

# Greenmoss Medical Centre

## News



Patient Newsletter edition 6: January 2024

### Happy and healthy 2024

We wish all our patients and staff a happy and healthy 2024.

### Coughs and colds

In recent weeks there has been an increase in chest infections, coughs, colds, covid and flu cases presenting at the surgery. If you have any flu-like symptoms, cough, sneezing, sore throat, fever or any other symptoms which are potentially infectious, we would be grateful if you would wear a face mask whilst in the building to protect other patients and staff who might be vulnerable.

We need our staff to remain healthy in order to continue to provide a service to you. We appreciate your cooperation.

### Telephone system

Greenmoss is one of many practices who have signed up to make the switch from an analogue telephone system - which we know can leave patients on hold and struggling to get through to the surgery - to a modern, easy-to-use digital, cloud based telephone system, designed to make sure more people can receive the care they need when they need it.

It is expected every practice in the country will have a cloud based system in place by the end of this financial year, helping put

an end to the 8.00am rush, which is a key pillar of the primary care recovery plan to improve patient access to care.

We have chosen a new system and contracted with the supplier to install in February 2024. We will obviously keep you updated on progress.

### Patient Health Talks

We have arranged two more online health talks. The first will be on Monday 15<sup>th</sup> January 2024 6.30pm – 7.30pm. Mr Jeremy Oates will be speaking about Men’s Health “The Hard Truth”. This is online via Microsoft Teams. Please request a link via email to [janet.weaver@nhs.net](mailto:janet.weaver@nhs.net)

The second is on Wednesday 31<sup>st</sup> January 2024 6.30pm -7.30pm on the menopause with Miss Sujata Gupta. This is online via Microsoft Teams. Please request a link via email to [janet.weaver@nhs.net](mailto:janet.weaver@nhs.net)

### NHS App

The NHS App allows you to access a range of NHS services. You can download the NHS App on your phone or tablet. You can also access the same services in a web browser.

You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England or the Isle of Man.

With full access you can:

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- view your GP health record to see information like your allergies and medicines
- register your organ donation decision
- choose how the NHS uses your data
- use NHS 111 online to answer questions and get instant advice or medical help near you

You need to have an NHS email account registered prior to requesting access to the App. For more information please look on the website [Getting started with the NHS App - NHS App help and support - NHS \(www.nhs.uk\)](https://www.nhs.uk/111/111-app)

### **Dry January**

Take on 31 days alcohol-free with Alcohol Change UK for a total body and mind reset. From clearer skin and a mental health boost, to saving money and time - there's a whole lot to gain this Dry January.

[Dry January | Alcohol Change UK](https://www.alcoholchange.org.uk)

#### **Think and drink in units**

The UK's Chief Medical Officers (top doctors) recommend not drinking more than 14 units a week; that means about six pints of normal strength beer or a bottle and a half of wine per week.

#### **Have a few alcohol-free days each week**

Having a few alcohol-free days each week is a good way to cut down and give your body a rest, boost your immune system and improve your mental health and wellbeing, and save money. Consider taking an extended break like having a **Dry January** or other dry month.

#### **Keep track**

Recording what you drink for a few weeks will help you understand your drinking pattern, so you can decide if you want to make a change.

#### **Choose a smaller glass and a lower ABV**

Choosing a smaller glass and lower strength can be a helpful way to cut down.

#### **Set a limit**

Decide what you want to drink in advance and stick to your plan.

#### **Practise your drink refusal skills**

Plan what you will say if you are offered a drink and say it with confidence.

#### **Try drinking low-alcohol and no-alcohol alternatives**

Swap your usual alcoholic drink with alcohol-free alternatives. Alcohol-free beers, ciders, wines, and spirits are now widely available.

#### **It's fine to say 'no'**

Not everyone drinks alcohol, and it's fine to say no. It's surprising how many people think it's OK to pressure other people to drink – it's not!

#### **Pace yourself**

Enjoy each drink slowly and remember that you don't have to join in every time someone else decides to drink! It can help to only drink the drinks you really enjoy and skip the ones you're drinking for the sake of it. And it's worth bearing in mind that the drinks you pour at home are often larger than those served in pubs.

#### **Eat before and while you drink**

Have something to eat before you drink and, if possible, while drinking. It will slow down the alcohol being absorbed into your bloodstream and help you pace yourself.

## Ask for help

Ask for help if you feel your drinking is getting out of control. There's nothing to be ashamed of; lots of people struggle with alcohol at some point in their lives and need support to turn things around. Talk to your GP or contact your local alcohol service.

### Cheshire and Merseyside NHS

Your Practice is part of the Cheshire and Merseyside NHS. Please take a look at this website for useful information available to patients.

<https://www.cheshireandmerseyside.nhs.uk/>




Also visit our Practice website for more information and to access this booklet

[09-11-23-winter-booklet-final.pdf](#)  
([practice365.co.uk](http://practice365.co.uk))

## Getting to the right service

There are a number of steps you can take before making an appointment with the GP. Please consider this first before making an appointment:

**Injured or unwell? Use the right service** 

Self-care	Pharmacy	NHS 111	GP	Minor Injury Unit	999 A&E
<ul style="list-style-type: none"><li>• Grazed knees</li><li>• Sore throat</li><li>• Coughs &amp; colds</li></ul> Visit <a href="https://www.nhs.uk">nhs.uk</a> for self-care advice	<ul style="list-style-type: none"><li>• Headaches</li><li>• Upset stomach</li><li>• Aches &amp; pains</li><li>• Bites &amp; stings</li></ul>	Visit <a href="https://www.nhs.uk">111.nhs.uk</a> or call 111 for advice and support 24 hours a day 7 days a week	Call your GP for symptoms that won't go away	Urgent but not life-threatening <ul style="list-style-type: none"><li>• sprains</li><li>• fractures</li><li>• burns</li></ul>	<ul style="list-style-type: none"><li>• Unconscious</li><li>• Breathing difficulties</li><li>• Stroke</li><li>• Heart attack</li><li>• Heavy bleeding</li><li>• Severe burns</li></ul>

#ChooseWell