

VALE MEDICAL GROUP



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Don't be a DNA!

A DNA is someone who **did not attend** their Doctor/Nurse appointment and did not tell us beforehand. The clinic was ready, the Doctor and Nurses were waiting, but the patient did not attend.

Last month in April there were **64 DNA's** at the Long Clawson Medical Practice and **24 DNA's** at the Stackyard Surgery, totaling up to **88 appointments which patients did not attend**. This equates to a total of **10 hours and 45 minutes of clinical time wasted** in the month.

If you are unable to attend your appointment, **please let us know as soon as you can** so we can arrange for someone else to take your slot.



UPCOMING EVENTS

PLT – The surgery will be closed between 1pm – 6.30pm on Wednesday 24th May 2023 for essential staff training.

Mental Health Awareness Week – May 2023

Anxiety is a normal emotion which we may have all experienced at some point in our lives, but sometimes it can get out of control and become a mental health problem.

Lots of things can lead to feelings of anxiety, including exam pressures, relationships, a new job, or other large life events. Anxiety can also spark from bills or money and concern around not being able to meet our basic needs, like heating our home or buying food.

Anxiety disorders affect over 8 million people in the UK – that's a little over 1 in 10 of us – and there are lots of different types.

There are also some common anxiety themes and experiences which might impact our lifestyle. For example, experiencing agoraphobia, the fear of public spaces or health anxiety, making us anxious about changes to our health or experiencing health related issues.

Please see the following links for further information:

<https://www.nhs.uk/nhs-services/mental-health-services/>

<https://www.mind.org.uk/get-involved/mental-health-awareness-week/>

Self-care for this month: Conjunctivitis

Conjunctivitis is also known as red or pink eye, and has symptoms which include: red eye, burn or feeling gritty, produces pus that sticks to lashes, itching, water.

There are things that can be done to help ease symptoms yourself.

You can:

1. Boil water and let it cool down before wiping eyelashes clean of crust with cotton wool.
2. Hold a cold flannel on eyes for a few minutes to cool them down.

You do not need to stay away from work or school unless you or your child are feeling very unwell.

Consult with our pharmacy and they can help with your symptoms. They can give advice and suggest eyedrops or antihistamines to help you're your symptoms.

If you child is **under 2 years old**, you'll need a prescription from a GP.



Diabetes Prevention Programme



The Healthier You NHS Diabetes Prevention Programme, also known as the Healthier You programme, identifies people at risk of developing type 2 diabetes and refers them onto a nine-month, evidence-based lifestyle change programme. It is a joint service from NHS England and [Diabetes UK](#).

The Healthier You programme is available both as a face-to-face group service and as a digital service. When referred into the programme, people are free to choose between the two.

People on the face-to-face group service receive personalised support to manage their weight, eat more healthily and be more physically active – which together have been proven to reduce a person’s risk of developing type 2 diabetes.

The digital service offers similar support but through the use of digital tools such as wearable technologies that monitor levels of exercise, apps where users can access health coaches, online peer support groups and the ability to set and monitor goals electronically.

Research shows the Healthier You NHS Diabetes Prevention Programme has reduced new diagnoses of type 2 diabetes in England, saving thousands of people from the potentially serious consequences of the condition. It cuts the risk of developing type 2 diabetes by more than a third for people completing the programme.

Hospital Appointments

A reminder to patients that we are not able to expedite any hospital appointments unless there is a clinical need or deterioration of symptoms. Meaning that we will be unable to reduce appointment waiting times.

For any matters which require chasing, this will need to be done by the patient. Unfortunately, we do not have any ‘back door’ numbers enabling us to get through to hospitals quicker.

Community Pharmacist Consultation Service (CPCS)

The NHS Community Pharmacist Consultation Service (CPCS) was launched by NHS England on the 29 October 2019, to facilitate patients having a same day appointment with their community pharmacist for minor illness or an urgent supply of a regular medicine, improving access to services and providing more convenient treatment closer to patients’ homes.

The service is helping to alleviate pressure on GP appointments and emergency departments, in addition to harnessing the skills and medicines knowledge of pharmacists. Should the patient need to be escalated or referred to an alternative service, the pharmacist can arrange this.

For more information, please follow the link below:

<https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-integration-fund/community-pharmacist-consultation-service/>



Social Prescriber

Each month we will take a look at different roles within the practice this month we are looking at the Social Prescriber role and what they can do to help you.

Social Prescribers are health professionals who work with your GP to help improve your health and wellbeing. They can provide you with a helping hand to achieve your health & social needs. They will give you time to discuss your worries, fears, issues and concerns. Our Social Prescriber will work with you to create your own social prescription.