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MILL ROAD SURGERY

# NEWSLETTER

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Compiled by the Patients Participation Group (PPG)

## New Patient Triage System

We are pleased to confirm that we have rolled out the new triage appointment system and initial patient feedback suggests it has been well received by patients.

Throughout February we have been keeping our triage system until 3pm each day where possible, meaning a patient can submit a medical query between 07:30 and 15:00 every day, with a guaranteed outcome of either clinical advice, same day appointment, onwards signposting or future appointments.

This access is greater than any previous system models, however we must ensure that we do not exceed our capacity as we are finding demand is higher than initially predicted.

Therefore, data collected over February will be used to determine the future capacity model to ensure that staff are operating under safe levels of demand, and that safety nets are in place to prevent overload on the system.

We have found that our telephone lines have more than halved in demand, meaning that those who need to access the surgery through the phone are able to quicker with a lower position in the queue, increasing access to those who do not have digital means to access the surgery.

## Staffing Update

We are saying goodbye to our Nurse Practitioner Tori who has been with us for over 2 years, but are pleased to welcome our new Paramedic Practitioner, Kieron.

## APPOINTMENTS

### DNA's (Did not Attend)

Last Quarter  
(OCTOBER NOVEMBER DECEMBER)

**654**

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 for YOU.

## DIPOSAL OF DRUGS & MEDICINES



Never flush unwanted medicines or tablets down the toilet, they will adversely affect the water system. Please return unopened unused or out-of-date items to a pharmacy for safe disposal.



The Centre will provide one of the biggest single orthopaedic services in the country, in turn helping us to make sure that patients get seen more quickly.

“As well as improving the experience our patients have when receiving care, the new centre will also offer excellent opportunities for research and medical education.

The centre will function independently from Colchester Hospital, keeping surgical beds and theatres free for patients waiting for planned surgery. In addition, purpose-built x-ray and physiotherapy facilities will support patient recovery and a swift discharge.

Patients will only travel to the centre for surgery, and will continue to go to their closest hospital for care both before and after their operation.

'Landmark' £64m health centre opens to patients

The £64m purpose-built facility, considered one of the largest of its kind in Europe, offers elective surgery for bones, joints and muscles.

It is hoped the state-of-the-art complex, which has created about 300 jobs, will alleviate pressure on the NHS by helping reduce waiting times and lists.

Patients from the West Suffolk Hospital in Bury St Edmunds are among those who will be treated at the new centre.

Plans have been approved for it to take on 55% of the West Suffolk's procedures.

Nick Hulme, chief executive of East Suffolk and North Essex NHS Foundation Trust, which runs the centre, said: “This is a fantastic day for us and for those people who are currently waiting, in pain, for an operation that will help them to get back to their normal lives.

“I want to thank everyone for their involvement in this huge project. Everyone has worked extremely hard and we couldn't have done it without their superb efforts.”

The centre, boasting eight theatres, three wards and 72 inpatient beds, is named in honour of Dame Clare Marx, who was an orthopaedic surgeon at Ipswich Hospital.

Scott McCaskie, director of MTX Contracts, which built the facility, said: “The Essex and Suffolk Elective Orthopaedic Centre project is a landmark development.

**It is the largest building of its kind in the UK**

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### What is mindfulness?

Mindfulness is a technique you can learn which involves noticing what's happening in the present moment, without judgement. You might take notice and be aware of your mind, body or surroundings.

#### **Mindfulness aims to help you:**

- become more self-aware
- feel calmer and less stressed
- feel more able to choose how to respond to your thoughts and feelings
- cope with difficult or unhelpful thought
- be kinder towards yourself.

Many people find practising mindfulness helps them manage their day-to-day wellbeing, but it doesn't always work for everyone.

Mindfulness works by taking your focus to the present moment and away from other thoughts.

The way we think, and what we think about, can affect how we feel and act. For example, if you think or worry a lot about upsetting past or future events, you might often feel sad or anxious.

It is understandable to want to stop thinking about difficult things. But trying to get rid of upsetting thoughts can often make us think about them even more.

The theory behind mindfulness is that by using various techniques to bring your attention to the present, you can:

- notice how thoughts come and go in your mind.
- You may learn that they don't have to define who you are, or your experience of the world, and that you can let go of them.
- Notice what your body is telling you. For example, you might feel tension or anxiety in your body, such as a fast heartbeat, tense muscles or shallow breathing.
- Create space between you and your thoughts. With this space, you can reflect on the situation and react more calmly.

For more information on how mindfulness works, see the Oxford Mindfulness Centre website. This organisation also provides free online mindfulness sessions please contact <https://oxfordmindfulness.org>

### Can mindfulness help treat mental health problems?

Studies show that practising mindfulness can help to manage common mental health problems like depression, anxiety and feelings of stress. There is some evidence that mindfulness could help with more complex mental health conditions, such as psychosis and bipolar disorder. But more research is needed in this area.

You might find mindfulness very helpful. Or you might feel like it doesn't work or makes you feel worse. It's important to do what works for you and your mental health.

You can also talk to your doctor about what kinds of treatments might suit you best. You might find trying mindfulness is useful while waiting to receive other types of treatment.

In some cases, the National Institute of Health and Clinical Excellence (NICE) recommends some structured mindfulness-based therapies which have been developed to treat mental health problems.

### Join The Jab Club

**Come and join the jab Club  
It's in your local town,  
Book a time to suit yourself,  
and then just get on down.**

**Lots of others could be there,  
queueing to get in,  
then you'll shuffle forward  
and jabbing will begin.**

**Take off your coat or jacket,  
cardigan or jumper too,  
let your arms hang loosely,  
and bingo, it's done for you.**

**So, when you receive an invite,  
and at first you cringe,  
tell yourself to go,  
you'll never feel the twinge.**

**Covid, flu and other jabs  
keep viruses away,  
but if we don't use vaccines,  
they will be here to stay!**

### DON'T WAIT - VAXINATE



#### 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)