

# **Spring 2025 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 O Adesanya (Female Doctor)	GP Registrar
Dr A Sulaiman	GP Registrar
Sarah Townsley	Nurse Prescriber
Teresa Brentnall	GPA
Rebecca Ellis	Phlebotomist
Michael Wong	Clinical Pharmacist
Emma Parks	MSK Practitioner
Nikki Watt	Clinical Pharmacist
Nicola Stafford	Pharmacy technician

### Reception / Administration Team:

Jacque Mikhail	Practice Manager
Helen Vick	Operational Manager
Melissa Collingwood	Receptionist
Elaine Gregory	Receptionist
Lauren Hegarty	Receptionist
Kelly Alvey	Receptionist
Michelle Carter	Medical Secretary
Hayley Matthews	Medical Administrator
Keeley Phillips	Admin Supervisor

**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: Some Saturdays are provided**

## Practice Manager's Update



Dear Patients and Carers

Hello and welcome to our latest news update.

This is our Easter issue, covering various health information and updates from the Patient Participation group as well as a section specially for our young patients.

We have a few changes in the practice where we now have another GP (Dr Oladeji) who is doing a session/week at the practice. She works across our PCN which means she works across other practices in the area.

We also welcome Rebecca our phlebotomist who joined our team in January.

We have been working closely with our Patient Participation Group Representatives members who add great value to our community. Together we are organising a big event in June 2025 that will involve loads of organisations and activities – more information will be announced soon.

Special thanks to Shell who put this issue together!

Please take your time to have a read.

Happy Easter to you all!

*Jacquie*

Practice Manager

## You Said We Did



PPG raised a request regarding arranging patients health events and health related promotions.

Patients asked to have information about new roles at the practice.



An event organised in January 2025 with another planned for June 2025

Practice Newsletter and Facebook now include information about those roles.





# Welcome



## New Staff Members At The Medical Practice

### We would like to welcome the following new members of staff:-

Rebecca Ellis - Phlebotomist

### Dates for your Diary.

#### Staff Training

- Wednesday 16th April 2025 Closed from 12PM - for staff training.
- Wednesday 14th May 2025 Closed from 12pm– for staff training.
- Wednesday 11th June 2025 Close from 12pm– for staff training.

#### Bank Holidays

- Friday 18th April 2025 - Closed
- Monday 21st April 2025 - Closed
- Monday 5th May 2025 - Closed
- Monday 26th May 2025 - Closed

### DNA Figures

#### December 2024:

Total appointments wasted 68. Total time wasted = 10.8 hours

#### January 2025:

Total appointments wasted 77 .Total time wasted = 13.8 hours

#### February 2025:

Total appointments wasted 54 . Total time wasted = 9.6 hours

### Ethnicity

The NHS in England have requested that all NHS services ask for the Ethnicity/Ethnic Origin of its patients/service users and staff. The NHS provide services to a diverse and multi-cultural community and hence ask all NHS services to capture this information so that we can better meet their cultural, religious and language needs.

## Easter Closing and Prescriptions

We will be closed for the Easter Bank Holiday on Friday 18th April and Monday 21st April. We will be open for our usual hours from Tuesday 22nd April. If your prescriptions are due over the easter period, please remember to Order early.



## Ordering Prescriptions

Recently in the practice we have noticed when patients are posting their paper prescriptions they are leaving them blank, we ask that you tick everything you need on your paper prescription or write down what you need in the future so the reception staff are not calling every patient to ask what they need as this is very time consuming.

## Referral appointment's

Worried you haven't heard from your referral to Kings Mill Hospital or MSK (Musculoskeletal Hub Service) call them on the numbers below to find out an update:

Kings Mill Hospital appointment line 01623 672383

MSK (Musculoskeletal Hub Service) 01623 484820



# Red Nose Day March 2025

We had a successful morning selling tea and cakes to patients and staff during our red nose fundraiser on the 21<sup>st</sup> March.

Thank you to all our bakers in the practice , Sarah Townsley, Rebecca Ellis and Celia Flinton. Your cakes went down a treat and thanks to the rest of the team for buying cakes to sell.

Big shout out to Celia Flinton who made it possible by supporting Helen during the cake sale.

Best outfit went to Hayley in our admin team, a strawberry delight.

**We raised £86.50 thank you all for your kind donations.**



## Pharmacy First Scheme

Pharmacy First is a scheme where patients can now get treatment for seven common conditions directly from their local pharmacy, without the need for a GP appointment or prescription. Pharmacy First will enable community pharmacists to supply pre-prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP.

Patients can either go to the chemist themselves or if they call the GP surgery, NHS 11 and providers of emergency care they can refer the patient to the Pharmacist who will then call that patient.

