



MILL ROAD SURGERY

NEWSLETTER

WINTER 2022 ISSUE 24

MILL ROAD SURGERY 47 MILL ROAD COLCHESTER ESSEX CO4 5LE
Compiled by Patient Participation Group (PPG)
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SURGERY NEWS

COVID/Flu Clinics

The COVID/Flu clinics have been a great success this season. With the ability to coincide both COVID and Flu into a single appointment has streamlined the process meaning shorter waiting times for patients, and less impact on our core workforce. The surgery are immensely grateful for the support given by the PPG, their voluntary efforts have been integral to the smooth running programme of the clinics and the partnership/staff are extremely grateful for that. Due to the number of vaccinations given early on, it is anticipated that flu vaccines will continue to be ad-hoc from December wherever necessary, though the final Saturday clinic of the season will be Saturday 26th November.

HAVE YOU HAD ALL OF YOUR JABS YET?
DON'T WAIT VACCINATE

Enhanced Access

The transition into the new contract for Enhanced Access on October 1st has been successful. The surgery now offer 9-5 appointments in conjunction with network surgeries Bluebell, Highwoods, Winstree and Lawford every Saturday. These appointments are pre-bookable and will consist of a mixture of GP, Nurse and Healthcare Assistant appointments. Previously we would be offering patients appointments 09:00 – 11:00 Saturday and 09:00 – 10:00 Sunday, so we feel although the Sunday's are now obsolete, that patient access has been increased significantly. We are also offering Enhanced Access in conjunction with the aforementioned surgeries every evening Monday to Friday 18:30 – 20:00, though once more this is pre-bookable so patients are to be advised not to treat the service as a 'walk-in' as the surgery itself will be closed unless patients have an appointment.

Staffing

Nurse Practitioner Linda G has retired from the NHS after 11 years of working with Mill Road Surgery. Linda was an asset to the surgery and will be missed, though she will now be able to spend her retirement

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~~enjoying life with her family. In Linda's place, we have recruited~~ Tori who is due to start in December.

Tori will bring a lot of new skills to the Nurse Practitioner team, coming from Colchester Hospital we are looking forward to having her on board and are confident her kind manner will be popular with patients. Our Dispensary Supervisor Jess is now on maternity leave, and we welcome Clare who is an existing dispenser and currently acting supervisor whilst Jess is on maternity leave. Clare is doing a brilliant job in steering the ship of Dispensary. Katie has now left our dispensary team, we thank her for her support over the last couple of years and wish her well in her new role, and we welcome onboard Alev who is due to start in November. Alev joins the team with many years of experience within pharmacy and we are confident she will be an asset to the team once up and running.

Dispensary

Due to the staffing points mentioned above, there have been times where staffing has been light on the ground due to two full time members being absent, therefore we had made the decision to close dispensary on Tuesday afternoon and Thursday afternoon, hoping that it will have minimal impact on patients but will give the team the time necessary to continue tasks that result in the successful processing and collection of prescriptions. This closure is only temporary and we anticipate full operating hours will resume end of December/start of January. We thank patients for bearing with us at this time, both the Partnership and Practice Manager thank the team for all their efforts made to ensure the smooth running of Dispensary continues during times of workforce hardship, and are pleased to say this hardship is short lived.

Building Works

The surgery are looking to convert a large administrative room into two clinical rooms to increase staffing capacity and level with patient demand. This process will take time but we are pleased to say initial plans have been approved by NHS England and we are engaging with necessary stakeholders at present, with the hope for work to be carried out in the first half of 2023.

Even if it isn't a severe winter, cold weather makes us more susceptible to certain illnesses. Follow these tips to stay healthy and keep warm indoors and out. Put on an extra jumper, which may allow you to turn down the thermostat a couple of degrees.

Keeping warm inside

If you're sitting down, a shawl or blanket will provide a lot of warmth. Try to keep your feet up, as the air is cooler at ground level.

Wear warm clothes in bed. When it's very cold, wear thermal underwear, bed socks and even a hat – a lot of heat is lost through your head.

