



PARKSIDE SURGERY NEWSLETTER

SUMMER 2024

HEALTH AWARENESS

Child Safety Week (3—9 June) is the Child Accident Prevention Trust's annual community education campaign, acting as a catalyst for thousands of safety conversations and activities UK-wide. For more information visit <https://capt.org.uk/child-safety-week/>

Loneliness Awareness Week (10—16 June) is a week dedicated to raising awareness of loneliness. It's all about creating supportive communities by having open, honest conversations. Loneliness is a natural human emotion - we are hardwired to need social connections. By talking about it, we can support ourselves and others. See <https://www.lonelinessawarenessweek.org/>

Whether that means having one extra portion of fruit or vegetables a day, being a bit more active, experimenting with a new recipe or using up leftovers - **Healthy Eating Week 10– 14 June 2024** is all about giving it a go! <https://www.nutrition.org.uk/healthy-eating-week/>

Love your lungs week is celebrated from the June 21—27 and is used to raise awareness about the health of our lungs and what can be done to keep them as healthy as possible and avoid damaging them. <https://healthyyou.org.uk/love-your-lungs-week/>

Alcohol Awareness Week (1 to 7 July) is a week of awareness-raising, campaigning for change, and more. This year's theme is 'Understanding alcohol harm'. Alcohol Awareness Week is coordinated by

<https://alcoholchange.org.uk/>

Enough is enough; it's time for action, during **Sarcoma Awareness Month (July)**, <https://sarcoma.org.uk/> are setting out what they intend to do to get people diagnosed earlier and have better treatment options for life with and beyond bone and soft tissue cancers.

World Breastfeeding Week (1-7 August) aims to highlight the huge benefits that breastfeeding can bring to both the health and welfare of babies, as well as a wider push for maternal health, focusing on good nutrition, poverty reduction and food security. <https://waba.org.my/wbw/>

APPOINTMENT ATTENDANCE

During April and May we have had **277** missed appointments with a member of our clinical team, this equated to **62.5 hours** of appointment time being wasted.

When you make an appointment, please make a note of it yourself rather than relying on the text message to remind you. Please help us to offer a better service by cancelling any appointments you are unable to attend so that someone else can benefit from them. You can do this from your SysteOnline record, NHS app or from our website www.parksideurgery.co.uk/appointments

We will be closed on 26TH AUGUST 2024 for the bank holiday

IF YOU NEED MEDICAL ASSISTANCE PLEASE RING 111

FRIENDS AND FAMILY TEST

463 patients filled in the friends and family test during April and May and when asked how their overall experience with the practice was, they answered :-

| Very Good | Good | Neither good/bad | Poor | Very Poor |
|-----------|------|------------------|------|-----------|
| 318 | 93 | 21 | 15 | 16 |

These are some of the responses

The doctor was really helpful, kind and reassuring. I felt listened to. It was easy to check in on arrival. The only thing that stopped it from being very good was the difficulty in getting an appointment in the first place,

Not as good as it used to be concerning availability of appointments and getting through on the phone

Response time using the app are acceptable. Further encouraging to use the app for appointments should be actively encouraged

Got in early for my appointment and was called by the nurse almost immediately, nurse was very friendly

Your services have improved.greatly and I feel that I am being listened to for once

When telephoning the Surgery, even though I was eighth in the queue, my call was answered quickly, the receptionist was very polite, professional and efficient and, I was able to book an appointment. The GP that I saw was professional, efficient and Provided a good degree of care and compassion

Never able to see the same GP for continuity, called in by the practice for an appointment but GP not aware why I attended for an appointment, GP not able to give definite answer of blood results - waste of an appointment

STAFF TRAINING - We will be closed from 1.30 pm on: **19th June & 17th July**

Please ring 111 if you need medical advice after 1.30pm

SHINGLES VACCINATION - The shingles vaccination is available for the following groups:

- ✓ **people who have turned 65 on or after 1.9.2023** (If you turned 65 before this date you'll be eligible when you turn 70)
- ✓ **people aged 70 to 79 who have not yet been vaccinated**
- ✓ **people aged 50 and over with a severely weakened immune system**

The vaccine helps reduce your risk of getting shingles. If you get shingles after being vaccinated, the symptoms can be much milder. See <https://www.nhs.uk/conditions/vaccinations/shingles-vaccination/> for more information.

CONTACT DETAILS—Please ensure that you keep us updated with your current address, telephone number and email address so that we are able to contact you when needed. You can do this via our website.

