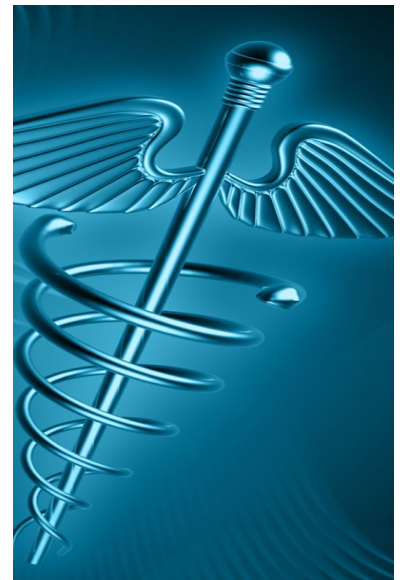


Yoxall Health Centre and PPG Newsletter



The image above is the
Rod of Asclepius.

The symbol of the Greek
God Asclepius, associated
with healing and medicine. It
is also the symbol for the
World Health Organisation.

Appointment Timings

Please note that if you arrive
late for your appointment
you may be asked to sit and
wait until the end of the
surgery or may even have to
rebook. We do appreciate
that some delays are
unavoidable and it will be at
Doctor's discretion when
you will be seen

Home Visit Requests:

For our housebound
patients who require a home
visit, please call our
Reception Team before
11am to enable our
Clinicians to plan their days.

Calls after this time will be
triaged by our Duty Gp.

Practice News - February 2024

Welcome to the latest edition of our Practice Newsletter.

Christmas seems a distant memory and as the forecast of snow last week confirmed Winter is still with us, however the milder weather has encouraged us to think towards Spring. Certainly seeing the raising heads of snowdrops and daffodils is testimony that Spring is not far away.

We hope to make our Newsletter as informative as possible and will include Practice news, updates and wider primary care messages and announcements. We aim to send this out on a quarterly basis. We will continue to let you know of any upcoming events. Your feedback on this newsletter is welcomed, and we would also be delighted to hear of any ideas and content you would like to see in a future edition. Please send these to yoxall.healthcentre@nhs.net. We hope you enjoy this newsletter.

Covid News

Following new government guidance, the rules around wearing face coverings, have been relaxed. However, if you do need to visit the surgery and are suffering with a respiratory illness, we would advise that you still wear a face covering.

Accurx—Text Messaging

This system is a way we can interact with our patients. Here are a couple of links which might be useful for those of you with questions about the service.

<https://support accurx.com/en/articles/8146015-patient-support-frequently-asked-questions-faqs>

<https://support accurx.com/en/articles/3736694-patient-support-my-practice-has-asked-me-to-complete-a-florey-questionnaire>

<https://support accurx.com/en/articles/6656943-patient-support-how-to-book-an-appointment-with-your-practice-using-your-accurx-link>

**If you don't have access to the internet please ask at
Reception for a printed copy.**

New activities for the new year: why switch up your exercise?



Most of us have our favourite physical activities. But trying something new, or varying the exercise we do, can make a real difference to many areas of our overall health and fitness. We take a brief look at why you should switch up your exercise routine and try something different this new year.

If we're often jogging the same route, or mainly getting our exercise from a trusted DVD, it's likely that our bodies have become used to a certain pattern of movement. Changing the form of exercise we do may wake up our muscles and encourage them to work harder.

As well as being essential for physical health, regular workouts also benefit the mind, lowering our stress levels and helping us to release more endorphins - happy hormones. Switching exercises regularly will also benefit our mental health as new surroundings and activities will work to stimulate the brain. Taking in new scenery, or working out in a different environment forces us to engage with our surroundings, and can also help to lift our spirits.

Also, if we tend to favour indoor workouts, getting outside for some of our activity can also really help to improve our overall mental health.

These days, many of us work long hours or move frequently for work, making it hard to get to know new people. Group activities can be a perfect way to get to know a group of like-minded people.

Taking up a new sport, whether a team sport, class-based activity or individual exercise, can open up our social life. Whether we've joined a walking group and get to chat to new people or have taken up yoga online, having a new interest will often lead to new connections.

But even if our chosen workout is solitary, we can still engage with a community through online groups and forums that focus on a particular sport or on fitness in general.

For example, while we may not be motivated to join a local running club, we can reach out to those with similar interests online to swap tips and talk about our new activity.

Widening our social circle - both real and virtual - can do wonders for our overall wellbeing and mental health.

Please treat our staff
with the same respect you
would expect to receive.

