



MILL ROAD SURGERY 47 MILL ROAD COLCHESTER ESSEX CO4 5LE
Telephone 01206 845900 www.millroad-surgery.co.uk

MILL ROAD SURGERY

NEWSLETTER

SUMMER 2023 ISSUE 25

Compiled by the Patient Participation Group (PPG)

SURGERY NEWS

The surgery is proud to announce that two new GPs have joined the team. We welcome on board Dr Lizzy Tuckwell who started as a Salaried GP in May 2023, and Dr Alison MacGregor, who is with us whilst finalising her training as registrar from May – August 2023, with a view to continue her role in Mill Road Surgery as a Salaried GP once fully qualified. We are fortunate to have recruited both Lizzy and Alison and feel they have already made positive impact both with the team and patients.

We have sadly said goodbye to our receptionist, Julie, and Healthcare Assistant Debbie in May 2023. However, we are fortunate to say that both positions have now been filled and Janet and Lauren are looking to start mid-June 2023. Debbie will continue to support us during Enhanced Access clinics going forward on weekends.

The surgery has invested in new Cloud-based telephony systems, which boast better patient experience and call handling, with upgraded features that will reduce waiting times, and increase capacity. The new phones are a learning curve for all involved and there have been some teething problems as anticipated in the initial few weeks, whilst these are now mostly ironed out if patients experience issues with the phone, please notify a member of staff in order to mitigate any negative experience in future. We are pleased to say new features will become available in due course that will support queue handling, more to be disclosed at a future date.

The way appointments are being offered and booked as a whole is being analysed by the management team at the surgery, and a restructure of how this looks is in the plans to ensure that the surgery are able to adapt with ever-increasing demand and care needs.

This will include the consideration of what role online appointments will play within the surgery, alternative routes for treating patients locally, and handling the '8am rush'. The surgery is excited for change and ask that patients to bear with them as new methods are trialled in the hope that a happy medium will be found to manage appointment demand best.

The surgery is pleased to say that the Spring Vaccination efforts have been a success, with most clinics being held as additional clinics throughout the weekdays, with a clinic on the weekend that is supported by volunteers of the PPG. As ever, the surgery is incredibly proud of the engagement and support given by the PPG, and attribute the vaccination programmes success to those who have supported them .

The surgery has finished painting all patient-access areas and is waiting on the final green light from NHS England to initiate the building of rooms 16 and 17 upstairs, in turn increasing clinical capacity for the surgery.

The surgery has had a tree surgeon deadwood the large tree at the entrance. Due to the tree having a Tree Protection Order (TPO), we cannot tamper with it and must adhere to guidelines when dead-wooding. We are hopeful this will mitigate any potential damage should significant winds break out.

**IF YOU ARE AMONG THE 75+ AGE GROUP
& HAVE NOT BOOKED YOUR COVID JAB**

**DON'T WAIT
VACCINATE**



SUMMER WELL BEING

Summer can be a tough time to stay on track with wellbeing goals. For some it may feel too hot to keep up a running routine; for others, a holiday can disrupt their healthy eating routine or daily medication practice. But don't be hard on yourself if you get off track during the summer months. This halfway point in the year is the perfect time to reassess your goals and find balance again. When we talk about summer wellbeing, we're not talking about getting beach body ready, we want to focus on, not only a happy body, but healthy mind. This means paying attention to what you eat, your exercise routine, how much you sleep, spending time with others, and how you deal with stress. We all know that during the summer months there is a lot to juggle. The children are off school, we have annual leave to take, and we're also trying to keep up with our never ending to do list. With that in mind, it's important to remember to make time for yourself. Here are some top tips for a summer routine that will leave you feeling cool, calm and collected this summer:

Get a better night's sleep Long, sunny days may mean you stay up later than usual, and hot, sticky weather can also prevent you from falling into a deep slumber. Make your bedroom summer-friendly by keeping it cool with a fan or opening a window, and relaxing before bed by putting away your phone and reading a few pages of your book.

Spend time with family This summer double your wellbeing by spending time with the people you care about, while doing nature-based activities you can't do during colder months, such as visiting a beach or eating dinner outside. It has been proven that spending time with people you love has a positive influence on your lifestyle, and being close to family and friends helping you to eat more healthily. Experts also say that having a chat with a close relative can help reduce your stress levels. Spending time with your family isn't just good for you, it's good for them too – especially your children. So, this summer, clock off on the dot and spend some quality time with your loved ones.

Getting outside Being in nature is one of the best ways to unwind from stress. Take a few minutes each day—maybe right when you wake up in the morning—to step outside and simply enjoy the outdoors. Drop thoughts of any plans for the day and simply notice the green of the grass and trees, the feeling of a breeze on your skin, and the sound of birds and other animals.

Daily Yoga and Meditation Start a daily yoga or meditation practice that will calm the body and mind, cooling your internal temperature. Heat often builds in the digestive tract during the summer months, so try and incorporate abdominal stretches and twists. After your yoga practice or meditation, place a drop of cooling calming essential oil between the eyebrows, such as rose oil to keep calm and collected throughout the day.

