



# MILL ROAD SURGERY

# NEWSLETTER

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

Compiled by the Patients Participation Group

## SURGERY NEWS

### Building Works

The surgery is pleased to announce that the two new rooms, Room 16 and Room 17 are now fully operational, allowing us to host more face to face appointments in the surgery. We continue to adapt to the ever-expanding workforce within the surgery and have plans to build another room in due course.

### Appointments

As of the week starting 19th August 2024 we have a refreshed booking appointment structure. Following a vast audit of on the day and pre-bookable data sourced by our clinical system and telephony system, we have adapted our resources to best suit demand based on the day of the week. This will mean more on the day appointments will be available on days we find have a trend of high demand, and less so with the lower demand days. The insight our new Cloud Based Telephony system gives offers new ways of assessing demand. We have reduced the GP appointment waiting time down from 4 weeks to 2 weeks, and have included far more online appointments, in the hope that the telephony system will only need to be used by those who are unable to access our online platform.

These changes will be monitored frequently to ensure fair access in appointments and adjustments will be made over time to better suit demand.

### RSV Vaccinations

Patients who are aged 75-79 and women who are 28 weeks pregnant or longer as of 1st September will be invited for an RSV vaccination. This is a new campaign that is being introduced by the government and can be given in conjunction with Shingles or Pneumococcal vaccinations for those meeting the criteria. This cannot however be given in conjunction with flu/COVID vaccinations. Therefore, our Practice Nurses have appointments available throughout the month of September to ensure that all eligible patients have an opportunity to receive this vaccination before flu/COVID vaccinations commence in October. These vaccines will be offered routinely once the initial bulk of patients are vaccinated. For more information the gov.uk website has guidance for both older adults and pregnant women.

## APPOINTMENTS

**DNA's (Did Not Arrive)**

**Last Quarter**

**(APRIL MAY & JUNE)**

**621**

If you are unable to keep **your** appointment, please cancel by phone, as this leaves a space for other patients, **IN TURN**, if other patients cancel their appointment, this will leave a space open for **YOU**.

## COLCHESTER'S GP SUGERY RANKING 2024

Thousands of GP users across North East Essex have answered the GP Patient Survey, a nationwide project which gathers data about patient's experiences of their GP practices.

For the Suffolk and North East Essex Integrated Care System survey, which includes practices in Colchester and the surrounding areas, 28,328 questionnaires were sent out. However, there was only a response rate of 38 per cent, as 10,693 questionnaires were returned completed.

The data was collected by IPSOS and the NHS between January 2 to March 25. The typical questions that patients had to answer were based on GP practice services, your last contact with your practice, your last appointment, the overall experience and when your GP practice is closed.

The main question is on your overall experience with the surgery. Residents' responses are then graded by the percentage of people who picked from the options: very good, fairly good, neither good nor poor, fairly poor, and very poor. The results are then finally ranked on how 'good' they are.

### How the surgeries in the Colchester area ranked by overall experience:

- Colchester Medical Practice – 92%
- Mill Road Surgery – 90%**
- The Ardleigh Surgery – 77%
- Highwoods Surgery – 76%
- Abbey Field Medical Centre – 74%
- Colne Medical Centre – 73%
- West Mersea Surgery – 72%
- Winstree Medical Practice – 71%
- Tollgate Health Centre – 70%
- East Hill Surgery – 70%
- Turner Road Surgery – 68%
- Creffield Medical Group – 68%
- Wivenhoe Surgery – 62%
- Bluebell Surgery – 60%
- Rowhedge Surgery – 60%
- Tiptree Medical Centre – 57%
- Ambrose Avenue Group Practice – 47%

Matt Carter, the practice manager at Mill Road Surgery, in Mile End, was thrilled with the rating.

The survey also found 47 per cent of people felt it was easy to contact the surgery on the phone and 95 per cent said reception staff were helpful.

Mr Carter said: "We are incredibly proud of these results that reflect the hard work put in by every member of staff in the surgery. "In a time where primary care resources are scarce, we must continue to work on new ways to adapt to ongoing demand in order to increase patient access to services. "We thank our patients for their continued support, understanding, and positive feedback this past year. "And of course, thanks to our Patient Participation Group (PPG) who allow us to get a better understanding of patient experience and demand which helps improve our services."

For the Suffolk and North East Essex Integrated Care System overall, 74 per cent of patients felt that the length of time waiting for an appointment was about right, nationally the percentage was 66 per cent. The experience of contacting their GP practice was also rated higher than the national average at 71 percent, nationally it was 67 per cent. The overall satisfaction of experience was rated at 77 per cent, and nationally it was 74 per cent.



