

## Surgery Improvements

**Waiting Areas** – Over the last couple of months we've made some further improvements to our waiting areas. Our Patient Participation Group and some patients through our iPad feedback screen requested water be available so we have made this happen for you. The machines are plumbed in to ensure a fresh supply of drinking water and the cups we use are 100% recyclable.

We have also introduced an activity sheet for children as we know how tricky it can be to keep them occupied whilst waiting for appointments. As much as we endeavour to run on time sometimes things prevent this from happening so we have put together something that you can interact with your child and have some fun whilst you wait. These activity sheets will change throughout the year but will all be animal themed. Our first one is all about Elephants and there are some elephant stickers around each waiting area to find, they will move around too so if you come for more appointments they might need finding all over again.

Our new Communications Coordinator has had a big overhaul of our noticeboards and these will now be refreshed regularly. She has also been working on ensuring the magazines available to patients are in good condition and less than 3 months old. We would welcome donations from patients so please drop off any magazines you have finished with that are less than 3 months old to reception. Thank you.



## Building Work

From the 25th of February we will be having some building work done in our ground floor waiting area. Although this will result in two lovely new rooms it will make the current waiting area a little smaller for a while and it will often be noisy. The first morning of works will bring the most inconvenience as equipment and materials are brought in and they need to build a temporary screen to divide and protect the waiting area from the works that will be going on.

Hopefully the work will be completed ready for April. If you find the noise level too stressful then we do have a waiting area upstairs which will be quieter but you will need to let Reception know so that they can let the GP or Nurse know where to call you from. If you have a condition that means noise is a significant issue then please let our staff know at time of booking an appointment as we will endeavour to find a way round this for you.

Our Toilets are also going to be freshened up over the next month, with new toilet seats, taps and paintwork.



# Your Health Matters



## How Are You?

Over 2.5m people have already made the first step to a healthier 2019 by taking the free #HowAreYou quiz. Why not join them? Visit [www.nhs.uk/oneyou/how-are-you-quiz/](http://www.nhs.uk/oneyou/how-are-you-quiz/) to take the quiz. Because there's only #OneYou

eConsult is a platform that allows patients to consult with their own NHS GP simply by completing a quick online form. It helps GPs to deliver better access to registered NHS patients by providing a round-the-clock portal where patients can enter their symptoms and receive instant self-help advice, together with signposting to NHS 111, pharmacies and other healthcare services. <https://cricketfieldsurgery.webgp.com/>

**econsult** Advice from your GP online without having to wait for an appointment

**Click away your concerns**

Children in England are eating an extra 2,800 sugar cubes a year, that's more than double the recommended guidelines. That's 8 sugar cubes too many each day, 56 too many each week and around 2,800 too many every year. That's equivalent to 312 cans of sugary cola each year or 469 higher-sugar yoghurts or 562 chocolate bars. Just one or two everyday swaps can really make a difference to how much sugar your child is getting, whilst still keeping them happy. Simply swapping from a higher-sugar yoghurt (like a split-pot yoghurt) to a lower sugar yoghurt can halve the sugar your child gets from yoghurts whilst still keeping them happy. (Based on Kantar data 2017/18 and swapping from a higher-sugar to lower-sugar yoghurt)(contains both free and intrinsic sugars).



## Self care is the best choice to treat common ailments and minor illnesses

If treatment is needed, a wide range of medications can be purchased from community pharmacies and supermarkets. These medications are usually cheaper than a prescription and you can get them without seeing your doctor.

**NHS**

**Key fever**  
Antibiotic tablets and syrup;  
Steroid nasal sprays;  
Eye drops;  
Decongestants;  
Simple pain relief, e.g. paracetamol

**Indigestion or heartburn**  
Antacid medicines and alginates reduce the symptoms of heartburn and relieve pain.

**Pain**  
Simple pain relief, e.g. paracetamol or ibuprofen;  
Anti-inflammatory drugs, e.g. ibuprofen.

**Coughs and colds**  
Simple pain relief, e.g. paracetamol or ibuprofen;  
Cough mixtures (may contain paracetamol);  
Cold remedies (may contain paracetamol);  
Decongestants.

**Piles (Haemorrhoids) and constipation**  
Creams, ointments or suppositories can help soothe;  
Local anaesthetics may relieve pain, burning and itching;  
Laxatives can make it easier to go to the toilet and reduce straining.

Pharmacists are an expert source of advice and will use their professional judgement to decide with you what the best course of action is for your condition. Speak to a local pharmacist to get advice on the best treatment for your symptoms. Always read the patient information leaflet that is included with the medicine.

## NHS Apps

Did you know there are a wide range of NHS Apps available for your mobile devices? visit [nhs.uk/apps-library](http://nhs.uk/apps-library) for the list and links for the different apps. You can search for something specific or filter them by categories. From apps about Baby and Child First Aid to apps that can help you get more active or eat better. There is a large variety and something there for everyone.

**Need treatment for a minor injury or illness?**

Use **NHSquicker** to choose the right service and spend less time waiting



Have you picked up one of our "10 good tips for mental health" bookmarks?

Follow us on Social Media for the latest surgery news and updates as well as NHS Campaigns and links.



