



MILL ROAD SURGERY 47 MILL ROAD COLCHESTER ESSEX CO4 5LE
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MILL ROAD SURGERY

NEWSLETTER

WINTER 2024

ISSUE 32

Compiled by the Patients Participation Group (PPG)

SURGERY NEWS

New Patient Triage System

Following the successful reduction delay of 4-week delay for GP appointments, we are looking to further increase our access to patients via digital routes to reduce the demand on the 8am rush via the procurement of a new triage system.

We pleased to announce that our PCN have purchased Accuflux Total Triage for Mill Road Surgery and our neighbouring PCN practices. Accuflux will allow us to remodel of how we prioritise appointments and liaise with patients, streaming many routes of access to ensure greater support across the surgery both clinically and non-clinically.

We are yet to confirm a 'go-live' date, but patients will be informed of the new process throughout the coming months. The concept is that a query can be triaged just as simply through our website that it could be via the phone with the right prompts and questions on the form. This method will mean there is no priority to those queuing up at the front and calling on the phone compared to using our website, as it will be triaged equally. This will mean our phones are freed up to those who cannot access our website and would like to submit a query via our reception team, or for those who have general queries that cannot be answered via this dashboard.

More information will be shared in due course regarding what this mean for you as a patient, and we will endeavour to support all our patients throughout this transitional period

STAFFING UPDATE

We welcome on board Sophie Bright as our Admin Manager. While managing the team of Admin, Secretaries and Notes Summarisers, Sophie will be working alongside the management team to integrate our new triage system and will oversee the administrative side of achieving high quality outcome for patients.

COVID/Flu Vaccinations

Another year and another COVID/Flu vaccination season is underway. A big thank you to all our PPG members who have supported and the administrative and clinical efforts that have gone into the success of another year in COVID//Flu vaccinations.

Donations

Proceeds from the book fund within the waiting room have gone towards some planters that the PPG have kindly taken under their wing to plant and maintain to brighten up the surgery. Thank you to all who have supported in these donations, and should you wish to support going forward we will ensure funds are utilised to better the surgery in a similar vein. Thank you once more to the PPG and Lara who have supported in these efforts

APPOINTMENTS

DNA's (Did not Attend)

Last Quarter

(JULY AUGUST SETEMBER)

623

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**.

- Mental Health – Flowers and plants can improve mood, reduce stress and increase productivity. They can also help people feel more accomplished and improve their attention span.
- Physical Health – Plants can support general health and fitness.
- Air Quality – Plants can improve air quality.
- Environmental – Flowers are vital to the global wildlife preservation. They provide food for pollinators like bees & butterflies.
- Sharing – Flowers can make a space more welcoming.



We therefore applied to Myland Community Council for a grant of £500 and they kindly agreed to provide the grant. The Surgery also authorised additional money, raised through all the book sales to spend on 3 planters, compost and bulbs. We have placed these planters outside the entrance to the surgery. We planted a mixture of spring bulbs – tulips, daffodils, irises and Chionodoxa on Saturday 16th November ready for the Spring of 2025. We cannot wait to see the bulbs come to fruition and then we will add to the planters when bedding plants are available to ensure plenty of colour throughout Spring and Summer. This is a long-term ongoing project, and we plan to continually add to the planters to create an inviting display.



Turner Diagnostic Centre

Based at Colchester General Hospital, the Turner Diagnostic Centre is run by Alliance Medical. Offering CT and MRI scanning services, this centre offers high standards of patient care and a range of specialist scans.

5 of the most common medical diagnoses

1. Alzheimer's disease

Alzheimer's disease is the most common form of dementia that can severely impair day-to-day function. Symptoms of Alzheimer's include:

- * Memory loss
- * Problems with judgment and thinking

Tests used to make a medical diagnosis of Alzheimer's disease include:

- * Imaging tests such as CT scans and MRI scans
- * Cognitive status tests
- * Neurological examination

2. Arrhythmia

Arrhythmia or irregular heartbeat is a condition in which the heart is unable to pump blood to the body efficiently. Symptoms of arrhythmia include:

- Fluttering in the chest
- Pounding heartbeat
- Slow heartbeat
- Chest pain
- Sweating
- Fatigue
- Shortness of breath
- Dizziness
- Fainting
- Anxiety

Tests used to make a medical diagnosis of arrhythmias include:

- Electrocardiography or ECG
- Holter monitor
- Echocardiogram
- Implantable loop recorder
- Stress test

3 Arthritis

Arthritis is inflammation of muscles and joints.

Symptoms of arthritis include:

- Pain
- Muscle stiffness
- Inflammation

There are five types of arthritis:

- Osteoarthritis
- Rheumatoid arthritis
- Spondyloarthritis
- Fibromyalgia
- Paget's disease of bone

Tests used to make a medical diagnosis of arthritis include:

- Erythrocyte sedimentation rate (ESR)
- C-reactive protein (CRP)
- Complete blood cell count
- Rheumatoid factor assay
- Antinuclear antibody assay
- Joint aspiration

4. Chronic kidney disease (CKD)

Chronic kidney disease is a condition in which the kidneys do not filter out waste from the blood, leading to the accumulation of waste in the body.

- Symptoms of CKD include:
- Nausea
- Vomiting
- Loss of appetite
- Fatigue and weakness
- Sleep problems
- Little or no urination
- Decreased mental sharpness
- Muscle cramps
- Swelling of feet and ankles
- Dry and itchy skin
- Uncontrollable hypertension
- Shortness of breath if fluid builds up in the lungs
- Chest pain if fluid builds up around the lining of the heart

Tests used to make a medical diagnosis of CKD include:

- Blood tests
- Urine tests
- Imaging tests
- Kidney biopsy

5. Diabetes

utilize insulin efficiently and thus fails to regulate blood sugar levels. Symptoms of diabetes include:

- Frequent urination
- Weight loss
- Numbness or pins and needles sensation in the legs and feet
- Blurred vision
- Yeast infection over the skin and genitals
- Slow wound healing
- Polydipsia (increased thirst)
- Polyphagia (increased hunger)
- Fatigue
- Dry mouth
- Itchy skin
- Blurred vision
- Irritability
- Skin infections

Tests used to make a medical diagnosis of diabetes include:

- Glycated Hemoglobin (A1C) test
- Random blood sugar test
- Fasting blood sugar test
- Oral glucose tolerance test

For detailed information on individual items

Tel: 01206 747474



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

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