

Autumn 2023

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 Adesany (Lady Doctor) | GP Registrar |
| Sarah Townsley | Nurse Prescriber |
| Diane Page | Specialist Diabetes Nurse |
| Donna Merrill | Practice Nurse |
| Teresa Brentnall | GP Assistant/Admin Supervisor |
| Lydia Walker | Phlebotomist |
| Michael Wong | Clinical Pharmacist |
| Lucy Webb | First Contact Physiotherapist |
| Victoria Davis and her team | Social Prescribers |

Reception / Administration Team:

| | |
|--|-----------------------|
| Jacque | Practice Manager |
| Helen Vick | Reception Supervisor |
| Jennifer, Caroline , Melissa, Elaine, Beth | Receptionists |
| Michelle | Secretary |
| Billie | Medical Administrator |
| Marianne | Medical Administrator |

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: A few Saturdays are provided

Practice Manager's message

Dear Patients & Carers

Welcome to the Autumn edition of our Newsletter.

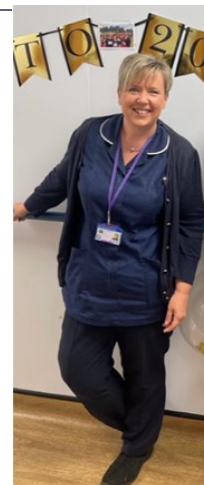
In July this year, we celebrated an important service anniversary for our Nurse Prescriber/Lead Nurse- Sarah! And I would like to dedicate this section as an acknowledgement of how amazing she is!

Sarah has completed 20 years of service at the Major Oak Medical Practice (that's 35 years in total working in the NHS)!

Sarah has played and is playing an important part in the success of the practice through

her commitment, dedication, loyalty, supportive manner to colleagues, genuine care, knowledge, and professional work ethics.

Congratulations Sarah for this milestone working anniversary! We are grateful for your input at the practice!



You Said We Did

**You
said**

**We
did**

The online repeat prescriptions requests need reviewing to give patients more time to order their medications.

We reviewed our process and changed the settings to allow more time for patients to request their repeat medications.





New Staff Members At The Medical Practice

We would like to welcome the following new staff members:

Jennifer - Receptionist

Caroline - Receptionist

Beth -Receptionist

Michelle —Secretary

Billie —Administrator/Secretary

Dates for your Diary.

Patient Participation Group AGM will take place at the surgery on Saturday 21.10.2023 at 10.30am— all patients welcome.

Wednesday 25th October between 1-2.30pm - Dementia Talk

Wednesday 11.10.23 closed from 12pm for staff training

Wednesday 8.11.2023 - closed from 12pm for staff training

Wednesday 10.01.2024 - closed from 12pm for staff training

Wednesday 21.02.2024 - closed from 12pm for staff training

DNA Figures

Did Not Attend (DNA) figures for June, July & August 2023:

Total appointments wasted **207** (GPs x 46, Nurses/clinical pharmacist/physio/Mental health practitioner x 161).

Total time wasted = **over 46.5 hours**

Remember to cancel your appointment if you don't need it. If you are not able to keep your appointment please call 01623 822303 and cancel as soon as possible: someone else may need to see the doctor urgently.

Home Blood Pressure Monitoring

What is home blood pressure monitoring?

In England, there are over eight million people diagnosed with hypertension (high blood pressure).

A blood pressure test is a simple way of checking if someone's blood pressure is too high or too low. Blood pressure tests can be carried out at a number of places, including at home – using a patient's own digital blood pressure monitor, a local pharmacy and GP practice, at an NHS Health Check appointment (offered to adults in England aged 40-74), or even in some opticians and supermarkets.

Home blood pressure monitoring enables patients with hypertension to measure and share their blood pressure readings with their GP from their home.

There are a variety of low-cost blood pressure monitors available that patients can buy to use at home. If you are buying a blood pressure monitor, make sure it is approved for use in the UK. To make sure your monitor is accurate, choose one that has been listed as validated for accuracy by the British and Irish Hypertension Society (BIHS). There are a number of places you can purchase a blood pressure monitor including the [British Heart Foundation online shop](#).

Home blood pressure monitoring has been identified as a priority for cardiovascular disease management as the NHS recovers from the COVID-19 pandemic to ensure that patients can manage their hypertension well and remotely, reducing the need to attend GP appointments.

