

Sidney House and The Laurels Surgeries

Produced by the Patient Participation Group [PPG]

PPG Newsletter

The PPG aim to produce this newsletter quarterly and it will be circulated by the following methods:

- Email to those valid email addresses that are held by the surgeries
- Available from either Surgery (newsletter stands located in the reception area)
- On the surgery website

Online Appointments (New trial)

The Practice have been trialling online appointments to incorporate online bookings for Health Care Assistants, Nurses, Pharmacist medication reviews and Physiotherapist telephone assessments. These appointments are very specific and have been named accordingly, so patients must take care to book into the appropriate slots only. If, however, patients book into a specific slot for anything other than what the slot is intended for, this may result in the clinician being unable to offer treatment.

Slots with "Telephone" in the wording are a telephone call from the clinician; the others are face to face appointments in one of the surgeries. When you book online, the reminder SMS will tell you which surgery the appointment is at. These new online appointments are available to book for up to 4 weeks in advance.

(The booking of GPs telephone appointments will remain the same – with appointments being available for booking from 6pm the day before)

In these early stages we have only released a few appointments but will increase the availability slowly as we go along. We are hoping this will prove to be successful and will help patients who struggle to call us during normal hours.

More information in News section on the website.

Mental Health Awareness

How are you?????

Just think for a minute, just 60 seconds about how you are feeling today.

Most people when meeting someone ask How are you?

Do we give them 60 seconds to answer honestly??

Do we really get the most honest response?

Let's face it when we hear the person say:

"fine thank you" or "yes all good" or words to that effect. Are we truly listening or actually listening? Do we want or expect the honest answer from them?

Give that person 60 seconds.

If however you were to ask yourself, is your friend struggling with life? feeling low? in need of a hug? what would you say?

Let's face it YOU WOULD WANT TO KNOW.

Anxiety and depression shows itself in many ways.

GIVE YOURSELF JUST 90 SECONDS TO READ WHAT TO LOOK OUT FOR.

Psychological symptoms

The psychological symptoms of depression include:

- continuous low mood or sadness
- feeling hopeless and helpless
- having low self-esteem
- feeling tearful
- feeling guilt-ridden
- feeling irritable and intolerant of others
- having no motivation or interest in things
- finding it difficult to make decisions
- not getting any enjoyment out of life
- feeling anxious or worried
- having suicidal thoughts or thoughts of harming yourself

Physical symptoms

The physical symptoms of depression include:

- moving or speaking more slowly than usual
- changes in appetite or weight (usually decreased, but sometimes increased)
- constipation
- unexplained aches and pains
- lack of energy
- low sex drive (loss of libido)
- changes to your menstrual cycle
- disturbed sleep – for example, finding it difficult to fall asleep at night or waking up very early in the morning

Social symptoms

The social symptoms of depression include:

- not doing well at work

- avoiding contact with friends and taking part in fewer social activities
- neglecting your hobbies and interests
- having difficulties in your home and family life

Severities of depression

Depression can often come on gradually, so it can be difficult to notice something is wrong. Many people try to cope with their symptoms without realising they're unwell. It can sometimes take a friend or family member to suggest something is wrong.

Doctors describe depression by how serious it is:

- mild depression – has some impact on your daily life
- moderate depression – has a significant impact on your daily life
- severe depression – makes it almost impossible to get through daily life.

Perhaps you read over this, maybe not thoroughly but at least now have an overview of what to look out for either in YOURSELF OR OTHERS.

If you are concerned about how YOU or OTHER PEOPLE are feeling:

**SPEAK OUT
SPEAK TO SOMEONE
SEEK HELP.**

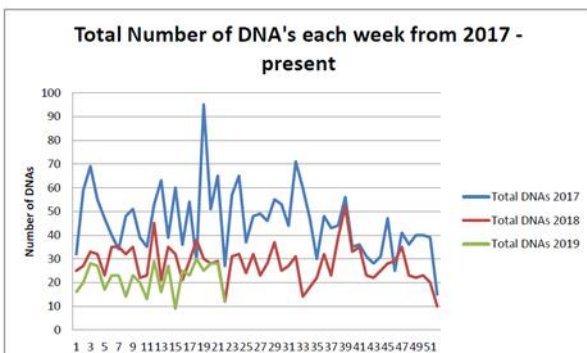
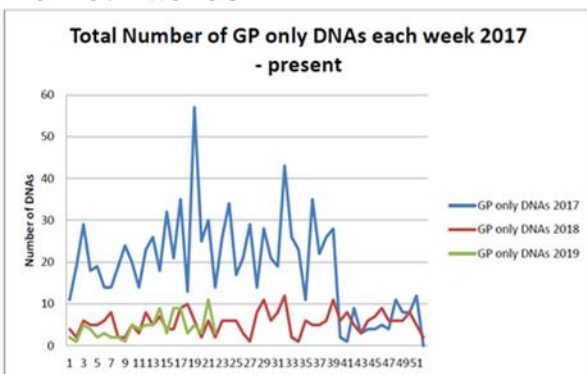
It's SSS JUST LIKE SOS!!!!!!!!!!!!!!

**Mental Health Emergency Crisis Number:
0330 726 0130**

Good Samaritans: Free helpline on 116123

More contact numbers and info can be found on the mental health section of the Website.

Did Not Attends:



As can be seen by the two graphs above, the number of patients who had made appointments, but did not attend them (DNAs) have improved significantly over recent months.

In 2019 the Practice will be writing to patients each time they fail to attend an appointment and add them to a 'Did Not Attend Register'. Should these patients then not attend a second appointment in the next six-month period, then they may be removed from the patient list.

Please do not waste valuable appointments!

You can cancel by:

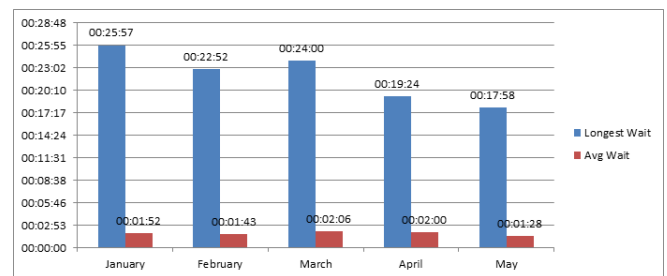
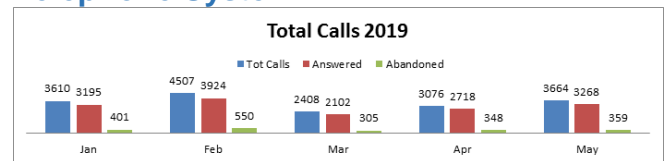
Calling the Surgery: 01245 380324

Text to 07594 715982 : Please leave your name, date of birth, date and time of the appointment.

On-line: If you are registered for on-line access – you can cancel your appointment using this service.

Note: There was a small glitch in the text reminder system (for those who opted for this facility) whereby new clinical members of staff had not been added to the system correctly and text reminders for these appointments were not sent out. This has now been rectified.

Telephone System:



The graphs above show that the telephone system has settled down and the longest waiting time is reducing since it was first installed.

The statistics for May 2019 show that out of 3,664 calls, the average wait was just under 1.5 minutes, although the longest wait in the month was nearly 18 minutes.

Note: This newsletter can be provided in larger print on request (please ask at reception).