

# NRSPPG Newsletter

## Winter/Spring 2024

Welcome to our first newsletter of 2024. In this issue we review our last talk, Mental Health – Maintaining a Healthy Mind, provide news from the surgery and introduce a new initiative, working with the Bromsgrove and District Primary Health Network.

*We hope that you will find it informative and interesting to read, if you have any questions, you can email us at:*

[newrdppg@gmail.com](mailto:newrdppg@gmail.com)

## Welcome to Dr Satti

Firstly, we would like to offer a warm welcome to our new partner at the surgery, Dr Satti who joined the practice in November. The full list of doctors is now as follows:

### Partners:

Dr Groves (M)      Dr Raithatha (F)

Dr Hyde (F)      Dr Satti (F)

Dr Laugharne (F)

### Salaried GPs:

Dr Hollier (M)      Dr Wallington (M)

Dr Murray (M)

Dr Durosimi (M)

As most of you are probably already aware, the surgery sadly said goodbye to Dr Dowley in September.

We wish Dr Dowley a long, happy, and healthy retirement.

## Why not join the NRSPPG Committee

Have you thought about getting further involved with your PPG? Why not join our committee? We meet monthly to plan events and discuss matters relative to your surgery. Just email us and we'll invite you along to meet the team.

## ***Mental Health – Maintaining a Healthy Mind***

In October last year we presented a talk by Hannah Davies entitled Mental Health – Maintaining a Healthy Mind.

Hannah, a Psychological Wellbeing Practitioner, is part of the Talking Therapies Team of Worcestershire NHS Trust helping people over 16 suffering with depression and anxiety disorders. Her talk covered an overview of depression and anxiety, myths regarding suicide, getting help, introduction to Talking Therapies and services/courses available.

Looking after our mental health involves several different aspects of our lifestyle. **Eating** regular meals with a varied and nutritious diet (protein, carbs, fruit and veg.), staying well hydrated but avoiding too much alcohol; getting the right amount of **sleep** helps our brains and bodies recover from the daily grind; regular **exercise** increases energy levels, improves sleep quality, reduces stress and muscle tension, takes our focus away from negative and unhelpful thoughts thereby improving our mood, and provides opportunities to interact with other people; making time for **relaxing** helps reduce tiredness, pain and stress, and improves our performance, sleep, self-confidence and personal relationships. Hannah demonstrated the **ACE principle** (standing for **A**chievement, **C**onnecting with others and **E**njoyment) required for a balanced lifestyle.

In the remainder of her talk Hannah covered treatment of **depression, anxiety disorders** and **suicidal thoughts**, giving helpful tips for counselling, and useful online contact details of organisations for sufferers.

A more detailed synopsis of this talk together with the associated slide show is available, please e-mail us for a copy of either.

## ***New Surgery Triage System***

In July last year the surgery began trialling a new appointment booking system where all appointment requests are triaged.

Receptionists have been trained to become Healthcare Navigators and will ask appropriate questions to direct patients to the most appropriate clinician.

## **New Surgery Triage System (Continued)**

They use an 'Online Triage Toolkit' designed by one of the NRS Partners to help them gather the information they need. The Healthcare Navigator may direct you elsewhere where appropriate e.g. self-refer to First Contact Physio, or a community pharmacy for a short course of antibiotics.

If you do need to be seen by a clinician at the surgery, a triaging GP will determine whether you should be seen by a GP, Advanced Clinical Practitioner (e.g. prescribing nurse practitioner or paramedic), an in-house pharmacist or specialist nurse. They will also advise if they feel you need to be seen in person for a face-to-face appointment.

Have you used the new system? If so the surgery would welcome feedback. Either fill out a 'Family and Friends Test' form in the surgery in person, let the healthcare navigator know at the end of your call or complete the online form at:

<https://forms.gle/6QMLgM3N2iVVxTq27>

## **Bromsgrove Primary Care Network PPG**

The Bromsgrove and District Primary Care Network (PCN) was set up by 9 local practices, to ensure that good standards of healthcare are available for our local community.

The aim of PCNs is to build on existing primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care for people close to home. Further information can be found here:

<https://www.bromsgrovehealthcare.co.uk/primary-care-network>

The Bromsgrove and District Primary Care Network (PCN) has now set up their own Patients Participation Group giving us the opportunity to understand the views and needs of the wider Bromsgrove and District patient population and to ensure that these are communicated both within our own surgery and across the wider population. Look out for further information in the coming weeks.

# NHS App

Did you know the NHS App is a simple and secure way for you to access lots of different services without having to speak to your doctor. The NHS App can be downloaded for free from app stores and can be used on both iPhone and Android devices.

Use the NHS App to:

- Book/cancel appointments
- Order repeat prescriptions
- View your health record
- Register your organ donation decision
- Get health advice
- Get your NHS Covid Pass



So, if you are over the age of 16, we encourage you to scan this QR code and download the app.

If you would like to learn more about the NHS app, follow this link...

<https://www.nhs.uk/nhs-app/nhs-app-help-and-support/>

## ***Please spread the word!***

Every patient at New Road Surgery is automatically a member of the Patient Participation Group but only those who give us explicit permission can receive e-mails or other communication from us.

It would really help us if you would ensure that relatives, friends and neighbours are aware of this and encourage them to fill in the form at reception or email us at [newrdppg@gmail.com](mailto:newrdppg@gmail.com)