What are the benefits?

There is a substantial evidence base supporting the use of home blood pressure monitoring. It has been shown to:

- give a better reflection of blood pressure, as being tested in somewhere like a GP surgery can make patients feel anxious and can affect the result
- allow patients to monitor their condition more easily in the long term
- reduce the incidence of clinical events such as death, heart attack or stroke, over five years
- save GP time by shifting care from doctors to other members of the multidisciplinary team
- be cost effective.

Regular home blood pressure monitoring across a population of 50,000 patients could prevent up to [500 heart attacks and 745 strokes over five years](#). This [video](#) produced UCLPartners describes the benefits of remote monitoring blood pressure.

Flu vaccinations 2023



It's time to book your Flu Vaccination!

The practice has started to invite all eligible patients for their flu vaccination. We are sending invites out via SMS, starting with oldest & high-risk patients first. If you do not have a mobile, you will be called by the practice to book your appointment. Slots are made available to be booked online, in person and over the phone.

To be eligible for a free flu vaccine at the practice you must be:

- Aged 65 years and over
- Aged 6 months to under 65 years in clinical risk groups
- Aged 2 and 3 years on 31 August 2023
- pregnant
- carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person

More information can be found here: Flu vaccines for the 2023 to 2024 season - GOV.UK (www.gov.uk)

Unfortunately, due to government guidelines, healthy 50-64s cannot be invited to their GP surgery this year, however they can book with their local pharmacy for a small charge.

Please get in contact with the practice to book your flu vaccination asap.

We will be running few Saturday clinics as well as several weekday sessions.

Order repeat prescriptions on the NHS App



-  easily choose where your prescriptions are sent
-  order at a time that suits you
-  need help? Access support in the app or visit nhs.uk/helpmeapp



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Quit Smoking

Quitting tips

You have made a great decision to give up smoking. Here are some tips to help you succeed.

Once you have picked your quit date, remember to add it to your calendar.

1. List your reasons to quit.
2. Tell people you're quitting.
3. If you have tried to quit before, remember what worked.
4. Use stop smoking aids.
5. Have a plan if you are tempted to smoke.
6. List your smoking triggers and how to avoid them.
7. Keep cravings at bay by keeping busy.
8. Exercise away the urge.
9. [Join the Facebook group](#) for support and advice.

Good luck. Throw away all your cigarettes before you start. Remember, there is never "just 1 cigarette". You can do it!

What happens when you quit?

The sooner you quit, the sooner you'll notice changes to your body and health. Look at what happens when you quit for good.



After 20 minutes

Check your pulse rate, it will already be starting to return to normal.



After 8 hours

Your oxygen levels are recovering, and the harmful carbon monoxide level in your blood will have reduced by half.



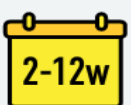
After 48 hours

All carbon monoxide is flushed out. Your lungs are clearing out mucus and your senses of taste and smell are improving.



After 72 hours

If you notice that breathing feels easier, it's because your bronchial tubes have started to relax. Also your energy will be increasing.



After 2 to 12 weeks

Blood will be pumping through to your heart and muscles much better because your circulation will have improved.



After 3 to 9 months

Any coughs, wheezing or breathing problems will be improving as your lung function increases by up to 10%.



After 1 year

Great news! Your risk of heart attack will have halved compared with a smoker's.



After 10 years

More great news! Your risk of death from lung cancer will have halved compared with a smoker's.

Focus on Children's Mental Health

Signs a child might be struggling

A large number of children and young people will experience behavioural or emotional problems at some stage. For some, these will resolve with time, while others will need professional support.

It might be difficult to know if there is something upsetting your child, but there are ways to spot when something's wrong. Look out for:

- significant changes in behaviour
- ongoing difficulty sleeping
- withdrawing from social situations
- not wanting to do things they usually like
- self-harm or neglecting themselves



Ways to support a child or young person



Be there to listen

Regularly ask your child how they're doing, to help them get used to talking about their feelings, and know there's always someone there to listen. You can get tips on [Young Minds: How to talk to your child about mental health](#).



Support them through difficulties

Pay attention to how your child is feeling or behaving and try to help them work through difficulties. It may not be easy facing challenging behaviour, but try to help them understand what they're feeling and why. Learn more from [the Maudsley Charity on difficult behaviour](#).