### September is Awareness Month for Prostate Cancer

**Prostate cancer is cancer that starts in the prostate gland. The most common prostate problems are an enlarged prostate, prostatitis and prostate cancer.**

### **What is Prostate cancer?**

The prostate is a gland. It is usually the size and shape of a walnut and grows bigger as you get older. It sits underneath the bladder and surrounds the urethra, which is the tube that carries urine (wee) out of the body. The prostate's main job is to help make semen – the fluid that carries sperm. Prostate cancer can develop when cells in the prostate start to grow in an uncontrolled way. Some prostate cancer grows too slowly to cause any problems or affect how long you live. Because of this, many men with prostate cancer will never need any treatment. But some prostate cancer grows quickly and is more likely to spread. This is more likely to cause problems and needs treatment to stop it spreading.

### **Signs and symptoms**

Prostate cancer that's contained inside the prostate (called localised prostate cancer or early prostate cancer) doesn't usually cause any symptoms. That's why it's important to know about your risk. But some men might have some urinary problems. These can be mild and happen over many years and may be a sign of a benign prostate problem, rather than prostate cancer. **Find out more information about the possible symptoms of prostate cancer.**

### **Are you at risk?**

cancer in their lifetime. Prostate cancer mainly affects men over 50, and your risk increases with age. The risk is even higher for black men and men with a family history of prostate cancer.

### **Facts and figures across the UK**

- Prostate cancer is the most common cancer in men.
- More than 52,000 men are diagnosed with prostate cancer every year on average – that's 144 men every day.
- Every 45 minutes one man dies from prostate cancer – that's more than 12,000 men every year.
- 1 in 8 men will be diagnosed with prostate cancer in their lifetime.
- Around 490,000 men are living with and after prostate cancer.

### **There are many different types of prostate cancer treatments.**

Your treatment options and which treatment you choose may depend on several things, including:

- how far your cancer has spread (its stage)
- how quickly your cancer may be growing
- the advantages and disadvantages of each treatment
- what each treatment involves
- the possible side effects of each treatment
- practical things, such as how often you would need to go to hospital, or how far away your nearest hospital is
- your own thoughts about different treatments
- how the treatment you choose now could affect your treatment options later if your cancer comes back or spreads your general health
- how long you're expected to live for.

### **Can prostate cancer be 100% cured?**

Is prostate cancer very curable? Yes, if it is caught early. In some cases, cancer grows so slowly that you may not need treatment right away. Treatment can often eliminate prostate

cancers that haven't spread beyond prostate gland.

## Colchester Urgent Treatment Centre (UTC)

Urgent treatment centres provide medical help when it's not a life-threatening emergency. Please consider contacting NHS 111 before attending an Urgent Treatment Centre. A trained call handler could help you receive the treatment you need faster, by directing you to the most appropriate service. This could be an Urgent Treatment Centre, or another service that best suits your need, such as a pharmacy or your GP.

### What to expect at the UTC

On arrival you will be seen by a nurse practitioner directly at the front door. They will assess your condition and direct you to the appropriate service. This could be the Emergency Department, back to your own GP or to a pharmacy, or they will book you in to be seen by one of the clinicians in the UTC. The Urgent Treatment Centre in Colchester is a GP-led service who lead a team of advanced nurse practitioners and emergency nurse practitioners. If they assess that you need to be seen in the UTC then you may be triaged or asked to take a seat in the waiting area. You will then be seen by either a doctor or nurse practitioner. The waiting area is shared with the Emergency Department so at peak times you may be required to wait and will see some patients being called before you. Patients are treated, based on the seriousness of their condition, so on occasion you may have to wait to be seen.

### Patients are treated for many minor injuries and conditions including:

- trauma wounds
- burns and scalds
- strains and sprains
- bites and stings
- suspected fractures
- foreign bodies
- coughs and chest infections
- ear, nose and throat infections
- skin problems and rashes
- emergency contraception
- stomach problems
- urinary infections
- eye infections

**The UTC at Colchester Hospital does not offer a walk-in blood test service.**

To arrange a blood test, please contact your own GP. A dressing change service is not offered, this is dealt with by community services or your GP practice.

**Blood tests can be done at the Primary Care centre or the hospital (ring 0300 303 5299 to book) & you will need to take your blood forms with you for this (reception at the surgery can print them for you).**

<https://www.swiftqueue.co.uk/index.php>

**Colchester UTC is open between the hours of 7am and midnight, seven days a week.**

**No help is given for any medical advice over the phone. Please contact NHS 111 for any medical advice.**



The graphic features a group of diverse people silhouettes at the top, including a person in a wheelchair. Below this is a red banner with the text 'Patient Participation Group'. The main text of the noticeboard reads: '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)**