Use a hot-water bottle, wheat bag or an electric blanket to warm the bed. Never use a hot-water bottle and an electric blanket together as this can be dangerous.

Check whether your electric blanket can be kept on all night. Some blankets should only be used to warm the bed before you get in. If you have continence difficulties, talk to your doctor before using one.

Keeping warm outside

Make sure you keep your hands and face warm. As well as wearing gloves and a hat, always wrap a scarf around your face when you go outside, even if it's only for a short time. This helps to warm the air you breathe. Several thin layers of clothing will keep you warmer than one thick layer, as the layers trap warm air.

Clothes made from wool or fleecy synthetic fibres such as polyester are a better choice than cotton. Start with thermal underwear, warm tights or socks. Keep your feet warm. Choose boots with non-slip soles and a warm lining, or wear thermal socks.

How can I heat my home efficiently?

Close the curtains in the evenings and fit thermal linings if you can. This will keep the heat in. Keep

your bedroom window closed at night when the weather is cold. The coldest time of the day is just before dawn and breathing in cold air increases the risk of chest infections.

Keep your main living room heated to 70°F (21°C). Heat your bedroom to 64°F (18°C).

Energy-saving light bulbs are just as bright as the alternatives, and will save you money. You should

also evaluate where your furniture is positioned. If a sofa or armchair is in front of a radiator.

This will absorb the heat rather than it spreading across the room. Placing draft excluders in front of doors will help keep the heat in the room.

Often, electricity is cheaper at night when demand is lower. Get to know how the timer and thermostat settings on your dishwasher, washing machine and tumble drier works to get them to come on after 10pm.

STAY WELL STAY WARM.

Recycle your used blister packs



You can now recycle your used blister (tablets) packs at the surgery. Simply bring your used packs the next time you visit the surgery and hand them to reception or the dispensary.

Please note, used blister packs cannot be recycled using the kerbside collections provided by the Council. A request has been made for the Colchester BC website to be updated as it is currently ambiguous.



SWITCH OFF TO TAKE CARE OF YOUR AIR

Where possible for local patients, please walk to the surgery to allow more parking spaces. When transporting patients to and from the surgery PLEASE switch off your engine while embarking and disembarking your patients.

Also Please do not park in front of the gated area, as contractors for any hospital re-ferbishment work, are continuously in need of the use of that area.

SUGGESTION BOX

How can we improve the service that we currently offer?

County surveys show that over recent years the Mill Road Surgery has been very successful in providing a high quality of service, (we are currently top in the last survey and in the top three previously).

Our aim is to continue to provide a consistent 1st class service to all patients and visitors to the Surgery.

We would appreciate any constructive ideas for us to continue to do so.

Please forward any such suggestion to: Mill Road Surgery Patient Participation Group (PPG) who are here to promote co-operation between the practice and patients.

mrsppgc@gmail.com

VAPING & SMOKING



Is vaping harmful?

Experts agree vaping is substantially less harmful than smoking but it is not risk-free. Vaping exposes users to fewer toxins and at lower levels than smoking cigarettes.

Switching to vaping significantly reduces your exposure to toxins that can cause cancer, lung disease, and diseases of the heart and circulation like heart attack and stroke.

Long-term effects of vaping

Vaping has not been around for long enough to know the risks of long-term use. This includes the long-term effects of inhaling the flavourings in vapour. While vaping is substantially less harmful than smoking, it is unlikely to be totally harmless.

Ideally, if you are vaping to quit smoking, you should aim to eventually stop vaping too.

The healthiest option is not to smoke or vape.



Best Wishes for Christmas

& a Healthy New Year

**From all at Mill Road Surgery
& the PPG**

INTERESTED IN JOINING THE
PATIENT PARTICIPATION GROUP? (PPG)
Please ask at Reception or Contact:
mrsppgc@gmail.com

Any comments or queries to Mill Road Surgery
Patient Participation Group at
mrsppgc@gmail.com