

NHS



A note from the Practice Manager

Welcome to the latest edition of the brand new Pinehill Surgery Newsletter!

This edition of the newsletter features some tips and tricks on staying safe in the warmer weather, as well as links to Parkruns and an invitation to join our PPG.

As always, thank you all for your kind donations to our foodbank, we are still collecting and would like to remind everyone that this will be available all year round. We have made several more trips with very full cars to the foodbank and I know that that everyone here is overwhelmed by the generosity of all our patients!

If there is something that you would like to see in the next newsletter, please send your thoughts to Zoe Armstrong at hiowicb-hsi.pinehillsurgery@nhs.net

Flu vaccination and child flu

Flu can make you feel very unwell and, for some people, it can cause serious complications.

Flu can cause pneumonia, exacerbations of existing health conditions and serious complications like inflammation of the heart or brain.

If we've contacted you about your flu vaccination or a flu, it's because you're likely to be at higher risk of complications if you catch flu. If your child is considered more "at risk" from complications of flu, you should have received an invitation for vaccination. If you haven't booked an appointment for you or your child and we have contacted you, please contact us to make an appointment.

<https://www.nhs.uk/conditions/vaccinations/child-flu-vaccine/>

<https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>

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

Mental Health and the festive season

Andy Williams sang "It's the most wonderful time of the year", but not everyone enjoys the festive season. 36% of people surveyed by Mind said they feel too embarrassed to admit they feel lonely at Christmas. That's one in three people. Let's normalise talking about it.

If you struggle with your mental health at this time of year, there are lots of options for support, including talking to one of the team at your GP surgery. If you need help while the surgery isn't open The Samaritans offer a non-judgmental listening service 24/7, including on Christmas Day. They also have some advice on how you can self-care during the run-up to Christmas. If you're not in crisis but could do with some company and you're on "X", formerly known as Twitter, there's a Christmas Day chat called #JoinIn with host Sarah Millican. It provides a bit of friendly chat and company on Christmas Day.

<https://www.mind.org.uk/news-campaigns/news/third-of-people-too-embarrassed-to-admit-they-are-lonely-at-christmas/>

<https://www.samaritans.org/how-we-can-help/if-youre-having-difficult-time/spending-christmas-festive-season-alone/>

If you're facing the thought of Christmas alone and you're an older adult, the Salvation Army may be able to help. They're offering meals and support to a wide variety of individuals and families.

Could you offer friendship to an older adult? Age Concern run a telephone service where you can volunteer to speak to someone each week. This helps to ensure that older people aren't isolated, and you gain the opportunity to find a new friend. You're matched with someone with similar interests so you can get a really good conversation going.

<https://www.salvationarmy.org.uk/christmas>

Kindness and courtesy to our team

Our team members arrive each day ready to help and support our patients. We know that at times, appointment availability is challenging, but our team will always try to find the best option for you. We cannot offer an appointment on the day if your problem is not urgent. We have worked hard to try and balance patient needs with the availability of appointments, and while we may not always get this right, our staff will do their best to try and accommodate your needs.

We appreciate your patience with our team. Winter is challenging for appointment availability due to increased illness in our patients. While our team are working hard, we really appreciate your kindness and patience as this makes a difficult job easier.

We know that when you're feeling unwell, it's frustrating not being able to get an appointment at the time you would like it. Our team work very hard to manage the appointments we do have so that the most unwell patients can be seen quickly. This does mean that sometimes you will need to wait for an appointment if your condition is not urgent. If your condition changes, then do please contact the surgery to keep us informed.

We'd like to thank you for being polite to the members of our practice team. Our staff have feelings too, and your thoughtfulness and consideration when speaking to our staff members is appreciated.

COVID-19

While you're no longer required to isolate if you have COVID-19, you can take simple steps with any illness to help your own recovery and to ensure you minimise the risk of your passing it on to someone else.

<https://www.nhs.uk/conditions/covid-19/>

Patient Participation Group (PPG)

We're excited to invite you to become an essential part of our healthcare community by joining our PPG. Your Voice matters, and we believe in creating a healthcare environment that reflects the needs and preferences of the people it serves. The PPG provides a platform for patients, doctors and staff to collaborate, share ideas and shape the future of our practice together.

What is the PPG?

The PPG is a forum that brings together patients, healthcare providers and staff to discuss various aspects of healthcare delivery. Its an opportunity for you to share your experiences, offer suggestions and work with us to improve the services we provide. Your insights can influence decisions that directly impact your healthcare experience.

Why Join?

Have your say: Your feedback helps us understand what matters most to you, ensuring that our services align with your needs.

Shape Healthcare Services: Be involved in discussions about the development and improvement of our services, ensuring they meet the highest standards.

Community Engagement: Connect with other patients and healthcare professionals, fostering a sense of community and mutual support.

How can you get involved?

Participating in the PPG is easy and flexible. Whether you prefer in-person meetings, virtual discussions, or providing feedback via surveys or emails, there are various ways to engage that suit your schedule and preferences.

Next Steps - If you're passionate about improving healthcare and want to be part of this transformative journey, we encourage you to join our Patient Participation Group. Your involvement will make a significant difference in shaping the healthcare experience for you and others in our community. To join or learn more about the PPG please contact Zoe Armstrong at hiowicb-hsi.pinehillsurgery@nhs.net
We look forward to welcoming you to our community 😊

CHRISTMAS OPENING HOURS

Monday 25th December 2023 – CLOSED

Tuesday 26th December 2023 – CLOSED

Wednesday 27th December 2023 – 08:30 – 18:30

Thursday 28th December 2023 – 08:30 – 18:30

Friday 29th December 2023 – 08:30 – 18:30

Monday 1st January 2024 – CLOSED

Tuesday 2nd January 2024 – 08:30 – 18:30

If you need medical assistance outside of our opening hours please call 111 or visit
<https://111.nhs.uk>

Please also be mindful that the Pharmacies will be closed over the Christmas holidays.



Finally, we would like to thank each and every one of you for your continued support over the last 12 months. There have been a lot of changes that GP surgeries have been forced to make due to the pandemic and we hope you agree that mostly the changes have been for the better.

We would also like to wish you all a very Merry Christmas and hope that you all have a fabulous time with your nearest and dearest.