Stay involved in their life

Show interest in their life and what's important to them. It not only helps them value who they are but also makes it easier for you to spot problems and support them.



Encourage their interests

Support and encourage your child to explore their interests. Being active or creative, learning new things and being a part of a team helps connect us and boost our mental wellbeing.



Take what they say seriously

Listening to and valuing what they say makes them feel valued. Consider how to help them work through their emotions in constructive ways. [Anna Freud Centre's guide on ways to support children and young people](#) has more on this.



Build positive routines

Try to have structure around regular routines, especially around healthy eating and exercise. A good night's sleep is also important, so have a fixed time for going to bed and getting up. The [Sleep Charity has relaxation sleep tips for children](#).

Stress in Children

Understanding stress in children can be hard, as they may not show their feelings in the same way as an adult. Stress in children can be caused by a number of different things, including body changes and puberty, school exams, problems with friends or big changes in their home environment. It is important to familiarise yourself with the symptoms that your child shows when they're stressed, and how you can help them. To find out more about what symptoms to expect, or how to help your child, you can explore the UNICEF website.

<https://www.unicef.org/parenting/mental-health/what-is-stress>

Active 10

Staying active is important for both your physical and mental health. Doing any sort of exercise throughout the day can make a significant difference, and Active 10 can help you do it. The "Active 10" app records your steps and activity throughout the day, and helps you set goals, giving you tips on how to boost your activity. <https://www.nhs.uk/better-health/get-active/>



Back to work blues

Back-to-work blues are a real thing! Returning to work after time off or a holiday can be hard, and it can be difficult to get back into the swing of a regular routine again. It's important to take steps to try not to overwhelm yourself while getting back to work, and there are tips and tricks that you can follow to make it easier for you: <https://healthify.nz/hauora-wellbeing/>

Vitamin D Supplements

Vitamin D is very important as it helps to regulate calcium and phosphate in the body, which are used for bones, teeth and muscles. You can get vitamin D from oily fish, red meat, liver, egg yolks and fortified foods such as breakfast cereals. You can also take a vitamin D supplement, particularly in the winter months to ensure you're getting enough vitamin D. You can get these from most health stores. <https://www.nhs.uk/conditions/vitamins-and-minerals/vitamin-d/>

Not having enough vitamin D can cause rickets, which affects bone development in children. This isn't a common condition anymore, but cases are rising. The only way to prevent rickets is by making sure you have enough vitamin D, and the only way to treat this condition is to have a diet rich in vitamin D. Some families are entitled to free vitamin supplements through the Healthy Start scheme, so it's important to find out if this applies to you: <https://www.nhs.uk/conditions/rickets-and-osteomalacia/>

Self Care

Looking after yourself is very important. Some small, simple lifestyle changes can make a big difference to mental health and wellbeing. Self-care in younger people is also important. Being aware of what self-care actually is, and how to practise it, can help you to improve your mental health. Good tips for self-care and mental wellbeing can include: exercise, making sure you're getting enough sleep, eating well and keeping in touch with friends. For more tips and tricks on how to look after yourself, and to take care of your mental wellbeing, have a look at this website:

<https://kidshelpline.com.au/teens/issues/self-care>

<https://www.mind.org.uk/information...ental-health-problems-introduction/self-care/>

<https://www.youngminds.org.uk/young-person/coping-with-life/self-care/>



Health And Wellbeing Service

The Health and Wellbeing service is for any patients registered at this surgery who are looking to make positive changes to their lifestyle. Our knowledgeable coaches are experienced in supporting people to make sustainable behaviour changes that allow them to self-manage long term conditions, mental wellbeing and physical health.

The service is for patients residing in the Sherwood Primary Care Network, who are looking to make positive lifestyle changes and work towards achieving self-identified goals. If you would like support with your well-being, you will be eligible for an assessment with the health and well-being service. Ask your GP or member of staff at the surgery to refer to the service.

You will receive between 6 to 12 weeks of a person-centered approach support, either face to face or by telephone. The service will assist in supporting your needs with the Health and Wellbeing Coach and/or potential referrals/signposting to suitable services in the future.

