Practice staff can refer people for free and confidential one-to-one service.



**Home-Start** is a local community network of trained volunteers and expert support helping families with young children through their challenging times. We are there for parents when they need us the most because childhood can't wait. You can contact Home-Start by calling **01636 705011**.



**Active4Today:** Newark Sports and Fitness Centre offers a safe place to swim, exercise and take part in classes. Call in at Lord Hawke Way, Newark, NG24 4FH or call **01636 655780**.



**Nottinghamshire County Council** offer an extensive range of adult and childrens services. You can contact the County Council by calling **0300 500 8080**.





# The Patient Participation Group

## The Patient Participation Group

### Major Oak Medical Practice

### ANNUAL REPORT 2023

In this report I am giving you an outline of our activities since the last AGM which was held in 2022. Your PPG has continued its work in acting as a critical friend. It has offered constructive criticism to the practice, and it supported communication between the Major Oak Surgery staff, other community health organisations and patients, to help those patients use the surgery facilities to the best advantage. During the Covid pandemic, and for a while afterwards, our meetings had to take place virtually which, whilst far from ideal, enabled a worthwhile degree of communication to take place. Since then, our meetings have been face-to-face, but we have retained the Teams option for members and patients who needed to join the meeting remotely. The PPG is constantly looking at ways to improve communications and provide information to patients and, to this aim, it invites members of the practice staff, both clinical, reception and administrators to our meetings to exchange views and ideas. Patients can now follow surgery news on the practice Facebook Page and our virtual PPG patients are invited to submit helpful suggestions for the efficient running of the surgery. We also have a dedicated email address for patients to contact us directly. In addition to its articles for Edwinstowe Village News, the PPG has published items in the Roundabout magazine, The Wellow Warbler and Sherwood Life. These publications cover areas that have Major Oak patients. Social media has also been used wherever appropriate. Members of your PPG attended events organised by various healthcare organisations and providers, particularly the Community Voluntary Service. This enabled us to learn about what services are available to our patients and the community. As a result, the Practice has hosted interactive health talks for its patients and families and, recently, talks regarding dementia. Last week, we held the first of our schedule of interactive CPR demonstrations. There will be further events in the forthcoming months. The PPG has also participated in various networking sessions on a regional, and local basis. In recent years, students have made valuable contributions to our discussions and have brought a younger perspective to our meetings. We have been pleased to provide a volunteer certificate to students from the Integrated Care Board and the PPG. These are valuable for students to use with their personal statements for university applications or to add to a CV. We seek to recruit more sixth form students as the last one left recently for university. The PPG continues to review action points which appear on each meeting agenda and minutes. This has proved very successful in helping to achieve our aims. Wherever possible, individual members of the PPG 'champion' projects from start to completion. The Major Oak surgery is now part of the Sherwood Primary Care Network with the aim of working together with six other GP practices in the same network, made up of over 60,000 patients; as well as community, mental health, social care, pharmacies, hospitals, and voluntary services. The PPG expects that this will stimulate much discussion at future meetings. PPG members have attended some flu jab clinics this Autumn to provide refreshments and the opportunity for some patients to catch up with friends and acquaintances. I would like to thank the members of the PPG for the work they have done over the past year.

Clive Parkin.

PPG Chair

21st October 2023



Can you colour in  
the picture?

