



Autumn 2017

# HAWTHORN MEDICAL PRACTICE

## PATIENT NEWSLETTER

### FLU VACCINATIONS –ARE YOU COVERED??

In the last flu season, which ran from October 2016 until March this year, 953 people were admitted to intensive care units with confirmed cases of the flu. Of those, 107 people died.

Millions of people who are at the highest risk are eligible for free vaccines on the NHS. These include older people, very young children, pregnant women and those who have an underlying long-term condition, such as cardiac disease or a weakened immune system. Carers are also eligible for a vaccination.

You do not have to pay for your vaccination, you do not have to go to the local Pharmacy or Supermarket – you can have it here. We run special flu clinics for people with chronic diseases or who may be vulnerable to infections which we advertise well in advance and if you miss one or find it difficult to attend then please let us know and we can make you a suitable appointment.

The benefit of having your flu vaccination at the Practice is that the information will be added to your health record and all our staff are fully trained and experienced in providing flu vaccinations.

**Having your flu vaccine at the Practice provides a vital and valuable income to us which helps us to provide the necessary resources/services for our patients, including staffing and associated costs.**

### COPING WITH STRESS

People often drink, smoke or use drugs to relax and to help them cope with stress. But instead of helping us cope, these things may make stress worse - and can damage health.

It's ok to be stressed sometimes – it happens to everyone. What's important is to deal with it in positive ways, not in ways that damage our health, our relationships and our wallets. If we rely on drugs or alcohol to help us cope, we can find ourselves in real trouble.

Learning to relax, being more active, getting involved with others and talking or writing about how we feel are all better ways to cope.

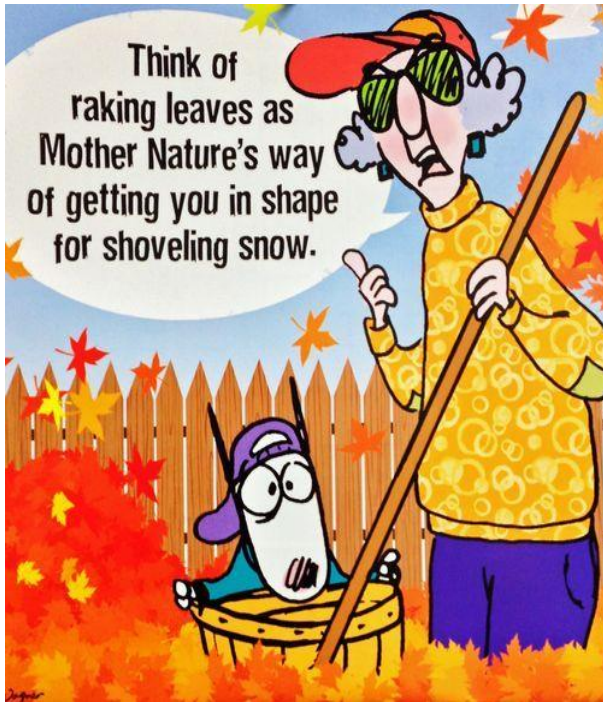
#### **Exercise**

Walking briskly for a total of 30 minutes, 5 days a week will not only reduce stress levels, but will also help reduce your risk of heart disease, cancer and diabetes. You don't have to do it all at once either. Three lots of 10 minutes work just as well, and make it easy to fit into everyday life.

#### **Eat well**

If we're stressed it's even more important to eat well and healthy – otherwise it's like running a car on empty. Eat breakfast – your Grandma was right, it is the most important meal of the day. It stops you reaching for unhealthy, sugary snacks. Choosing wholemeal cereal (Weetabix/bran flakes) or eggs on wholemeal toast are a good start.

Try to eat your five fruit and veg a day – it's easier than you think! Chop a banana into your cereal; add extra veg to your spaghetti Bolognese (peppers, mushrooms). Make some vegetable soup. Eating healthily does not have to be expensive, it just needs planning and thought.



## Information for parents about radicalisation/extremism

Messages of hate can take many forms. Extremist groups use them to recruit young people.

The [educate against hate](#) website offers advice to parents in the form of questions & answers (including online safety and warning signs) as well as available resources.

Keep your children safe from harm and people who influence them. Young people are very vulnerable even if you think they are 'street wise'.

### WHAT IS THE ROLE OF A PATIENT PARTICIPATION GROUP?

In general, PPGs can play a number of roles, including:

- Advising the practice on the patient perspective
- Organising health promotion events
- Communicating with the wider patient body
- Running volunteer services and support groups to meet local needs
- Carrying out research into the views of those who use the practice (and their carers)

What the PPG does not do

- It has no say in the running of the Practice
- It does not discuss matters of a personal nature or access patient files
- It is not the platform to raise complaints
- It does not offer priority over other patients

Involvement in a PPG tends to include attendance at monthly, bi-monthly or quarterly meetings and it requires a Chairperson and Secretary to help organise and run the meetings. Some PPG members will choose to take on additional roles that are more time consuming, such as editing/contributing to the PPG newsletter or setting up and running health education or fundraising events. This additional contribution allows the PPG to have more of a positive impact on the Practice and the local population.