Contact at: 07741 610005 or 07741 548040

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)

Cost Of living Crisis Support Available



Nottinghamshire County Council have a dedicated page on their website for support, advice and guidance for anyone who may need it during these challenging times: https://www.nottinghamshire.gov.uk/business-community/cost-of-living-support?utm_campaign=&utm_content=&utm_medium=email&utm_source=govdelivery&utm_term=

Ashfield Voluntary Action have also produced a Cost of Living directory which you can find via this link: <https://www.ashfieldvoluntaryaction.org.uk/our-work/accessing-help/>



Major Oak Facebook Page

The practice are now in the process of updating the Facebook page.

We will publish information on this page of services available to patients as well as up to date news and relevant links: [Major Oak Surgery | Mansfield | Facebook](#)



Please follow us on Facebook as the more followers we have, the wider the information gets shared.

Useful Links



**every mind
matters**

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)



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)



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



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



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)



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)

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.

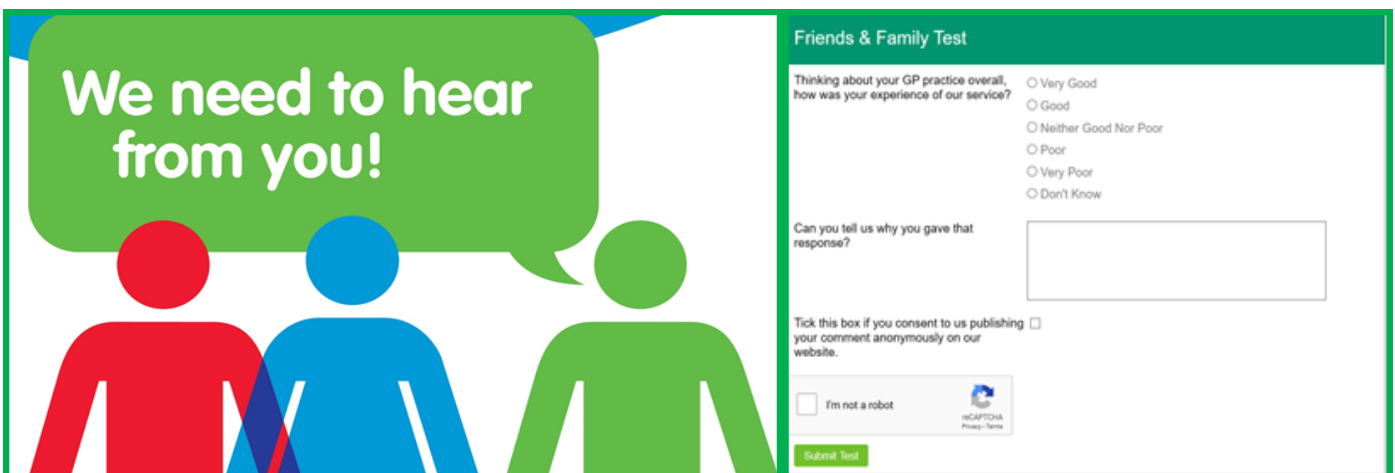
Examples Of Your Feedback

Expert and professional care. Following a year of many different serious health problems I have received nothing but excellent care from this surgery and the senior partner particularly has given me expert care . His manner is both professional and caring .

Positive comment received for the secretary for quick response for sorting out a private referral

Positive comment received from patient by a receptionist who showed understanding and professionalism when patient was angry a day before over the phone but called to apologise.

Feedback about delay in processing prescription—lessons learnt



The image displays two examples of patient feedback mechanisms. On the left is a feedback card with a green header and a large green speech bubble containing the text "We need to hear from you!". Below the speech bubble are three stylized human figures in red, blue, and green. On the right is a screenshot of a "Friends & Family Test" survey form. The form has a green header and contains the following sections:

- Thinking about your GP practice overall, how was your experience of our service?** with radio button options: ☐ Very Good, ☐ Good, ☐ Neither Good Nor Poor, ☐ Poor, ☐ Very Poor, and ☐ Don't Know.
- Can you tell us why you gave that response?** with a large text input box.
- Tick this box if you consent to us publishing your comment anonymously on our website.** with a checkbox.
- A checkbox for **I'm not a robot** with a CAPTCHA logo.
- A green **Submit Test** button.

Can you colour in
the picture?



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