

Porter Brook Medical Centre Newsletter

Winter 2020



Happy New Year Everyone

This new year – 2020 – the **Patient Representative Group (PRG)** is hoping to bring you a newsletter like this four times a year.

This newsletter wants to keep you informed of changes in the Practice, keep you up to date with health information and to respond to any concerns or good ideas you may have to keep this Practice one of the very best in the city.

The PRG is made up of representatives from the patients, the medical side of the practice – the doctors and nurses, and the admin and reception staff. If you would like to be on this group, please leave your contact details at reception.

If you would like more information please email Pippa Fitzsimmons on: sheccg.porterbrookmc@hs.net

Contact information

Porter Brook Surgery: 0114 263 6100.

This number connects to the Out-of-Hours service when the surgery is closed, including 2.15 to 1.30 pm on Wednesdays

Student Health at SHU: 0114 225 2134

Prescription Order Line: 0114 372 3000

Website:

www.porterbrookmedicalcentre.co.uk

Reception Opening Times:

Monday, Tuesday, Wednesday and Friday
8:20am to 6.00pm

Thursday

8:20am to 4.20pm

Appointments:

Monday, Tuesday, Wednesday and Friday
8:30am to 12:15 pm
and 1.30pm to 6.00pm

Thursday

8:30am to 12:15pm
and 2 pm to 4.20 pm

Text messages and online services

The surgery can send you appointment reminders and other helpful information to your mobile phone.

In the future, this may extend to sending other health information letting you know that your test results are back or information about special clinics.

If you don't already and would like to receive text reminders please inform reception and they will update your record. All you need is some photo ID and to complete a short form.

Comments and complaints

The practice takes all suggestions, comments and complaints seriously.

Please send comments or complaints to Pippa Fitzsimmons, the Practice Manager, by post, by completing the online comments form on the website or by email:

sheccg.porterbrookmc@hs.net.

Complaints will be acknowledged within three working days of receiving them. They aim to have them fully investigated within 25 working days from the acknowledgement date.

If it is easier for you, you can call in and make a complaint in person. The clinical and administrative teams will review all complaints and take appropriate action.

For more information please go to the website:

www.porterbrookmedicalcentre.co.uk
and click on the comments or complaints tabs down the left hand side on the homepage.



*If you no longer need your appointment please cancel it
in good time so that someone else can use it*

The Clinical Team at Porter Brook and Student Health

This newsletter is a great opportunity to give an update on our enhanced clinical team. We have had three new roles added to our team over the past year.



We were joined first by our **Practice Pharmacist Belinda Pickett** in September 2018. Belinda is the expert in medicines and deals with a lot of enquiries from both patients and staff about medications. She helps to manage our repeat prescriptions, checks all hospital discharge letters and ensures we prescribe as safely as possible.



In May 2019, **Ibrahim Adeyemi** joined the practice as a **Physicians Associate**, Ibrahim works alongside the doctors and nurses in seeing and assessing patients. Ibrahim is not yet able to prescribe but has been a great support in providing appointments for our patients.



In October we were joined by a **Physiotherapist Thomas Mitchell**. He sees patients who have a problem with joints or muscles and is able to assess and then provide advice on management of the diagnosed conditions.



Also in October **Sheryse Ward**, our Health Care Assistant started a two year training programme to become a **Nurse Associate** a role between Health Care Assistant and a qualified nurse.

These new members have added to the existing team of 14 regular doctors, four training doctors, six nurses, two Health Care Assistants and a Phlebotomist.

Between them they have a huge level and variety of expertise and provide more than the usual primary care services.

WAYS TO STAY HEALTHY THIS WINTER

Keep moving

We need to keep moving. Being exposed to the cold for a long time can make your blood pressure rise, which means you could be at risk of a heart attack or stroke. Staying active is not only essential for your general wellbeing and fitness – it also helps to keep you warm.

- When you're indoors, try not to sit still for more than an hour. Get up and walk around and spread out any chores throughout the day.
- If walking is difficult try chairbased exercises while sitting or holding on to the back of a chair. Even moving your arms and legs and wiggling your toes can help you keep warm.

Eat well

Eat at least one hot meal each day and enjoy your teas and coffees.

- Having a hot drink before going to bed and keeping one in a flask by your bedside are good ideas.
- Include a good range of foods in your diet (and aim to eat five portions of fruit and vegetables each day, so that you're getting plenty of nutrients and vitamins. Frozen vegetables are as good as fresh.
- It's important to eat enough, especially in winter. Not eating enough and becoming underweight is bad for your health, it can make it more difficult to keep warm and fight infections.

Keep your spirits up

It's not unusual to feel down in winter – particularly when the days are short, it gets dark earlier and fewer people are up for socialising.

Don't use the cold winter months as an excuse to stay in and lounge around. Instead, get out with the whole family to try out a new activity or taking a bracing winter walk through a park or the countryside. Regular exercise helps control your weight, boost your immune system, and is a good way to break the tension that can build if the family is constantly cooped up inside the house.