No formal training is required to be a member of a PPG. Members can often bring their own skills to the task (for example, any writing experience can be helpful in developing and contributing to a PPG newsletter), but most importantly they just need to be keen and focused on taking positive action to help the Practice and the local patient population.

Although we have several members in our virtual PPG and we value their support, we have so far been unable to establish an active PPG. Please ask at Reception for a form if you are interested in our PPG and in particular wish to take an active part.

# Physical activity benefits for adults and older adults

-  BENEFITS HEALTH
-  IMPROVES SLEEP
-  MAINTAINS HEALTHY WEIGHT
-  MANAGES STRESS
-  IMPROVES QUALITY OF LIFE



REDUCES YOUR CHANCE OF

Type II Diabetes	-40%
Cardiovascular Disease	-35%
Falls, Depression and Dementia	-30%
Joint and Back Pain	-25%
Cancers (Colon and Breast)	-20%

## What should you do?

For a healthy heart and mind

**Be Active**

VIGOROUS	MODERATE
 RUN	 WALK
 SPORT	 CYCLE
 STAIRS	 SWIM

**MINUTES PER WEEK**  
**75 OR 150**

VIGOROUS INTENSITY (SWEATING, HEAVY BREATHING)  
MODERATE INTENSITY (SOME SWEATING, HEAVY BREATHING)

**OR A COMBINATION OF BOTH**

To keep your muscles, bones and joints strong


**Sit Less**

 TV
 SOFA
 COMPUTER

**BREAK UP SITTING TIME**

To reduce your chance of falls

**Build Strength**

 GYM	 DANCE
 YOGA	 TAI CHI
 CARRY BAGS	 BOWLS

**2 DAYS PER WEEK**

Something is better than nothing.  
Start small and build up gradually: just 10 minutes at a time provides benefit.  
**MAKE A START TODAY: it's never too late!**

UK Chief Medical Officers' Guidelines 2011: Start Active, Stay Active: <http://bit.ly/startactive>

### Did you know? – Help through the armed forces and British Legion for ex-forces

Free help and support is available for ex-forces people living with dementia and their families through the armed forces and British Legion. The British Legion provides community services through Admiral Nurses to support the carers of those living with dementia in the armed forces community. There is also an extensive online knowledge base for commonly asked questions. Visit their website – <http://www.britishlegion.or.uk/get-support/mental-wellbeing/dementia-care/> or call 0800 802 8080

## Priority support and services in the event of power or water supply loss



If you sign up to your energy or water supplier's Priority Services Register (PSR) you can get extra help and support with your energy or water supply. Suppliers offer priority services such as supply interruption advance warning, free annual gas safety checks, free meter moving, can call you to take you through your bills and other services. You can also set up a password for their employees to use before you let them into your home. **Most suppliers offer these services to all pensioners, anyone with a disability or chronic illness, customers with dementia customers with a hearing or visual impairment and/or customers with children under 5.** You can apply on behalf of a family member or neighbour with most suppliers.

For gas supply Priority Services Register, please contact your supplier or visit their website. For electricity Priority Services Register, depending on your location within Lincolnshire, contact Northern Powergrid on 0800 169 2996 or visit their website <https://www.northernpowergrid.com/care> or Western Power Distribution on 0800 096 3080 or visit their website <https://westernpower.co.uk/About-us/Priority-Services.aspx> For Water Supplies Priority Services Registers, please contact Anglian Water on 03457 919155 or apply online <http://www.anglianwater.co.uk/household/special-assistance/watercare/>

### ADDICTION IS DECEIVING

You! You are so deceiving when you come into my life  
You make me feel the best I can yet you stab me with your knife  
You take away my money, my friends and family too  
You take away my dignity, my life revolves around you.  
You give me the pain then you take it away  
You are playing a game that I don't want to play  
I'm aware of you now and all that you do  
Listen, I want 'ME' back - I don't want you!

- Harold



### OUR APPOINTMENT SYSTEM – HELP US TO HELP YOU

We are constantly monitoring our appointment systems to try and ensure we are providing the best service possible. Alongside this, there are things that patients can do to help us –

**ALWAYS cancel** any appointments you cannot attend or are no longer required. In 2016 on average **we lost between 10 and 16 appointments every day** by patients not attending. It doesn't matter if you cancel your appointment within a few minutes; the chances are we will fill it if you make it available.

**ONLY** book appointments for clinical medical reasons. If you require a letter or form filling in please discuss it with Reception. If you are coming into give the GP an update, please tell the Receptionist, who will then pass the update to the GP electronically. If as a result the GP wishes to consult with you, you will be contacted.

**TRY to avoid** ringing at 8 am with non-acute matters. We receive many calls first thing in a morning for things which could be dealt with later in the day, e.g test results, prescriptions and general enquiries. Order prescriptions on the dedicated line 9 am – 12 noon and 2 pm – 4.30 pm