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MILL ROAD SURGERY

NEWSLETTER

SUMMER 2025 ISSUE 34

Compiled by the Patients Participation Group (PPG)

AccuRx Appointment system

As we continue to find our feet with the new AccuRx appointment system we have had several queries from patients around the logistics behind the system that determine availability. We introduced the new triage system to increase accessibility for patients to avoid 'luck of the draw' for those trying to access via the telephone and subject to the queue that would often leave those queuing for a significant amount of time with no guarantee that there would be any outcome of appointment.

Recently, we have had several staff sicknesses, some long-term, that have reduced our capacity as a surgery in how many patients are deemed safe to see. This has meant our triage has shut off earlier than typical, however we have not closed it any earlier than 09:30 since implementing it. We recognise that access until 09:30 via the telephone in times of short staffing would not be possible using the previous system, so whilst we are having to be careful in monitoring our capacity and demand, we are finding the new system is far more beneficial to the patient compared to the previous. We will continue to work in ways to adapt the system to the benefit of the patient.

APPOINTMENTS

DNA's (Did not Attend)

Last Quarter FEBRUARY-MARCH-APRIL)

774

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**.

What is Social Prescribing?

It is a way of linking people with support in the community to aid their social, emotional, physical and mental wellbeing. Social Prescribers can act as a bridge between the person and the services they require.

Social Prescribing may be able to help you if -

- You are socially isolated
- You are a carer
- You have suffered a bereavement
- You have low mood, lack motivation or are feeling 'stuck'
- You want to connect with nature or the local community
- You want to meet new people or try new things
- You want to improve your physical and mental wellbeing
- You want to access training, volunteering or employment opportunities
- You need advice on money, food, housing, family or issues

You can access Social Prescribing by contacting the reception at your GP surgery.

Hi, my name is Katherine, and I am the Social Prescriber for Mill Road GP surgery. I work with people to discover what matters most to them; linking people with support in the community that aids their social, emotional, physical and mental wellbeing. Social Prescribing may be able to help you if —

- You are socially isolated
- You are a carer
- You have suffered a bereavement
- You have low mood, lack motivation or are feeling 'stuck'
- You want to connect with nature or the local community
- You want to meet new people or try new things

- You want to access training, volunteering or employment opportunities
- You need advice on money, food, housing, family, or caring issues
 You can access Social Prescribing services by contacting the surgery Reception team.



MILL ROAD THERAPY CENTRE

Mill Road Therapy Centre is a healthcare and medicine company, located on Kirby Drive, close to Turner Road and Colchester General Hospital. They specialize in physical therapy and offer a range of services to help patients recover from injuries and improve their overall well-being. With a team of experienced and dedicated physical therapists, committed to providing high-quality care to their patients.

The centre was established with the aim of providing quality and affordable healthcare services to the community.

What makes this facility unique is their team of highly qualified and experienced physical therapists who use a patient-centre approach in their practice and offers a range of physical therapy services such as sports injury rehabilitation, back and neck pain management, post-surgical rehabilitation, and more.

The centre also provides personalized treatment plans tailored to each patient's specific needs. Customers can expect top-notch care from the experienced and friendly staff.

Benefits

Customers should choose the Therapy Centre for their physical therapy needs because of the quality of care and personalized treatment plans provided by the experienced staff.

The centre also offers affordable pricing options for their services. Additionally, the centre's patient-centred approach ensures that customers receive individualized attention and care.

Reviews

Customers have praised the Centre for their excellent services and friendly staff. Patients have reported significant improvements in their conditions after receiving treatment at the centre. Overall, customers have expressed satisfaction with their experience at the Centre.

Physical therapy services

The Centre offers a variety of physical therapy services including orthopedic rehabilitation, sports injury rehabilitation, neurological rehabilitation, and pediatric physical therapy. All of the physical therapists are licensed and experienced in their field. They have undergone extensive education and training to provide the highest level of care to all of their patients.

They provide testimonials or references from previous clients.

Many satisfied patients have praised the physical therapists for their knowledge, skill, and personalized approach to treatment.

They accept insurance, and how you handle billing and payment

They accept insurance and handle billing and payment directly with the insurance company. They also offer self-pay options for those without insurance coverage.

Your approach to developing personalized treatment plans for each patient.

Good to know

Customers should be aware that the centre operates by appointment only. They should also be aware that the centre does not offer emergency medical services and that they should seek emergency medical attention in case of an emergency.



The weather in a British summer can never be fully predicted. We may suffer from extra heat, thunderstorms, droughts, or even hail, all over the course of a few weeks.

But when the sun does come out, it's good to enjoy the rays as much as possible. Sunshine is a great mood enhancer, and delivers the Vitamin D that our bodies need. And with better weather we can get out and about for walks – great for our overall physical well-being.

There are though a few things to think about to protect our senior family members.

1. Moisturise and protect

Never forget the sun protection cream – at any age. And older skin tends to be drier, so a good layer of moisturiser below the sun cream can mean more effective protection.