If it snows these children could be playing in the General Cemetery

Look after each other

Don't forget your less able friends and neighbours. If you are cold and miserable the chances they are too. Do check that they are ok and if they need shopping done, bins put out or snow cleared. But most of all have a chat – they will feel better and so will you..

Remember: most colds just need bed rest, paracetamol with a hot drink and healthy food. If you want more advice your first port of call should be your pharmacist.

CQC Inspection

The Care Quality Commission (CQC) Inspection of the Porter Brook Practice took place just before Christmas last year.

As part of the process Jenny Bristow, Chair of the Patients' Representatives group, and three other patient reps met with the Inspector to give feedback and observations from the patients' point of view. Jenny said, "We thought the meeting was a very positive experience."



For every NHS GP practice and out-of-hours service, the CQC looks at the quality of care for the six population groups:

- Older people
- People with long-term conditions
- Families, children and young people
- Working age people (including those recently retired and students

- People whose circumstances may make them vulnerable
- People experiencing poor mental health (including people with dementia).

The CQC asks the same five questions of all the services they inspect:

Are they safe? Are patients and staff protected from abuse and avoidable harm.

Are they effective? Does the care, treatment and support achieve good outcomes, helping you to maintain quality of life and is based on the best available evidence.

Are they caring? Do staff involve and treat you with compassion, kindness, dignity and respect.

Are they responsive to people's needs? Are services organised so that they meet your needs.

Are they well-led? Does the leadership, management and governance of the Practice make sure it's providing high-quality care that is based on patient's individual needs, that encourages learning and innovation, and that it promotes an open and fair culture.

The report of the CQC findings is due at the end of January and we will bring you details in the next edition of this newsletter or keep your eye out for information on the patients notice boards.

Keeping ourselves healthier

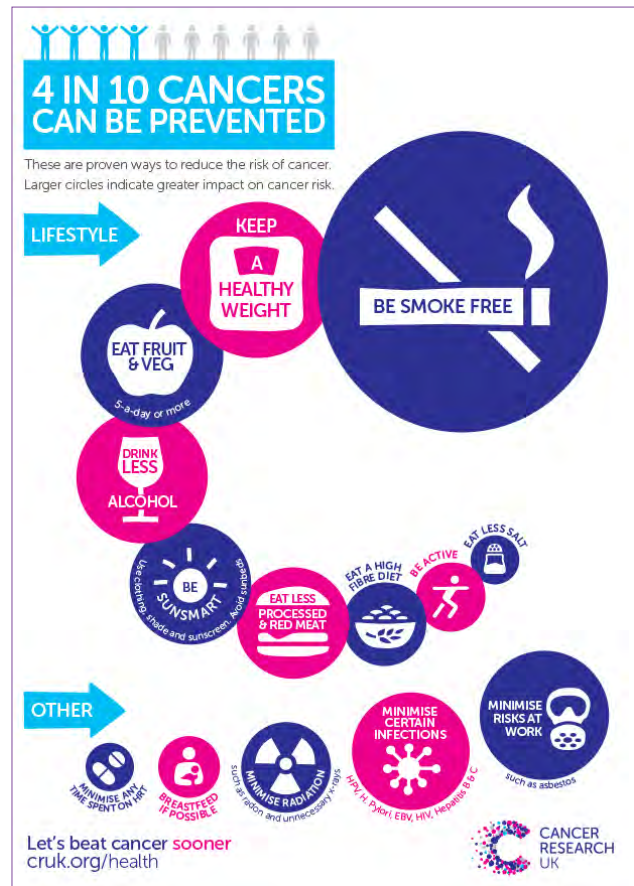
January starts with **Dry January** - a one-month booze-free challenge that helps millions reset their systems after the Christmas and New Year excesses.

It is also the month dubbed **Veganuary** - inspiring people to try being vegan for January and throughout the rest of the year. Cutting down on red meat and highly processed meats is better for your health, your pocket and the planet.

It's hoped people will then continue throughout the year to drink less alcohol and meat.

4 February is **World Cancer Day** - to improve, education and understanding, and to energise people into personal, collective and government action. They want to reimagine a world where millions of cancer deaths are prevented – no matter who you are or where you live.

The end of January sees **Cervical Cancer Prevention Week**, with March being **Prostate Cancer Awareness Month**, **Ovarian Cancer Awareness Month** and **No Smoking Day**.



Why don't we just follow the advice on the poster and keep ourselves healthier by making a few fairly simple changes to our lifestyles? What's stopping us?



Protect yourself from the flu

If you haven't had a flu jab yet its not too late.

Ask at reception about getting one now.

March 20 is the **International Day of Happiness**. This year's theme is Happier Together, focusing on what we have in common, rather than what divides us.



Everyone wants to be happy – and life is happier when we're together so join in to celebrate our common humanity. See www.dayofhappiness.net/#join