



Ash Grove Medical Centre
Tel: 01977 673141 – Appointments & Enquiries
www.ashgrovesurgery.co.uk



Welcome to the Autumn / Winter issue of our Practice Newsletter. In this Newsletter, we aim to provide patients with up to date news, changes to the services we provide and useful information.

Staff News

We would like to extend a warm welcome to Stephanie Richardson (Advanced Clinical Practitioner) and Wendy Fairburn (Prescription Clerk) who have recently joined the team at Ash Grove Medical Centre.

We would like to say goodbye and good luck in their new ventures to Dr Borin and Jackie Fowkes.

Infection Control

We were recently subject to an Infection Control Audit and can happily announce that we received a fantastic score of 95% at Ash Grove Medical Centre and 90% at Eggborough Surgery.

Staff Training Days

Please make a note of the dates below when the surgery will close at 12.00pm for staff training. We will close at 12 noon on the day of training and re-open the following day at 8.00am. If you need a doctor in an emergency, please telephone NHS111.

13 November 2019

15 January 2020

28 February 2020

18 March 2020

22 April 2020

Christmas Opening

The surgery will be closed Wednesday 25 December 2019 and Thursday 26 December 2019. It will re-open at 8.00am on Friday 27 December 2019.

The surgery will also be closed on Wednesday 1 January 2020 and re-open Thursday 2 January 2020 at 8.00am.

GP Care Wakefield is operational on Bank Holidays between the hours of 9.00am and 3.00pm. If you require urgent medical attention during these hours, please telephone the surgery as usual and you will be transferred through to GP Care Wakefield where you will be able to speak to a Nurse about your condition.

Following initial discussion with the Nurse, if deemed appropriate he / she will offer you a GP appointment at Trinity Medical Centre or Pontefract General Infirmary.

Should you require urgent medical attention outside of these hours, please contact NHS111 who are operational 24 hours a day.

Please remember to order your prescriptions in time and allow additional days for processing over the Christmas period.



Attended Appointments

A big thank you to everyone that attended their recent appointment at Ash Grove Medical Centre. Unfortunately, there are still quite a number of missed appointments resulting in 37 hours 45 mins of missed appointment in July, 34 hours 35 mins in August and 25 hour 5 minutes in September.

We will be introducing a new Policy in October where letters will be sent out to patients who do not attend their appointment. If after receiving three letters for DNA'd appointments in a 12 month period, you will be asked to register at another practice.

Carers

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction that cannot cope without their support. We are always looking at updating our Carers Register and if this applies to you please inform the surgery. This allows us to support and refer you for support while you support others. Did you know that you are classed as a carer even if you are under 18? Please contact Carers Wakefield & District on 01924 305544 for more information.

Dementia Awareness

We aim to provide excellent care and support for people living with Dementia. All our staff are trained as Dementia Friends to support our patients, carers and community. More information about Dementia Friends (an Alzheimer's Society Initiative) is available at www.dementiafriends.org.uk



Blood Clinics

Please note our walk in blood clinics are on the following days:

- Monday 8.30am – 12.15pm
- Wednesday 9.30am – 12.30pm
- Friday 13.00pm – 15.30pm



ECHO

Every **C**hild **H**as **O**ptions programme is run every Thursday between 4.00pm and 6.00pm at Ash Grove Medical Centre. This is a walk in clinic and no appointment is necessary.

The following are available through the programme:

- Safeguarding
- Holistic Therapy Parent or Child
- Behaviour Specialist
- Ward Councillors Drop In
- Wakefield Council
- GP
- Parent/Child Support
- Employability or Further Education Access

Food Banks

Please note your local food bank is located at Knottingley Community Church. The Food Bank is open on Tuesdays between 11.00am and 1.00pm and Thursdays between 12.00pm and 2.00pm. Vouchers are available from reception here at Ash Grove Medical Centre.

Keep Warm, Keep Well – Be WeatherReady

Very cold weather can affect anyone, but you are most vulnerable if:

- You're 65 or over
- You're on a low income (so can't afford heating)
- You have a long-term health condition, such as heart, lung or kidney disease
- You're disabled
- You're pregnant
- You have young children (new-born to school age)
- You have a mental health condition

Be prepared by:

- Checking your heating – your home should be heated to at least 18°C
- Check your pipes are insulated and know where your stop tap is
- **Get your flu jab**
- Consider alternative community plans for severe weather and childcare plans if schools are closed
- Top up your screen wash, check your tyres and think about a winter kit for your car
- Check www.metoffice.gov.uk for latest weather forecast – also available on TV and radio so listen out for broadcasts



Flu Vaccine Overview

Flu vaccination is available every year on the NHS to help protect adults and children at risk of flu and its complications. Flu can be unpleasant, but if you're otherwise healthy, it'll usually clear up on its own within a week. **THERE IS NO NEED FOR ANTIBIOTICS.** Flu can be more severe in certain people, such as:

- Anyone aged 65 and over
- Pregnant women
- Children and adults with an underlying health condition (such as long-term heart or respiratory disease)
- Children and adults with weakened immune systems

Anyone in these risk groups is more likely to develop potentially serious complications of flu, such as Pneumonia (a lung infection), so it's recommended that they have a flu vaccine every year to help protect them.

