



# HAWTHORN MEDICAL PRACTICE

## PATIENT NEWSLETTER

Spring 2024

Welcome to our quarterly Newsletter, where we will let you know of any Practice updates and wider Primary Care messages and announcements. Your feedback on the newsletter is welcomed and we would be delighted to hear any ideas and content you would like to see in any future editions. **Please give us your feedback on any Practice subject, comments & ideas to e-mail [leccg.reception.hawthornmp@nhs.net](mailto:leccg.reception.hawthornmp@nhs.net)**

As you may all be aware, During November/ December we have been conducting our annual Patient Survey



In total we received 113 surveys from patients recently seen at the Practice over an 8-week period.

The results are as follows: -

**98% of patients said the Receptionists were helpful (77% last year)**

**98% of patients said they were treated with care and concern (81% last year)**

**98% of patients said the clinician listened and understood (83% last year)**

**91% of patients said their needs were met (77% last year)**

**81% said the overall experience at the Practice was good/very good (84% last year)**

Again, our survey shows improvements have been made since the National Patient Survey was carried out July 2023 and 4 out of 5 improvements from last year's survey.

[Patient Experience \(gp-patient.co.uk\)](http://gp-patient.co.uk)

The results will be shared with all staff and the Patient Group.

### Save Time – Do it on-line.

Did you know the quickest, easiest, and safest way to order your prescription is on-line. You don't have to wait for the surgery to be open to order on-line, you can do it 24 hours, 7 days a week. Your prescription can still be sent to a pharmacy for collection. Setting up on-line access is quick and simple, just pop into the surgery, Skegness, or Burgh with proof of ID and we will process your application.

### Or you can Use your NHS account.

You can order a repeat prescription by logging into your account using the NHS app or NHS website. If you're asked to nominate a pharmacy, you can only nominate a high street pharmacy. You'll be able to collect your medicine in person when it's ready. Some high street pharmacies also deliver.

[How to order a repeat prescription - NHS \(www.nhs.uk\)](http://www.nhs.uk)

**Small Actions To Make Big Changes**

**CONNECT WITH SOMEONE**  
Are they okay? · Are you okay? · Check in with your support network · Connect with someone new · A sense of belonging and community can help reduce feelings of loneliness.

**PRIORITISE SLEEP**  
Take small steps to improve your bedtime routine. Wind down before bed by minimizing your screen time · Make your bedroom a 'tech-free' zone · Create a clean and restful sleep environment · Jot down what's on your mind and set it aside for tomorrow · Avoid caffeine after 4pm.

**MOVE IN YOUR OWN WAY**  
Get moving the way you want to. This could be walking, running, yoga, stretches, doing some gardening. Move in a way you'll enjoy, get those endorphins flowing and let off some steam.

**SPEND TIME IN NATURE**  
Take some time out of your day to step outside, get some fresh air and spend time in nature. This could be eating your lunch outside, or taking a short walk after work. Stimulate your senses and look at the beauty of nature

**BREATHE DEEP**  
Your breath is a powerful tool to help with stress reduction and relaxation. Short, shallow breaths can heighten anxiety so being conscious and taking time to breathe deep helps us shift into a relaxation mode.

**PRACTICE MINDFULNESS**  
Practicing mindfulness allows you to focus on the here and now. It aids self-awareness, helps you practice emotional regulation and control. You can actively practice during a designated mindfulness session or be mindful of your all five of your sense whilst participating in an activity, such as a nature walk.

**#LittleByLittle**

April is  
**Stress Awareness Month**  
 here are some simple tips  
 to help with stress

**We recently held a “listening clinic” at the Practice and some patients didn’t understand why the Receptionist asks “what is the problem today” ..... if your problem is of a sensitive nature, you may write a note and hand to the Receptionist.**



**Why does the receptionist need to ask what is wrong with me!???**

A receptionists connects the patient with the most appropriate service for their needs

- It is important you see the Clinician best able to help your needs.
- We have GP’s Nurse Practitioners & Practice Nurses
- The GPs have asked Receptionist Staff to ask certain questions to help with the smooth running of the clinics
- It helps us to allocate appointments correctly and ensur appointments are not wasted.
- The GP can then have your records open ready for your appointment and he/she will know if the problem is a new one or a follow up
- **If you would feel more comfortable, you could always hand a note to the Receptionist, that way you don’t have to dicuss your symptoms at the front desk.**

May is.  
National Walking month

Now that the nights are lighter and it is a little warmer, why not get out and have a little walk, try the checklist below



NATIONAL WALKING MONTH

# #TRY20

## CHECK LIST

<b>TIP 1</b> INVITE FRIENDS AND FAMILY FOR A WALK <input type="checkbox"/>	<b>TIP 2</b> A WALKING MEETING <input type="checkbox"/>	<b>TIP 3</b> LET NATURE GUIDE YOU <input type="checkbox"/>	<b>TIP 4</b> WALK TO AND FROM WORK <input type="checkbox"/>
<b>TIP 5</b> GET SNAPPY <input type="checkbox"/>	<b>TIP 6</b> TRANSFORM YOUR STREET <input type="checkbox"/>	<b>TIP 7</b> WALK TO THE SHOPS <input type="checkbox"/>	<b>TIP 8</b> SCAVENGER HUNT <input type="checkbox"/>
<b>TIP 9</b> HAVE AN ADVENTURE <input type="checkbox"/>	<b>TIP 10</b> LET THE KIDS LEAD THE WAY <input type="checkbox"/>	<b>TIP 11</b> GET CREATIVE <input type="checkbox"/>	<b>TIP 12</b> TREAT YOURSELF <input type="checkbox"/>
<b>TIP 13</b> GET PICKING <input type="checkbox"/>	<b>TIP 14</b> EVENING STROLL <input type="checkbox"/>	<b>TIP 15</b> A MINDFUL MEANDER <input type="checkbox"/>	<b>TIP 16</b> WALK THE RAINBOW <input type="checkbox"/>
<b>TIP 17</b> PREPARE FOR THE WEATHER <input type="checkbox"/>	<b>TIP 18</b> REACH OUT <input type="checkbox"/>	<b>TIP 19</b> POWER WALK TO THE FINISH <input type="checkbox"/>	<b>TIP 20</b> SHARE YOUR HIGHLIGHTS <input type="checkbox"/>