@CricketfieldGP



/CricketfieldSurgery

**10 good tips for mental health;**

1. Get plenty of sleep
2. Eat well and keep yourself hydrated
3. Avoid alcohol, smoking and drugs
4. Get plenty of sunlight
5. Take a break
6. Keep active in body and mind
7. Do something you enjoy
8. Connect with others and be sociable
9. Do things for others
10. Talk about your feelings and ask

# Mental Health

We now have a counsellor from the Depression and Anxiety service in on a Wednesday to work with our patients who have been referred to their service and we also have a counsellor in on a Monday to work with our patients who have long term health conditions and are finding it is affecting their mental health and/or they are struggling to manage their condition effectively.

We have just supported Time to Talk Day as an employer to support and encourage our staff to be comfortable about being open about their personal experiences with mental health issues. Mental Health problems affect 1 in 4 of us and although it is getting much wider support and press coverage people are still afraid to talk about it. However, starting a conversation doesn't have to be awkward, and being there for someone can make a huge difference. These tips will guide you to make sure you're approaching it in a helpful way.

## 1. Ask questions and listen

Asking questions can give the person space to express how they're feeling and what they're going through, and it will help you to understand their experience better. Try to ask questions that are open and not leading or judgemental – such as "how does that affect you" or "what does it feel like?"

## 2. Think about the time & place

Sometimes it's easier to talk side by side rather than face to face. So, if you do talk in person, you might want to chat while you are doing something else. You could start a conversation when you're walking, cooking or stuck in traffic. However, don't let the search for the perfect place put you off!

## 3. Don't try & fix it

It can be hard to see someone you care about having a difficult time but try to resist the urge to offer quick fixes to what they're going through. Learning to manage or recover from a mental health problem can be a long journey, and they've likely already considered lots of different tools and strategies. Just talking can be really powerful, so unless they've asked for advice directly, it might be best just to listen.

## 4. Treat them the same

When someone has a mental health problem, they're still the same person as they were before. And that means when a friend or loved one opens up about mental health, they don't want to be treated any differently. If you want to support them, keep it simple. Do the things you'd normally do.

## 5. Be patient

No matter how hard you try, some people might not be ready to talk about what they're going through. That's ok – the fact that you've tried to talk to them about it may make it easier for them to open up another time.

And there are lots of things you can do to support them even if you're not talking:  
Doing things together  
Sending a text to let them know you're thinking of them  
Offering to help with day-to-day tasks.

## Get Involved

We have an iPad in reception for us to gain valuable, timely feedback from our patients.

Please take a minute at the start or end of your visit to share your views with us to support us in delivering excellent patient care.

All feedback is appreciated.

**Have  
your  
say**

### Our Patient Participation Group wants you!



Do you want to have your say in developing patient services here?

Get involved... Join our patient group and develop patient services by:-

- Prioritising equipment & resource improvements
- Identifying potential areas for improvement
  - Coming up with fundraising ideas
- Organising health awareness & education events
  - Influencing change

Email: [cricketfieldppg@gmail.com](mailto:cricketfieldppg@gmail.com) for more information or an Expression of Interest form. Alternatively download a form off our website; [www.cricketfieldsurgery.co.uk](http://www.cricketfieldsurgery.co.uk)

Meetings held monthly at The Courtyard Centre, times flexible to suit the majority of the group. Refreshments provided. If you're unable to attend then you can send in points for discussion and you will receive a copy of the minutes afterwards.

## New GP Registrar

Dr Bailey left us shortly before Christmas to have her baby. Dr Elias-Jones has now joined us. I'm sure you will all give him a warm welcome should you meet him.

## Cancer Research UK Walk Over Cancer Month

How many steps can you do?

Walk 10,000 steps every day in March.

Get fit and feel amazing as you step up to raise money for life-saving cancer research. Whether you walk to work, take up jogging, or give the lift a miss, the money you raise will help bring forward the day when all cancers are cured.

Sign up for your fundraising pack and online Giving Page - <https://activity.cancerresearchuk.org/signup/Walk-all-over-cancer-2019/details>

## What our staff are up to

HCA's are Healthcare Assistants who support the clinical team by working with patients to:

- observe, monitor and record patients' conditions by taking temperatures, pulse, respirations and weight
- take blood samples and process lab samples
- promote positive mental/physical/nutritional health

Occasionally they may look really young like our newest HCA, Melanie. She started off in our administration team and often does still help out behind the scenes too but she is now building up her portfolio of training to become a multi-skilled HCA. It offers a really diverse career as they can get involved in a wide range of clinical areas beyond the day to day routine health checks and blood tests, this can include:

- immunisations
- social prescribing to help patients improve their health, wellbeing and social welfare
- weight management and nutrition
- long-term condition care
- Supporting the elderly
- maternity support work

This offers a really varied, long term career and for others it is a stepping stone to nursing. Melanie hopes to return to university in the future and become a fully qualified nurse, we'd like to see her returning to work within Primary Care but regardless her sunny disposition and compassionate approach with patients will ensure she is a success wherever she ends up. We're just grateful to have her working within our team for the time being.

## Awareness Days

Some of the upcoming awareness days are below. You can easily find out more information about these online.

25th February - Eating Disorders Awareness Week

28th February - Rare Disease Day

### March

Walk Over Cancer Month

Ovarian Cancer Awareness Month

11th - 17th - Nutrition and Hydration Week

13th - No Smoking Day

15th - Comic Relief

20th - World Oral Health Day

26th - Purple Day - Epilepsy Awareness

### April

Stress Awareness Month

Bowel Cancer Awareness Month

7th - World Health Day

20th - 26th - Allergy Awareness Week