



MILL ROAD SURGERY 47 MILL ROAD COLCHESTER ESSEX CO4 SLE  
Telephone 01206 845900 [www.millroad-surgery.co.uk](http://www.millroad-surgery.co.uk)

# MILL ROAD SURGERY NEWSLETTER

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## SURGERY NEWS

The surgery are pleased to announce that a new doctor is due to join us in March- Dr Nick Stubbings joins the team working Wednesday's and Friday's.

With gains sadly come losses, Lorraine our Healthcare Assistant is moving onto new pastures at the end of February. We are fortunate enough to have had many applicants for Lorraine's role and look forward to introducing our new team member soon. We thank Lorraine for all the hard work she has done for the surgery, she will be missed by patients and staff alike.

Unfortunately we have experienced significant delays due to supplier issues with the building works. In order to meet necessary requirements the specialist equipment for appropriate infection control has led to the project being delayed further, though we are working hard to ensure these rooms are completed as soon as possible.

A new facebook page, North Colchester PCN, has been established, representing our PCN which comprises: Mill Road, Bluebell, Highwoods, Winstree and Lawford Surgeries, and can be followed by patients to keep up to date with any new news and updates from our PCN.

We continue to work toward digitalising the way in which patients can access the surgery and appointments. We are looking into software that allows online triage of appointments, including conversation remotely via e-consult between patient and clinician to save appointments and increase access. More news will follow in future editions, the management team are always analysing ways in which we can better utilise our resources, and are confident this will be effective once implemented

**Compiled by Patient Participatint Group (PPG)**



### Causes

Hay fever is a common allergic condition that affects one in five people at some point in their life. Symptoms of hay fever can include itchy, red or watery eyes, a runny nose and sneezing.

### Symptoms

if they have an allergic reaction to pollen. Pollen is fine powder released by plants and when these tiny particles come into contact with your eyes, nose, mouth and throat, they can trigger an immune response causing the body to react with swelling, irritation and inflammation.

### Treatment

There is no cure for hay fever, but many people find their symptoms improve as they get older. Symptom relief treatment is available to use during the pollen season.

You can treat your hay fever symptoms with over-the-counter medications from your local pharmacist. Anti-histamine nasal sprays and/or tablets are one of the best ways to relieve symptoms and should be taken before the hay fever seasons starts for the best results.

**Have you had all of your Jabs yet?**



# MEASLES PREVENTION



## Protect Yourself from Measles

Measles is a serious respiratory disease caused by a virus. It spreads easily by coughing and sneezing. Measles can cause pneumonia, seizures, brain damage and even death. Most people exposed to measles will not develop the disease because: If they have been vaccinated, or they had measles in the past before vaccination became routine.

### Symptoms

Signs of measles appear about 7-14 days after a person is exposed to an infected person. Measles usually begins with mild to moderate fever, cough, runny nose, and sometimes red eyes. Several days after the start of these symptoms, a red or reddish-brown rash appears, usually starting on a person's face at the hairline and spreading downward to the entire body.

At the time the rash appears, a person's fever may spike to more than 104 degrees Fahrenheit. The rash typically lasts at least a few days and then disappears in the same order.

People with measles may be contagious up to four days before the rash appears and for four days after the rash appears. Measles virus is very contagious, so when one person is infected, it is easy for the disease to spread. People showing signs of measles should call their doctor first. Call before going to a healthcare facility to prevent exposing others.

**The best way to prevent measles is to be vaccinated.**

### Children

The MMR is offered to all children in the UK. Two doses often give lifelong protection against measles, mumps and rubella. They are normally given at about 12 – 15 months and around three and a half years old.

### Adults

Adults should have at least one dose of MMR vaccine. Certain groups at higher risk for exposure to measles need two doses of MMR, such as international travelers, health care workers, and college students. Adults born in the U.S. before 1957 are considered immune to measles from past exposures.

In situations where exposure to measles is likely, these adults may benefit from a dose of MMR vaccine.

For more information about measles, please visit [www.cdc.gov/measles](http://www.cdc.gov/measles)

### KEY POINTS:

- Measles is highly Contagious
- It can be serious
- Protect yourself by getting vaccinated
- Know the signs and symptoms and contact your health provider if you have concerns

For more information about measles, please visit [www.cdc.gov/measles](http://www.cdc.gov/measles)



## My Social Prescription™

Community360 is an independent charity formed in 1968

Community360 vision is of a **less unequal society** and aim to inspire and enable social action to improve people's quality of life.