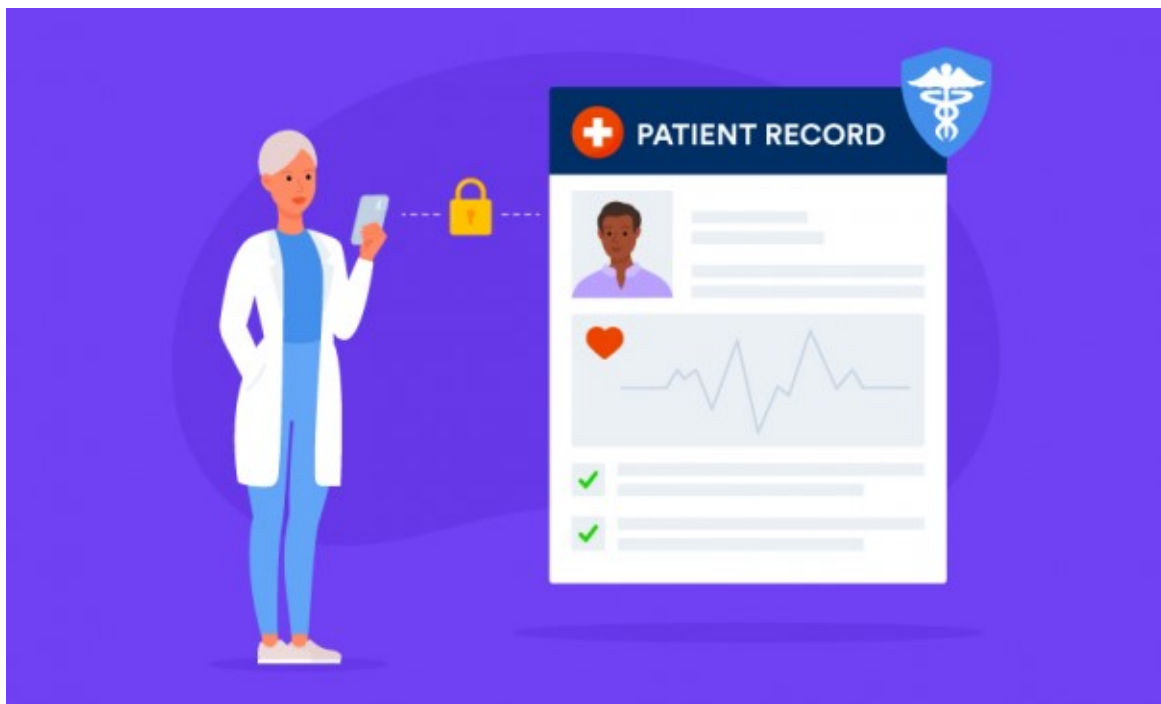


**NO EXCUSE
FOR ABUSE**

Our staff should be able to come to work without fear of violence, abuse, harassment or discrimination from patients or their relatives.

We have a **zero tolerance** policy for these behaviours and we have the right to remove patients from our practice list and notify the police.

Please note that this surgery operates a zero tolerance policy. Our staff are here to help. Any inappropriate behaviour, whether that be in person, over the telephone or via email / social media will not be tolerated and could result in removal from the surgery.



All of our staff have signed a confidentiality agreement ensuring that patient details are kept private. If you wish for a member of your family to be able to discuss any medical issues with a member of staff, please complete a consent form which can be found on our website or pop into reception. We will not discuss any medical or medication issues until this has been completed.

YOXALL HEALTH CENTRE'S VISION

To offer our patients the best
quality, patient centred,
evidence based care available

To maintain high standards of
education and training in our
staff

We aspire to provide a work
environment where staff feel
valued and encouraged to
develop individual talents

To encourage patient education
and empowerment in decision
making (all clinicians trained)

Staff Changes:

As you know **Dr Winchurch** was back with us for a short spell last year but then sadly was taken quite unwell and decided to take his retirement. He does keep in touch and has been in to see us on a few occasions. He has now recovered and is enjoying his time with his family and animals. He did want to wish all of his patients his very best wishes and to let you all know that he is fine and enjoying his retirement.

We are pleased to welcome our new GP, **Dr Khalid Hassan**. Some of you may have already met him. He has been here a little while now and has settled in very well.

Last week we said goodbye to **Rachel Mansell** who has been our Assistant Practice Manager for a couple of years. She is now a Practice Manager in her own right and I'm sure will do an excellent job. We will soon be welcoming her replacement who should be starting with us in March.

Jo who has been our Secretary for a couple of years is currently off and **Sue** has joined us to step in to cover her role.

FRIENDS AND FAMILY TEST RESULTS

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. It's a quick and anonymous way to give your views after receiving NHS care or treatment. Since June 2023 Yoxall Health Centre has received 178 responses of which 167 patients are either extremely likely or likely to recommend Yoxall Health Centre to Friends and Family. Of the 5 patients that have said they wouldn't recommend the practice to Friends and Family, we are working closely with their feedback to improve services. Following your appointment you will be sent a text with a link to complete. This is completely anonymous or alternatively, you can be offered one at your appointment.



