

Elsenham Surgery

Newsletter

May / June 2016

First Aid Training Workshop Sessions

Thank You!

We would like to thank Ray Franklin (PPG) and Dot from the Community Heartbeat Trust for organising this splendid community event.

Dot provided a choice of three sessions throughout the day and over 40 villagers managed to attend.

All attendees received a First Aid booklet – sponsored by the Surgery.



Patient Participation Group

The Patient Participation Group is open to all fully registered patients of the practice and staff.

At present Dr. Whooley and Karen Greaves the Practice Manager are the Surgery representatives and attend the meetings.

The group meets on a monthly basis and the meetings are held in an informal way here at the Surgery.

We are a small and friendly group who are keen supporters of the Surgery and the community it serves. **We are actively looking to recruit new members** and I would love to hear from you if you would like to join us or if you are interested in finding out about the work we do. Please call me on 01279 818006.



Meeting Dates:

Thursday 16th June 2016

From West Essex CCG – Sport Injury Advice

With warmer temperatures finally making an appearance, some of us may be inspired to hit the gym or start a new sport. After all, longer days mean more time to work, rest and play. But if you're a beginner you don't want to end up with an injury. So, NHS West Essex Clinical Commissioning Group (CCG) is offering basic advice to avoid sprains and strains this summer.

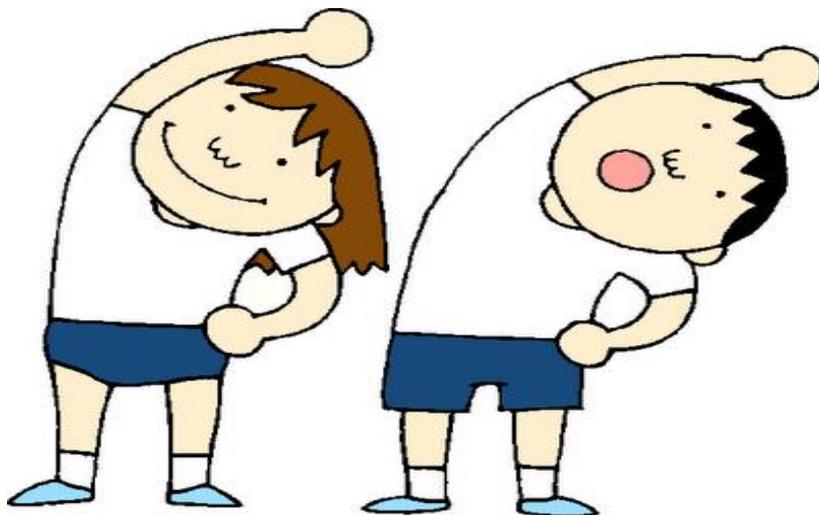
We all know that exercise has many health benefits. It can reduce the risk of major illnesses, such as heart disease, stroke, diabetes and cancer by up to 50%. It can also help you live longer¹. But if you haven't exercised in a while make sure you don't push yourself too hard to begin with

Most sports injuries happen because people try to do too much too quickly, overestimating their fitness and ability, are not prepared properly, use poor technique or push their bodies too hard.

Signs of a sprain or strain can include pain, swelling, bruising and tenderness around a joint or in a muscle. You may also find it difficult to move the affected body part. So make sure you don't push yourself too hard too quickly, and increase activity gradually over time.

Remember soft tissue injuries can take up to four weeks to heal. However, if you feel that the symptoms are worse and haven't improved after a few days of self-care, please call NHS 111 - available 24 hours a day, seven days a week. They can offer advice about what to do or where to go. All you have to do is dial 111 to talk to the NHS.

For more information about preventing sports injuries and treatment, visit www.nhs.uk





DROP –IN SESSIONS

As regular readers will know we have for some time now been hosting monthly “Drop-In” sessions covering a range of topic areas including visits from the Alzheimer’s Society. My Weight Matters, The Stroke Association etc etc.

These sessions have met with varying degrees of success and some have proved more popular than others.

Unfortunately, in general these events are not very well attended. This is a disappointment as they are a great opportunity to find out about what help and support is available locally either for yourself or friends and family. These events are completely free and frequently refreshments have been provided.

I have been extremely grateful to all the “hosts” who have given up their Saturday mornings and to members of the PPG who have supported these events.