- ✓ Volunteering
- ✓ Community Transport/ Shop Mobility
- ✓ Social Prescribing
- ✓ Essex Family Support Service

- ✓ Home from Hospital befriending
- ✓ Weight Management
- ✓ Winter Resilience
- ✓ Community360 Training
- ✓ Fundraising and Financial Group Support

Community 360 can signpost patients to different services

- Dementia Support
- Shopping Support
- Area Support
- Mental Health Support
- Social Groups and so much more

### Referral Process

Each referral will be acknowledged by the C360 and stored on the secure database.

### The person will be contacted within 5-7 days

A guided conversation will take place and health and wellbeing benchmarked through the questionnaires (Outcome Star/Depression Screening).

C360 Social Prescribers will then use local asset maps to co-design solutions with the person and inform them about what is available.

### A letter or email will then be sent out

Follow up call with the person to note any progress/further help needed – 3 weeks from the initial conversation.



Review Outcome Star to see what has been achieved and update records.

With person permission we capture their social prescribing experience and outcomes into a case study to share and show others what support is available and what can be achieved.

### For people there can be:

- ✓ Changes in physical health
- ✓ Changes in mental health and wellbeing
- ✓ Changes in lifestyle behaviours
- ✓ Changes in social functioning
- ✓ Health service use
- ✓ Changes in emotional and cognitive skills
- ✓ Other (community capital, education, employment, knowledge & skills)



### Several Referral Mechanisms:

People (18+) can self-refer via telephone

**01206 505250 or email**

[misp@community360.org.uk](mailto:misp@community360.org.uk)

### Family and friends can refer with consent

Professionals can call 01206 505250 to speak to the Social Prescription Team Mon-Fri 9am – 5pm Professional with an NHS email account can refer a person with their consent via our secure NHS portal.

[C360.socialprescribing@nhs.net](mailto:C360.socialprescribing@nhs.net)

**NHS**  
Providing NHS services

Most pharmacies can help you with **seven common conditions** without needing a GP appointment

- **Sinusitis**  
(adults and children aged 12 years and over)
- **Sore throat**  
(adults and children aged 5 years and over)
- **Earache**  
(children and young adults aged 1 year to 17 years)
- **Infected insect bite**  
(adults and children aged 1 year and over)
- **Impetigo**  
(adults and children aged 1 year and over)
- **Shingles**  
(adults aged 18 years and over)
- **Urinary tract infection**  
(women, aged 16 to 64 years)

Ask your pharmacy for more information about this free\* NHS service

**Visit your Pharmacy First!**

\*NHS prescription charge rules apply where a medicine is supplied



## Patient Participation Group

### WHAT THEY ARE & WHAT THEY DO

#### WHAT ARE PPGs

PPGs tend to be set up by the practices but, over time, they are usually run by patients.

Typically, they will have a committee that meets regularly to give the PPG some leadership and sense of direction.

The PPG should work closely with the practice and it is also for members of the practise team, including general practitioners to be part of the PPG.

They are a route for patients to advise and inform the practice on what matters most to patients and to help identify solutions to problems. Members of PPGs should think about the wider patient interest not just their own personal concerns when serving on the PPG.

Every PPG should be clear for what they do and what they hope to achieve. It should have well thought out core objectives so that if someone asks what the group does, there is a clear answer.

These goals and aspirations need to be realistic and achievable because the PPG is run by volunteers. In most instances, the PPG will work in partnership with the practice and significant other partners and, in that way, it can achieve a great deal more.

#### WHAT DO PPGs DO?

The activities of PPGs vary because they develop and involve to meet the local needs of their practice population and may, for example, include either or all of the following: Acting as a 'critical friend' to the practice, by helping it to understand what the patients are thinking and are saying about such issues, such as, opening hours, telephone systems, requests for home visits, delays in being taken to an appointment, seeing their favourite GP, seeing their favourite practice nurse, repeat prescriptions and the range and type of services provided within the practice.

Providing a signposting service for patients and providing services such as patient libraries, volunteer transport, befriending, and support groups.

Supporting the flow of communication by assisting in the production of patient information, such as newsletters and leaflets.

Working in partnership with the practice and other NHS partners in participating in health promotion events so that patients can have a really good understanding of their health and how best to look after it.

Understanding patient surveys or research to find out what matters to patients and discussing the findings with the practice.

If necessary, fundraising to support the work of the PPG and to improve the care that is available to the patients. Influencing the services that are provided, and where they are providing, by taking part in what are called commissioning decisions, this means that services can be developed in the way that is best for patients.



## Patient Participation Group

### ARE YOU INTERESTED IN JOINING THE PATIENT PARTICIPATION GROUP (PPG)

Please see our PPG noticeboard in the  
waiting room or contact us via the  
online form on our website

<https://www.millroad-surgery.co.uk>

**Any comments or queries or if you would like to receive future copies by email, send to Mill Road Surgery Patient Participation Group at**

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