Patient Participation Group

Yoxall Health Centre have an active Patient Participation Group (PPG). This is a group of patients who help the Practice to identify service issues and meet with the Managers and Partners to discuss these. The PPG offers patients the opportunity to input ideas and suggestions as to how the service can improve and better communicate with all patients. The PPG are currently recruiting new members—if you wish to join, please email the YaPP Group on yoxallyapp@gmail.com

The annual AGM will be held at Yoxall Health Centre on 17th April 2024 from 6pm until 8pm. If you're interested in the PPG please come along.

A recent informal health event was held. We would like to thank all who attended and participated in its organisation. Unfortunately there was an error in print in the Parish Magazine stating our Practice Manager would be in attendance, this was not the case.

There will be future events organised by the group and these will be advertised. A Health event jointly with Barton and Alrewas groups and also a village fete.

GP PRESSURES

GP practices in England are experiencing significant and growing strain with declining GP numbers, rising demand, struggles to recruit and retain staff and knock-on effects for patients.

The latest GP workforce data showed that the number of fully qualified GPs has dropped since September 2015. In July 2023, the NHS in England had the equivalent of 27,177 fully qualified full-time GPs, which is 2,187 fewer than in September 2015. The longer-term trend shows that the NHS is losing GPs at an alarming rate: over the past year (between July 2022 and July 2023) it lost the equivalent of 330 fully qualified full-time GPs and the equivalent of 358 full-time partners. This means that, on average, the NHS lost 28 fully qualified FTE GPs per month over the past year.

The number of GP practices in England has decreased by 102 over the past year – reflecting a long-term trend of closures as well as mergers primarily due to a lack of workforce. This coincides with a rise in patients.



The surgery will be closed for half day training on the following days in 2024:

19th March

17th April

16th May

11th June

17th July

25th September

17th October

12th November

Annual Health Reviews

Our admin team have been busy contacting patients who require annual health reviews for long term health conditions. Please note that going forwards, patients will be invited around birth month



Self care

Keep a well-stocked medicine and first aid cupboard for minor ailments



Pharmacy

Pharmacists are highly trained professionals who can treat or advise on minor illnesses



NHS 111

Urgent medical help fast, available 24/7



GP Practice

Urgent and routine appointments on weekdays, evenings and weekends



Urgent Care

Call 111



A&E or 999

For life threatening emergencies and serious injuries only

Sometimes, you may be unsure what to do when you're experiencing a medical concern. Depending on your symptoms, your GP Practice may not be the most appropriate form of care that you need. The Choose Well campaign is designed to help NHS patients understand the options available to them, and equip them with the information to choose the right help, at the right time. For more information visit: www.nhs.uk/livewell



Having trouble getting through to us on the phone? Why not register for the NHS APP. You can book GP appointments, order prescriptions and view aspects of your health records. For further information see the handy guides in this newsletter, visit our website or ask at reception.

Practice Website:

www.yoxallhealthcentre@org.uk

Patients can find a wide range of information on the practice website; and we are happy to receive feedback on website improvements, feel free to use the send us a message page.



PRIVATE WORK

Please note, that any private work that is requested from the surgery can take up to 28 days to complete. Fees may be chargeable; please enquire within the surgery for a pricing list. Private work may include completion of forms for insurance purposes, holiday cancellation forms etc. The surgery will contact you once the work has been completed.

Get a free local Health Check

NHS



Staffordshire residents*

If you're aged 40-74, even though you might be feeling great, you may be at risk of heart disease, stroke, kidney disease, diabetes or dementia.

A free NHS Health Check can help you reduce these risks and make sure you stay healthy.

What do I do now?

Visit: staffordshire.everyonehealth.co.uk

Email: eh.staffs@nhs.net

Text: **HEART** to 60777

Tel: 0333 005 0095



*Excluding Stoke on Trent.

Funded by

Staffordshire
County Council

everyonehealth
because everyone matters

It's
FREE!

NHS APP

More and more people are now downloading and using the NHS APP.

The next few pages give help and tips on registering for the APP. There's a wealth of information as to what you can do on the App which can be found at:

<https://digital.nhs.uk/services/nhs-app/nhs-app-features>

What to do if you do not have photo ID

Each GP surgery creates an online account for patients on their local computer system.

You can use the following details from that account to prove who you are:

- the ODS code of your GP surgery
- the account ID
- a linkage key or a passphrase

Your GP surgery should give these details to you in a 'PIN document'. The linkage key or passphrase will expire 2 weeks after it is printed.