Prepare healthy meals Fill your diet with cooling foods that are sweet, bitter and that are light and easy to digest. Avoid dark meats such as beef, lamb and pork, and pungent flavours such as those from citrus fruits, the garlic and onion family, or heavy dairy products. Also avoid overdoing it at summer BBQs. Beat the temptation to overeat by filling up on the healthy stuff first. Fill your plate with fruit and green salads and choose raw vegetables over chips. If you treat yourself to dessert, be aware of the portion size and keep it reasonable. The key is moderation and recognising when you're full. Once you've finished, get moving! Play with the kids or get everyone together for a game in the garden. Don't forget to eat fruit! Summer is a great time for fresh fruit. Add your favourite berries to your morning cereal or oatmeal. Choose watermelon or cherries for dessert instead of cookies or ice cream.

And finally... Even if you're planning to go on holiday and expect summer to be completely relaxing, there will undoubtedly be situations that cause stress. But that's not a problem. Rather than putting an expectation on the season to bring a sense of calm...cultivate it yourself!

DIPOSAL OF DRUGS & MEDICINES



Never flush unwanted medicines or tablets down the toilet, they will adversely affect the water system. Please return unopened unused or out-of-date items to a pharmacy for safe disposal.



June 15, 2023

Clean Air Day is an award-winning annual campaign coordinated by Global Action Plan. Partners help fund the day, and collaborators help deliver it. It's the largest air pollution campaign in the UK.

Since the first Clean Air Day in 2017, they have engaged thousands of people at hundreds of events. And have reached millions more through media. Clean Air Day brings together communities, businesses, education and the health sector.

Aiming to: Improve public understanding of air pollution, both indoors and outdoors.

Build awareness of how air pollution affects our health. Explain some of the easy things we can all do to tackle air pollution. To help protect the environment and our health.

What happens on Clean Air Day?

There are dozens of online events all day on the Clean Air Day website. Talks, campaigns and case studies - aimed at businesses, individuals, schools and more. There are also hundreds of events around the country for everyone to join and is a mission is to bring entire communities together across the UK.

It's a day of action on air quality, where we should all try something different. And that can be anything - travelling without a car, or closing your school's street and having a street party. Our work together has a significant impact.

Why is it important?

Air pollution is one of the biggest environmental health risks we face today. It's responsible for various health issues in children. Like heart and lung diseases, low birth weight and deficient lung development. It may also contribute to mental health issues.

Every year, air pollution causes up to 36,000 deaths in the UK. 2020 saw children carry the weight of covid-19, impacting their freedom, education and mental wellbeing.

As we return to our lives, we must create a healthy environment where they can learn and play safely.

We have lots of resources available - and you can also follow the Clean Air Day events on cleanairday.org.uk.



Patient Participation Group

PPG AWARENESS WEEK
May 31st - June 6th 2023

A Patient Participation Group (PPG) is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service. Since April 2015, it has been a contractual requirement of NHS England for all GP practices to have a PPG and to make reasonable efforts for this to be representative of the practice population. This Best Practice Guide has been designed to assist GP practices and patients in setting up and maintaining a PPG to improve services for the whole of their GP practice population.

Purpose of a PPG:

- To give patients and practice staff the opportunity to meet and
- Discuss topics of mutual interest.
- To provide a means for patients to become more involved in providing some suggestions about the healthcare services they receive.
- To explore issues from patient complaints and patient surveys,
- Contribute to actions plans and help monitor improvements.
- To contribute feedback to the practice on National Patient Survey
- Results and Friends and Family Test feedback to propose developments or change.
- To support health awareness and patient education by joining a Patient Participation Group, you can do your part to save a general practice that is still accessible to all. You will provide first-hand support by acting as a voice and an educator within your community you will alleviate pressure on your practice and shape the primary care services that will hopefully serve you and your family for generations to come.

Now is the time to act

The NHS is ours, let's own it. If we don't act now the burden on general practice could see the aging workforce increasingly turn to early retirement to avoid burn-out. With no one to replace them, it will leave the NHS without the cornerstone upon which it was built, further reducing accessibility to appointments for hundreds of thousands of patients.

By joining the Patients Participation Group you can do your part to save a general practice that is still accessible to all. You will provide first-hand support by acting as a voice and an educator within your community, you will alleviate pressure on your practice and shape the primary care services that will hopefully serve you and your family for generations to come.

PPG members should as far as possible, be representative of the full range of the practice population



Find out how to get involved in a Patient Participation Group contact

mrsppgc@gmail.com

INHALER RECYCLING IN COLCHESTER
 Boots – Morrisons – Sainsburys – Tesco
 Asda – Rowlands Mile End
 All used inhalers should be returned to a store or pharmacy to be disposed of safely
They should NOT be put into waste bins
 Landfill disposal is harmful to the environment both material waste and as greenhouse gas emissions, as the residual gas from canisters is released into the atmosphere

RECYCLING BLISTER PACKS

Please remove ALL tablets before recycling

INTERESTED IN JOINING THE PATIENT PARTICIPATION GROUP? (PPG)
 Please ask at Reception or Contact:
mrsppgc@gmail.com

Any comments or queries or if you would like to receive future copies by email send to Mill Road Surgery Patient Participation Group at
mrsppgc@gmail.com