If the patient needs an in-hours appointment with their GP practice, after agreeing this course of action, the pharmacist will contact the patient GP practice to secure them an appointment. The patient's general practice will be notified on the day of provision of the service or on the following day.

The seven conditions that you can now go to your pharmacist for is:

- Sinusitis (age 12 years and over)
- Sore Throat (age 5 years and over)
- Acute Otitis Media (age 1 to 17 years)
- Infected Insect Bite (age 1 year and over)
- Impetigo (age 1 year and over)
- Shingles (age 18 years and over)
- Uncomplicated UTI (Women age 16-64 years old)

If you have any questions regarding this scheme please don't hesitate to ask your local pharmacy.



## Children's Health and Wellbeing

New web pages have been created to help parents identify common childhood illnesses and know when to seek treatment. Many illnesses can be treated at home with over-the-counter medication from a pharmacist but in some cases, children may need to see a health professional, if it is serious. It is hoped the information will help parents to know when to seek further treatment and provide reassurance for many common illnesses. [Children's health and wellbeing - NHS Nottingham and Nottinghamshire ICB](#)

### Measles

**Measles** on the Increase; NHS England reported early this year that Measles is again on the increase across England, and parents of Children aged from 6 to 11 years are urged to contact their child's GP practice for their missed MMR vaccination.

NHS figures show more than 3.4 million children under the age of 16 years are either unprotected or not fully protected and at risk of catching these serious and completely preventable diseases. Measles is a serious illness, with one in five children who get the disease having to be admitted to hospital for treatment.

It is important that vaccines are given on time for the best protection, but if a vaccine is missed it is not too late to catch up. Appointments are available to book with one of our very friendly practice nurses. More info can be found at: [MMR \(measles, mumps and rubella\) vaccine - NHS \(www.nhs.uk\)](#)





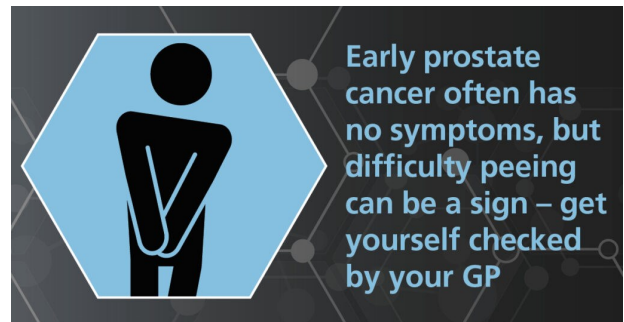
## Prostate Cancer

One in eight men will get prostate cancer. If you're a trans-woman or non-binary, your risk may be different. You can check your risk on the Prostate Cancer UK website:

Most men with early prostate cancer won't notice any signs or symptoms. If you notice any of the following:

- difficulty starting to urinate or emptying your bladder
- a weak flow when you urinate
- a feeling that your bladder hasn't emptied properly
- dribbling urine after you finish urinating
- needing to urinate more often than usual, especially at night
- a sudden need to urinate – you may sometimes leak urine before you get to the toilet... you should make an appointment to speak to a member of your GP practice team.

<https://prostatecanceruk.org/risk-checker>



## Breast Screening Initial breast screening (Mammogram)

Invitations will be sent out to women between their 50th and before their 53rd birthday.

The NHS offers screening to save lives from breast cancer. Screening does this by finding breast cancers at an early stage when they are too small to see or feel.

Screening does not prevent you from getting breast cancer.



## 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->

You can talk to our carers' champion – Helen Vick- for support! (ask Helen about this)

## Spring Weather—Hay Fever

Hay fever usually becomes much worse in later March when it becomes warmer, more humid and windier. This is when pollen count is at its highest. Symptoms of hay fever include: sneezing and coughing, a runny or blocked nose itchy, red or watery eyes, itchy throat, mouth, nose and ears, loss of smell, pain around your temples and forehead, headache, earache and feeling tired. If you have asthma, you might also have a tight feeling in your chest and be short of breath. Hay fever will last for weeks or months.

## Self-Treatment Of Hay Fever

There's currently no cure for hay fever and you cannot prevent it. But you can do things to ease your symptoms when the pollen count is high. Put Vaseline around your nostrils to trap pollen, wear wraparound sunglasses to stop pollen getting into your eyes, shower and change your clothes after you have been outside to wash pollen off, stay indoors whenever possible, keep windows and doors shut as much as possible, vacuum regularly and dust with a damp cloth, buy a pollen filter for the air vents in your car and a vacuum cleaner with a HEPA filter and try to stay at home and avoid contact with other people if you have a high temperature or you do not feel well enough to do your normal activities.

