



## Winter Newsletter 2024



Here's what has happened in the last month and what's to come!

### **Vaccination Update.**

We are very keen to ensure that all people eligible for the various respiratory vaccines are offered an opportunity to book.

In the coming months members of the practice may either speak to you during a consultation or you may be contacted by telephone if we think there is a gap in your respiratory and shingles vaccination cover. This will give you an opportunity to book for a vaccination.

You can also request a vaccination via the practice website online consultation.

The practice has started vaccinating for Shingles and pneumococcal infections.

### **NHS Health Checks:**

This practice offers NHS Health checks. If you are aged 40- 74 years and have no known previous health conditions, you can request an NHS Health check either at reception or online via our website.

You can have a health check every 5 years and you may be invited to attend

In this newsletter:

**Vaccination Update**

**NHS Health Checks**

**The Diabetes Prevention Programme**

**The Diabetes to Remission Programme**

**New Year- 2025 – New You**

**Have you changed your phone number recently or your email address?**

**Try going digital in 2025**

**Drugs in the house you no longer need?**

**Volunteers welcomed**

**Complaints and feedback**



### **The Diabetes Prevention Programme**

Our secretarial team may be in contact with you about joining the Diabetes Prevention Programme. If you are invited, please do seriously consider taking part. People identified for the programme are those people whose blood sugar result from a blood test indicate that they may well develop diabetes if they do not lose weight and/ or increase their exercise.

Research has shown that for many people, taking part in the programme can reverse the likelihood of them developing diabetes.

Type 2 diabetes is a serious condition that in many cases can be prevented if a person loses weight.

The programme helps people to lose weight and increase exercise. The programme is offered by an organisation called Xyla and it can be undertaken in face-to-face groups or online.

### **The Diabetes to Remission Programme**

If you have been diagnosed with type 2 diabetes in the last few years you may be eligible to join a new very low-calorie diet programme to help you to lose weight rapidly followed by further support. Research has shown that this approach can help to put your diabetes into remission which means you are less likely to develop the complications of diabetes.

If you would like to explore this opportunity further, please speak with your diabetes nurse.

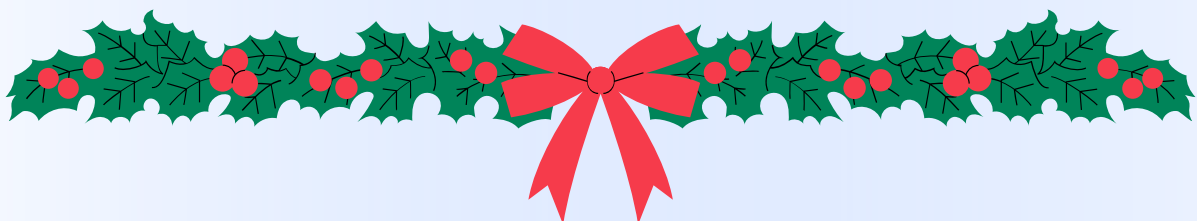
### **New Year- 2025 – New You**

The practice offers smoking cessation services and can also signpost you to weight management services locally, just ask at reception

### **Have you changed your phone number recently or your email address?**

Please make sure you have updated us with you contact details by going onto our website. Go to Contact us online (submit a new request) then submit an admin query.

Alternatively, you can come to reception and let them know. There are paper slips at reception you can complete and give to the reception team.



### **Try going digital in 2025.**

If you have not done so already, why not try the NHS app. You can download the NHS app onto your smart phone. Once downloaded you can order repeat prescriptions and access your medical records. If you require help with this, the reception team can help you. In addition, local libraries can help with the digital app and help you to get used to the practice website.

### **Drugs in the house you no longer need?**

Please feel free to bring them to our dispensary and we can dispose of them safely. Please do not flush into the water system.

Any drugs that leave the premises cannot be reused by dispensary, but we have a special system for them to be disposed of.

### **Volunteers welcomed.**

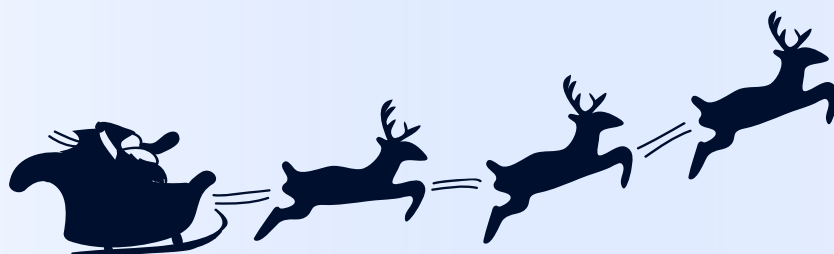
The practice is keen to work with volunteers to help our practice population to become more digitally enabled. If you have some time to spare, we would like to hear from you please. We are keen to train volunteers to use the practice website and the NHS app so that they can show people in the waiting room how to get set up and use the systems. You do not have to be particularly IT savvy as you will be taught what to do.

If you think you might be able to help, please contact our PPG and explain how you would like to help.

We are happy to work with students over the summer months as experience or engage with people wanting to get back into work, or with people who are retired but who might be looking for some new purpose.

If this type of work does not appeal, the PPG are also keen to engage with new community members who can join online or face to face to help review practice materials or feedback on new initiatives.

If you are interested, please email [ppg.hwmc@nhs.net](mailto:ppg.hwmc@nhs.net). (Chair [carolhastwell@icloud.com](mailto:carolhastwell@icloud.com))



## **Complaints and feedback**

Our practice encourages feedback from our patients, it is how we know if we are doing well or need to improve. The whole practice team strive to do their best for all patients and their families, but we do not get it right all the time.

We encourage all registered patients to feedback to the practice. We have a dedicated complaints manager called Sheila who works in the practice Tuesday to Fridays. She is happy to receive a letter or an email or happy to meet face to face or via a telephone call.

All complaints are investigated to try to understand how we can do things better. We also have regular practice meetings to discuss events where we can learn and improve our processes.

Of course, we are also happy to receive positive feedback. We keep a record of all feedback and complaints, and this is shared with CQC if they request to see this.