I originally chose Saturdays in the hope that we could reach more people who otherwise maybe at work or in the case of carers unable to get out during the week. However, Saturdays do not appear to be a popular day.

It would be a great sadness to entirely stop this community service as the benefits to the attendee can be huge. Therefore, I will be piloting a series of Drop-In Sessions once a month on a Monday or Wednesday lunchtime.

As always I welcome any suggestions as to potential “host” organisations or if any local group would like to book a slot please do not hesitate to contact me.

Did Not Attend

All surgeries have a problem to some extent with patients not attending or cancelling their appointments. We are fortunate not to have many persistent offenders and in general patients are very considerate and do cancel their appointments so that others can use them.

Although, there will always be a few unforeseen circumstances whereby it is impossible to cancel an appointment in advance the majority of the 132 appointments lost in April could have been re-used!

To assist patients we do have a dedicated cancellation answer machine service available 24 hours a day. To leave a message on the answer machine please call 01279 814730 and follow the prompts.

Please remember it is highly likely we can re-book your slot even at very short notice.



**Book your
appointment
online**

A Helping Hand

Some ideas to help you



Complaints and Praise

In this section we like to update our patients regarding the number of complaints or, the number of letters / emails we receive giving us praise.

Due to the confidential nature of this correspondence, we obviously cannot share the specific details. However, for more general topics like the new television we endeavor to try and share as much anonymised feedback as possible.

- Praise: Thank you for the two praise items we received this month
- Complaints: No formal complaints

Every complaint or compliment is a learning opportunity for the staff, and all feedback is discussed and shared.

“How to make a Complaint” Leaflets, are available in the waiting room. These leaflets also include details of what to do if you are dissatisfied with the outcome of your complaint and how



EXCITING NEWS!

Following on back of the success of the Dementia awareness coffee mornings that are held at The Bowls Club on the first Monday morning every month from 10:00 – 12:00noon

The organisers have contacted me to let me know they have decided to extend the group to include all carers.

This is an ideal opportunity for full or part-time carers to meet informally over coffee (and lovely cakes) to chat and support each other.

These sessions are of enormous value not just for carers to share their coping strategies but also for accessing information and other resources like financial help, other carers groups and support organisations.

I will be attending the first session on the 6th June 2016 and will have the Surgery Carers Information Pack with me.

With 1 in 5 carers claiming that being a carer has had a negative impact on their own mental health and wellbeing it is vital that we support carers and community projects like this offer a valuable resource.

For further details please do not hesitate to contact me (Karen Greaves) on 01279 818006



Week –end appointments

There are many GP and Nurse Appointments available at either the Dunmow or Saffron Walden HUBS.

Please ask the Reception Team for details.

Breaking News - Other Appointments:

Following on from the success of the HUB service the intention is that late night appointments will become available at specified sites throughout Uttlesford. These appointments will be booked in exactly the same way as the week-end hub appointments – More details will follow.

Please note:

All of the HUB appointments are pre-bookable only.



Friends and Family Test:

There are cards available in the waiting room. There is one simple tick box question to complete. The results are compiled and published monthly. We are trying to connect the Friends and Family Test to the Website. More details will follow.

The Suggestion Box:

There is a Suggestion Box by Reception in the waiting room. There is also an electronic version via our website. www.elsenhamsurgery.nhs.uk

NHS Choices:

www.nhs.uk

Unlike the other two options already mentioned any comments left on the NHS Choices website can be seen by the general public.

Please Note:

Please do not leave any personal information in the Suggestion Box in the waiting room. The box is not particularly secure and is in a public area.

The box is intended for comments or suggestions about the Surgery in general and should not be used for individual patient care.

If you would like to discuss a private issue or if you have an idea or suggestion that will help us to help you personally; then please contact me directly. – Please see below.

Karen Greaves Practice Manager

Email: kgreaves1@nhs.net **Direct Dial:** 01279 818006

Thank you

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March 2016

Other News:

Changes to the website

We have created a new slideshow section on the website. It contains photos from our recent events. The slideshow can be found on the left hand side on the Home Page.

www.elsenhamsurgery.nhs.uk

If you would like to receive a copy of this newsletter by email, please register your details on our website www.elsenhamsurgery.nhs.uk .

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