2. Keep hydrated

It's often the case that older people will try to drink less, especially if their bladders tend to get them up at night! But in hot weather hydration is really important. It doesn't have to be just pints of water if you find it dull.

What's important is that it's a fluid – so juices and squashes work well. There are even specialist jelly sweets now, designed to hydrate those who find drinking fluids difficult.

3. Wear a hat

Nobody wants sunstroke. Thinner hair (or none at all!) does tend to be a feature of our senior years.

A hat protects us from the heat of the sun, and works with sun cream to help ward off the threat of skin cancer.

And if you feel you're burning up – cover up. Have lightweight scarves or jackets to hand to cover any skin that is starting to feel warm or look red.

4. Seek out the shade

You can't beat a bench under a tree for a sunny summer's respite. If you're visiting parks and other open spaces, or maybe having a day out at a heritage property, take note as you wander as to where you can sit in the shade.

Or if you're heading for the beach or anywhere else where shade might be at a premium, go prepared with deckchairs and sun umbrellas. And if it's really warm, follow the lead of those who live in hot climates, and seek out cool restaurants or somewhere to take a rest in the heat of the day.

5. Stay safe in the garden

When the weather's fine it's good for older people to enjoy the sun at home as well as out and about. But if they spend much time alone, they may worry about tripping on uneven paths or unnoticed hazards. You can help by taking a regular look at the layout and condition of the garden, and removing or repairing any potential problem areas. You can also organise an alarm for an older member of the family or friend that they can use to call for help if they do fall and can't get up.

The award-winning range of personal alarms from Taking Care enables the owner to alert a 24/7 careline if they have a problem, simply with the touch of a button. There's even an option of a GPS alarm for added security when out and about.

6. Keep sunburn remedies to hand

However careful we are, there always seem to be bits we've missed with the sun cream. Something soothing in the medicine cabinet in case we discover we've burned is a good way to turn down the pain and reduce skin damage. There are many proprietary products available from pharmacies that work alongside sun creams, and a range of more 'natural' remedies that seem to work well.



If you've ever had chickenpox, you're at risk for developing shingles. It's a viral infection that isn't usually serious, but it can be obnoxious. Symptoms include a painful rash, burning, numbness, tingling, sensitivity to touch, redness and fluid-filled blisters. Some people may experience fatigue, headache, fever and sensitivity to light. Your doctor may prescribe some antiviral medications, along with some medications to help ease the pain. However, there are also some things you can do at home to soothe and reduce shingles symptoms and pain.

Turn to Cool Water

Cool water can be especially soothing, and you can use it in a variety of different ways. Start with a cold compress. Wet a washcloth or towel with cold water, and place it over your blisters. Let it sit for at least 20 minutes to help soothe itching. It can also help prevent the blisters from getting infected by keeping them clean. Do it several times a day as needed, but don't apply it open blisters. If you want to soothe your entire body at once, fill your tub with cool water, and add either colloidal oatmeal or baking soda. Both can help relieve itching and soothe any pain or burning.

Keep Up Good Habits

You may not feel motivated to keep up your healthy habits when you have shingles, but doing so can really help your body fight the virus which means your symptoms may go away sooner or be less intense. Maintain a healthy diet that includes plenty of fresh fruits and vegetables. Certain vitamins can also help give your immune system a boost, including vitamins A, B-12, C and E. Consider taking a multivitamin or eating more foods with those vitamins in them such as citrus fruits, eggs, leafy greens, legumes, beans, spinach and tomatoes. If you can, get a little bit of exercise, whether you're just taking a walk or doing some yoga poses. It's also important to get quality sleep each night.

Watch What You Wear

While the actual shingles virus isn't contagious, you can spread the virus that causes chickenpox to a person who has never had chickenpox. For this reason, you may opt to stay home from work, school or running errands for a few days while you recover from your symptoms. In this case, you can stay home and wear whatever is comfortable to you. If you do have to go out, however, you'll want to dress in a way that won't aggravate your symptoms or cause even more pain.

Avoid items that are tight or restrictive. Loose clothing, especially items made from natural fibres, like cotton and linen, will feel much better.

Use Over-the-Counter Products

If you can run to the drug store or have a friend or relative do it, you may find some relief in various overthe-counter products. Calamine lotion is soothing and can cool your skin and prevent itching. You may also want to try vaseline. Rub it over the rash, and cover it with a clean piece of cloth or cotton to prevent your clothing, sheets and other items from rubbing it against it. Whatever you decided to use, avoid lotions, topical creams and medications (unless prescribed by your doctor) and any type of product with a fragrance in it, as these may cause more irritation. Make your own soothing paste with on part corn starch, one part baking soda and one part water.

Shingles Eligibility

All adults aged 70 to 79 years. Those turning 65 or 70 years of age on or after September 1, 2023. Individuals aged 50 or over with a severely weakened immune system. Individuals who have had a previous shingles vaccine (Zostavax) prior to 2013.

DONY WAIT VACINATE



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