## Clinical Treatment For Hay Fever

A pharmacist can help with hay fever. Speak to your pharmacist if you have hay fever. They can give advice and suggest the best treatments like antihistamine drops, tablets or nasal sprays to help with itchy and watery eyes, sneezing and a blocked nose.

You should see a GP if your symptoms are getting worse or your symptoms do not improve after taking medicines from the pharmacy. Your GP might prescribe a steroid treatment, such as a steroid nasal spray.



## Major Oak Surgery Patient Participation Group News

Your Patient representatives are continuing to work on your behalf in 2025 to support the surgery, acting as a critical friend offering constructive criticism and possible solutions to problems brought to our attention by patients or the practice.

In January we put on a mixed health event at Edwinstowe Village Hall for an afternoon with support from Major Oak Medical Practice and the Newark and Sherwood Community Voluntary Service who brought together various health organisations to attend the event. This was an opportunity for residents to meet local health and wellbeing organisations, learn about their services and discover resources to improve lifestyle.

These are the organisations who attended:

Citizens Advice (provide expert knowledge with debt advice, benefits, housing etc.)

Nottinghamshire Talking Therapies (Free confidential service to help with common mental health problems such as stress, anxiety and depression)

Newark and Sherwood CVS (offer a wide variety of support local voluntary organisations)

Active 4 Today (a leisure centre operator offering a variety of activities, memberships and fitness programmes in Nottinghamshire)

Fire Service (provide home safety visits, provide safety talks and events and much more)

Family Hub (provides a one-stop shop to support families with a range of services)

Healthy Housing – Notts Energy Partners (deliver a host of practical home energy improvements to people over 60 and families with young children at risk from cold related illnesses)

Fifth Sense (supports people affected by smell and taste disorders)

Home Start (a UK based charity providing support and practical help and friendship to parents facing various challenges)

Barclays Bank (Community funding supporting under-represented groups)

To continue our work on bringing health advice and information to residents enabling them to be better informed to lead a healthier lifestyle, we are planning a summer health event which will hopefully have a lot more health related organisations and community groups. The event will be at South Forest Leisure Centre on 18<sup>th</sup> June between 2.00 and 5.00 p.m. Look out for publicity around the village and notification from the practice nearer the event.





## 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

The Education Hub is a site for parents, pupils, educational 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

### Positive feedback:

New patients who joined the practice recently called to say how impressed they are with the practice. Everyone they have dealt with so far have been kind, caring, professional and efficient

**The following comment was on NHS website:**

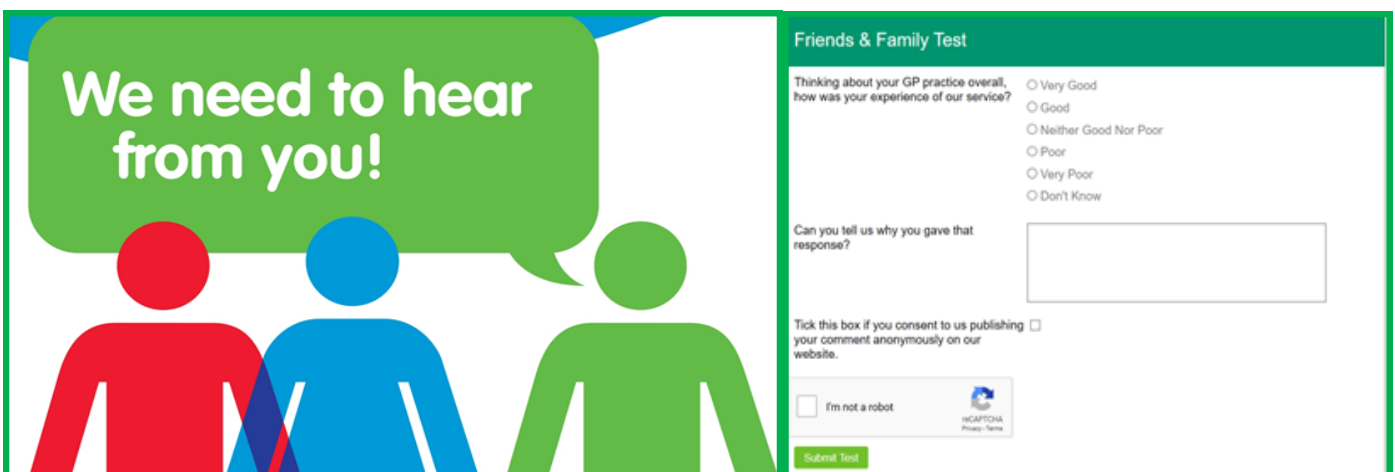
#### **Great practice**

**Went to see doctor today for some test results, I was seen on time and he was very helpful, he explained my result to me in detail and was considerate to me and was going to send my documents to hospital for referral which made me feel at ease so I left knowing that any further treatment would be taken care of!**

Positive feedback from a patient with large ulcer wound, appreciating the high quality service received from our Nurse.