Who should have the flu vaccine? The flu vaccine is routinely given on the NHS to:

- Adults 65 and over
- People with certain medical condition (find out from your GP surgery if you qualify for one)
- Pregnant women
- Children aged 2 and 3 on 31 August 2019
- Children in primary school (this will be given at school)
- Frontline health or social care workers

Where to get the flu vaccine

- Yours GP surgery
- A local pharmacy offering the service
- Some community pharmacies now offer flu vaccination to adults (but not children) at the risk of flu, including pregnant women, people aged 65 and over, people with long-term health conditions and carers.

Flu Clinics

We are now receiving deliveries of our flu jabs – please contact reception to book your appointment. When attending for your flu vaccine. Please can you make sure your coat and long sleeved tops are removed for ease of access prior to the Clinician calling you through. We are also holding a clinic at the following venues – these are not drop in clinics and prior booking can be arranged through reception.

- Kellington Village Hall on Tuesday 15 October 2019 between 1.30pm and 4.30pm
- Brotherton Parish Hall on Thursday 24 October 2019 between 12.00pm and 3.00pm



Primary Care Networks

Since the NHS was created in 1948, the population has grown and people are living longer. Many people are living with long-term conditions such as diabetes and heart disease, or suffer with mental health issues and may need to access their local health services more often.

To meet these needs, practices have begun working together and with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas in Primary Care Networks.

Primary Care Networks build on the core of current Primary Care Services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care. Clinicians describe this as a change from reactively providing appointments to proactively care for the people and communities they serve. Where emerging Primary Care Networks are in place in parts of the country, there are clear benefits for patients and clinicians.

The NHS ambition is for every practice to be part of a local Primary Care Network so that these cover the whole country as far as possible by the end of 2018/19. Primary Care Networks will be based on GP registered lists, typically serving natural communities of around 30,000 to 50,000. They should be small enough to provide the personal care valued by both patients and GPs, but large enough to have impact and economies of scale through better collaboration between practices and others in the local health and social care system.

With one of our newly recruited GP's, Dr Borin now having left the surgery, this shows us how the national shortage is affecting us, and hopefully this new way of working will enhance our workload. If you can help with being part of the Patient Participation Group, please email us at ashgrove.medicalcentre@nhs.net.

For more information please visit <https://www.england.nhs.uk/primary-care-networks/>

Every Mind Matters Campaign

Public Health England, with support from some of the most respected organisations in the fields, is launching a new mental health campaign called "Every Mind Matters" in October 2019. The campaign aims to support everyone to feel more confident in taking action to look after their mental health and wellbeing by promoting a range of self-care actions. Every Mind Matters will provide you with:

- A range of practical tips, apps and resources to help you look after your mental health
- Expert advice on how to spot the signs and common mental health concerns
- Connections to local services and activities to improve your wellbeing
- Information about helplines and charities if you need more support

To find out more search **every mind matters**.



Stoptober

The 28 day stop smoking campaign from Public Health England will be back in October 2019. Stoptober has driven over 1 million quit attempts to date and is the biggest mass quit attempt in the country. It is based on research that shows if you can stop smoking for 28 days, you are five times more likely to stay smoke free for good.

There are lots of ways to quit and Stoptober can help people choose what works for them. Stoptober offers a range of free support to help people on their quitting journey including an app, daily emails, facebook messenger and lots of encouragement from the Stoptober online community. There is a Smoking Cessation Clinic run at Ash Grove Medical Centre, to find out more please call them on 01924 252174.



Halloween and the Elderly (safety tips and how to opt-out of trick or treat)

Halloween can be stressful for the elderly. Not everyone can imagine how a knock at the door can be intimidating or stressful for an elderly person who may be cautious of strangers or unexpected visitors. A seemingly childish prank, such as knocking on a door and running away, shouting through a letterbox or even throwing eggs at a window can be psychologically damaging for a vulnerable person who sees their house as a 'safe' place. Costumes, shrieks, screams and an unusual level of activity in the street can be disorienting to a person living with dementia who can have difficulty understanding what is happening. Halloween could mean a sleepless night of stress and anxiety for the elderly of those with dementia.

Halloween safety tips for the elderly:

- On the evening, arrange to be with your relative or an elderly neighbour who lives alone, so that they are not intimidated and afraid about knocks at the door
- You could answer the door yourself to hand out sweets or, you can put up a sign on your door to politely ask people not to knock/visit
- If you are not able to stay for the evening then arrange for a carer to be in the house all night if this is an option



Loneliness and Isolation

Cadbury are joining Age UK to fight loneliness. There's a crisis in the UK. 1.4million older people struggle with loneliness. 225,000 often go a whole week without speaking to anyone. Cadbury are donating the words from their Cadbury Dairy Milk bars to help. Just a few words can make a real difference to their lives. See how you can help by buying a bar. You could also try one of the following:

- Start a conversation with an older person
- Call an older relative
- Check in on an older neighbour
- Volunteer with Age UK

Loneliness is not the same as social isolation. People can be isolated (alone) yet not feel lonely. People can be surrounded by other people, yet still feel lonely.

Loneliness is a subjective feeling about the gap between a person's desired levels of social contact and their actual level of social contact. It refers to the perceived quality of the person's relationships. Loneliness is never desired and lessening these feelings can take a long time. Social isolation is an objective measure of the number of contacts that people have. It is about the quantity and not quality of relations. People may choose to have a small number of contacts. When they feel socially isolated, this can be overcome relatively quickly by increasing the number of people they are in contact with. If you feel that you would like more information or help around these issues, please contact Age UK Wakefield District on 01977 552114.