When you have the PIN document, follow these steps in the NHS App:

1. Select How to prove who you are without photo ID
2. Select Yes - I use online services
3. Select Yes - I have all 3 details
4. Enter your ODS code, account ID, and linkage key or passphrase
5. Enter your full name and date of birth

Logging in to the NHS App

1. Enter your email address and select Continue.
2. Enter the password you created when you registered on the app.

Help and support - For help getting set up on the NHS App visit: www.nhs.uk/nhs-app-get-started or scan here →

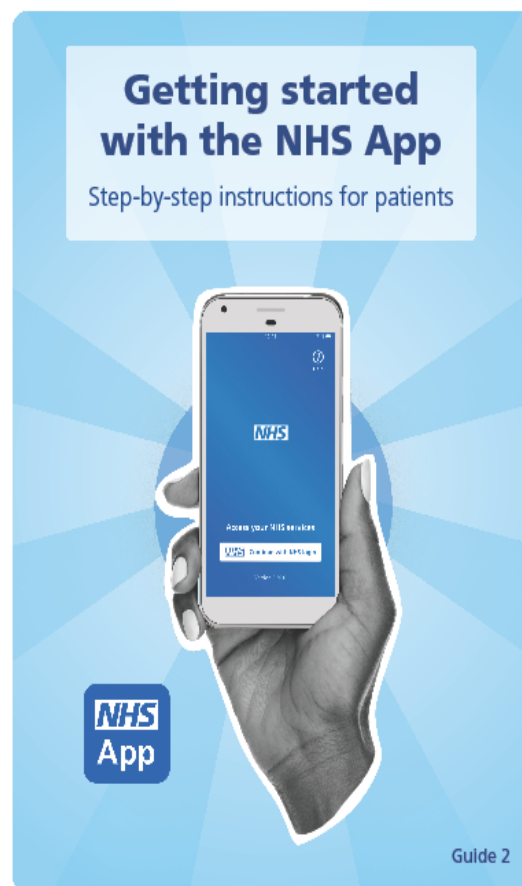


To download the NHS App, scan here



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Google Play and the Google Play logo are trademarks of Google LLC.

v1 08/23



How to register and get full use of NHS App services

Installing the app

Open the App Store or Google Play.

Search for 'NHS App'.

Install the app.

Registering

If you already have an NHS login account for other apps and websites you can use the same email address and password to log in.

To create an NHS login account, you must be aged 13 or over, and have an email address and phone number:

Enter your email address and select Continue.

Choose a password.

Accept the NHS login terms and conditions.

We will email you a security code. Enter this code in the NHS App to confirm your email address.

Enter your mobile phone number and select Continue.

We will send you another security code in a text message. Enter this code in the NHS App to confirm your mobile phone number.

If you have entered the correct codes, you can access the NHS App.

You will now have an NHS login.

Proving who you are

You will need to prove who you are to access other services like seeing your GP health record and other personal information.

Use photo ID to prove who you are

You will need a form of photo ID such as a valid UK passport or UK driving licence.

You have two options.

Option 1 - Complete a face scan

Through the NHS App, NHS login will guide you on how to:

Take a photo of your ID with your mobile phone.

Complete an automated scan of your face using your mobile phone. This will be used to match your face with the photo ID.

Enter your date of birth.

Enter your NHS number or your name and postcode.

When you have completed these steps, your identity should be confirmed within a few hours.

Option 2 – Take a video

Through the NHS App, NHS login will guide you on how to:

Take a photo of your ID with your mobile phone.

Record a short video of your face and say 4 randomly generated numbers (you can also use British Sign Language or write the numbers down and show them in the video).

Enter your date of birth.

Enter your NHS number or your name and postcode.

When you have completed these steps, your identity should be confirmed within a few hours.

Support Numbers:

Cruse (Bereavement) 0808 808 1677

Good Grief Trust hello@thegoodgrieftrust.org

Shout 85258

24/7 Mental Health Support

<https://giveusashout.org>

Text SHOUT to 85258

Alzheimers Dementia Support 0333 150 3456

If you are affected by dementia, worried about a diagnosis or you are a carer, trained staff are ready to give you the support you need.

Opening hours: Mon to Weds: 9am - 8pm, Thurs and Fri: 9am - 5pm,

Sat and Sun: 10am - 4pm

Mind www.burtonmind.co.uk/contact-us

01283 566696

info@burtonmind.co.uk

Macmillan www.macmillan.org.uk/cancer-information-and-support

0808 808 0000 8am-8pm

Online chat 8am-8pm

St Giles 0300 330 9410

enquiries@stgileshospice.com

Age UK Staffordshire

01785 788 477

info@ageukstaffordshire.org.uk