### Constructive feedback:

Request from patients to be informed of clinics that run late in a timely manner.



**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?

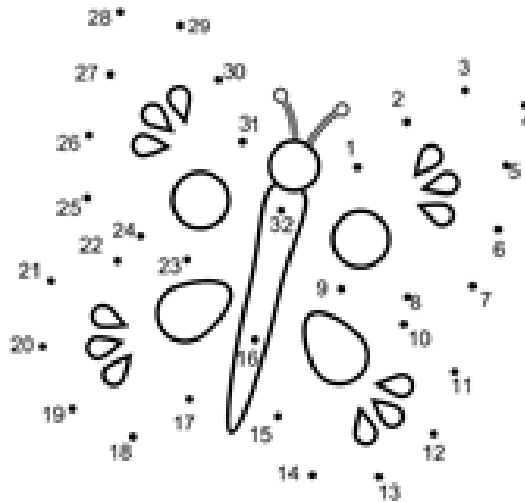
Tick this box if you consent to us publishing  your comment anonymously on our website.

I'm not a robot

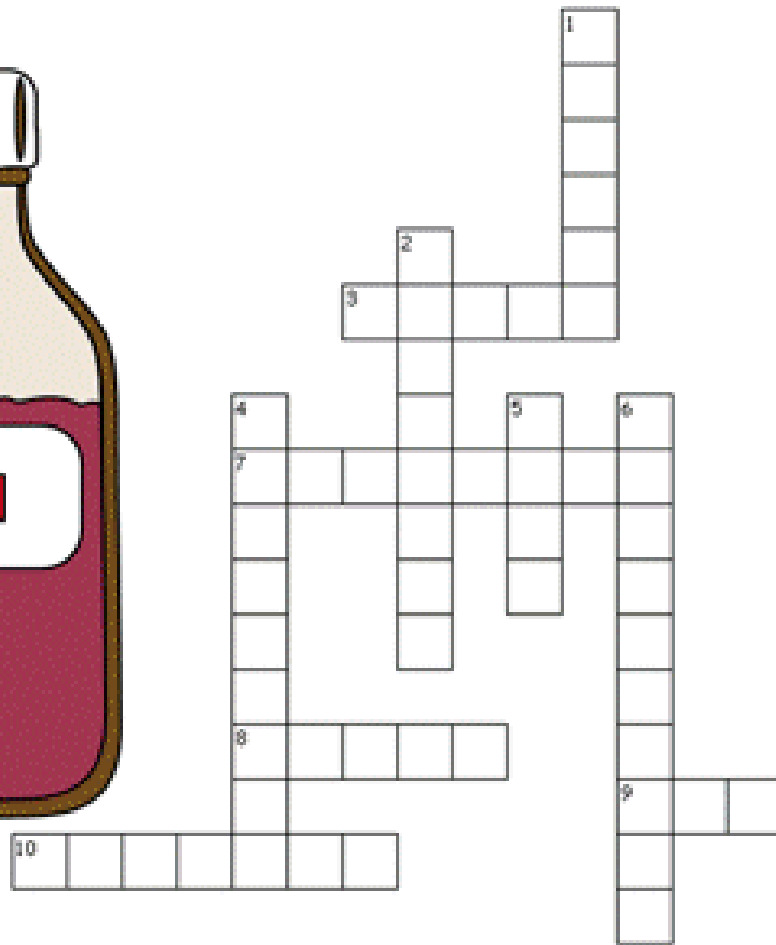


## Competition time

Complete the below and wordsearch , return with your name and contact number with the chance of winning a prize! Closing date 30th April!



# Health Care Crossword



## Across

3. A blood \_\_\_\_\_ is someone who gives blood so that people can survive injuries and illness.
7. Drugs that are prescribed by a doctor to help heal a patient.
8. A person trained to care for sick and ill patients.
9. When someone gets injured, they may need first \_\_\_\_\_.
10. Someone who is being treated at a hospital or medical facility.

## Down

1. A medical practitioner, sometimes called a physician.
2. A big building where lots of health care workers help to heal people.
4. A vehicle that transports people to and from the hospital when they are very ill.
5. When someone is unhealthy, they are \_\_\_\_\_.
6. Many \_\_\_\_\_ workers are involved in the running of a hospital, like cleaners, administrators, nurses, doctors, technicians, social workers, and more!