

Claremont Bank Surgery Newsletter

July- September 2022

Healthwatch are calling for people's experiences of calling for an ambulance in an emergency

Concerns about the ambulance service performance in Shropshire, Telford & Wrekin have been widely reported but the local health care champions, Healthwatch Shropshire and Healthwatch Telford & Wrekin want to hear the stories behind the statistics. They want to hear about where things have gone well and where things have not gone so well.

Lynn Cawley, Chief Officer of Healthwatch Shropshire, and Barry Parnaby, Chair of Healthwatch Telford & Wrekin, explained, "We share patient experience with service providers, those who pay for the service and those who regulate services such as the Care Quality Commission to ensure the patient voice is at the centre of efforts to improve services.

We know that the demand on urgent care is high at the moment, and it is having an impact on the whole health and care system. We want to understand how the current strains on the ambulance service are impacting people's health and lives. We urge people to tell us about their experiences and help to make a difference. Call us 01743 237884 or get in contact online www.healthwatchshropshire.co.uk/calling-ambulance-emergency or www.healthwatchtelfordandwrekin.co.uk/share-your-views."

Rachel Robinson, Director of Public Health at Shropshire Council said, "We are aware of residents' concerns around ambulance response times and urgent care across Shropshire, Telford and Wrekin. This call to action from Healthwatch will gather patients and carers experiences to inform planning, improve services and outcomes across Shropshire, Telford and Wrekin."

Liz Noakes, Telford & Wrekin's Director for Public Health, added: "I would urge patients across Shropshire, Telford and Wrekin to support Healthwatch in this initiative and share their own, personal experience of calling for an ambulance in an emergency. Make sure your voice and views are heard on such an important issue, impacting lives." "

Healthwatch Shropshire and Healthwatch Telford & Wrekin are the independent health and social care champions in the county. They gather the views and experiences of patients, service users, carers, and the general public about services including hospitals, GPs, mental health services, community health services, pharmacists, opticians, residential care and children's services. Healthwatch also has statutory powers that they can use to influence service provision by encouraging improvements.

Shropshire and Telford and Wrekin Dental Advice Line

Do you have an
urgent dental
problem or need
dental advice?



Are you looking
for an NHS
dentist for
routine care?

Monday to Friday
0800-2100

01743 237916

Shropshire Community Health



NHS Trust

Cycle to work day

4th August 22



Take part in the UK's biggest cycle commuting event

The UK's biggest cycling commuting event returns on 4th August 2022!

Cycle to Work Day is for absolutely everyone. It doesn't matter if you haven't cycled in years or have never cycled at all. This is just about giving it a go.

For more information on getting involved visit www.cyclescheme.co.uk/ctwd



Econsult

eConsult is a form-based online consultation & triage platform that collects your medical or administrative request and sends it through to your GP practice to triage and decide on the right care for you and everyone else.

If you have been asked to do home blood pressure readings, then please submit these via eConsult.

We will now only accept sick note requests on eConsult.

To fill in an eConsult form please visit the surgery website and the eConsult option is on the home screen. The website is www.claremontbanksurgery.co.uk



Friends and family results for the last 3 months



Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)
3	3	94
April 2022		
All		
All		
239 Responses		
1853 Appointments		
13% Response Rate		
134 Verbose Responses		

The Numbers



April 2022



Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)
1	2	97
May 2022		
All		
All		
298 Responses		
2121 Appointments		
14% Response Rate		
179 Verbose Responses		

The Numbers



May 2022



Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)
3	2	95
June 2022		
All		
All		
305 Responses		
1968 Appointments		
15% Response Rate		
163 Verbose Responses		

The Numbers



June 2022



International Day of Sign Languages

23rd September

On the 23rd September it is International Day of Sign Languages.

Sign Language is a visual means of communicating using gestures, facial expression, and body language. Sign Language is used mainly by people who are Deaf or have hearing impairments.

If you are interested in learning sign language you can visit www.british-sign.co.uk. There are online courses that you can complete.

BRITISH SIGN LANGUAGE - GREETINGS



HELLO



GOOD



MORNING



AFTERNOON



NIGHT



HOW ARE YOU?



THANKS/PLEASE



SORRY



GOODBYE



National Breastfeeding Week

27th June- 3rd July 2022

Better Health
Start
for Life

NHS

Top tips for breastfeeding in public

- 1 Fortunately, the majority of people don't notice.
- 2 Look out for Breastfeeding Friendly stickers in windows.
- 3 If you feel self-conscious, try to remind yourself that you are doing the most natural thing for baby.
- 4 If you are asked to leave somewhere, you are within your rights to challenge that request.



@BetterHealthStartforLife

Breastfeeding in public may make you feel nervous, but you have a legal right to breastfeed anytime and anywhere. No-one can ask you to leave a public place while you're breastfeeding.

If you or someone you know has questions about breastfeeding, there's lots of help available.

For information and support, call the National Breastfeeding Helpline on 0300 100 0212. Lines are open 9:30am to 9:30pm every day.

If you're returning to work after maternity leave, you might wonder whether you can continue breastfeeding your baby. It's completely possible and many women do it.

Here are some tips for breastfeeding and going back to work.

Let your employer know in writing that you'll still be breastfeeding when you return. They're required to provide somewhere for you to rest during the day, including somewhere for you to lie down.

You can find lots more information on www.nhs.uk/start4life/baby/feeding-your-baby/breastfeeding/going-back-to-work/

Better Health
Start
for Life

NHS

Top tips for breastfeeding and work

- 1 See if there's an option for you to work flexibly.
- 2 Try and find childcare close to work so you can breastfeed in your breaks.
- 3 Experiment with mixed feeding - breastfeeding at home and expressing milk at work.
- 4 Your workplace is legally required to provide suitable facilities for you to rest or express (and it shouldn't be a toilet.)



@BetterHealthStartforLife

Top tips for supporting breastfeeding

- 1 Attend antenatal or breastfeeding sessions
- 2 Make her comfortable with extra pillows
- 3 Bring her something to drink and a snack
- 4 Help by being involved in baby's care e.g. change their nappies



@BetterHealthStartforLife

Dads, partners and family are a hugely important source of breastfeeding support.

Getting support from a partner can be very helpful when you're breastfeeding.

Practical ways partners can help with breastfeeding include:

- Giving emotional and practical support- praising and encouraging someone who is breastfeeding can help to build their confidence.
- Arranging paternity leave- talk to your employer about paternity leave early on, so you can plan leave that suits your family's needs.
- Doing your bit around the home- so your partner can focus on caring for the baby and getting breastfeeding off to a good start.

Useful Websites

- www.thebabycafe.org - Baby Café is a network of breastfeeding drop-in centres. Find your nearest drop-in by entering your postcode.
- www.bliss.org.uk - Bliss is a special-care baby charity that provides vital support and care to premature and sick babies across the UK.
- www.breastfeedingnetwork.org.uk - The Breastfeeding Network provides breastfeeding support and information.
- www.laleche.org.uk - La Leche League offers 1-to-1 support with breastfeeding.
- www.lcgb.org/find-an-ibclc/ - Lactation Consultants of Great Britain: find a lactation consultant near you.
- www.twinstrust.org - Twins and Multiple Births Association (TAMBA): feeding twins and triplets.
- www.nct.org.uk - National Childbirth Trust (NCT) is a charity that provides information and support on all aspects of pregnancy, birth and early parenthood, including breastfeeding.
- www.ukamb.org - UK Association for Milk Banking has information about using donated breast milk if your baby is premature or ill, and how to donate breast milk.





Kelly's Corner

DID YOU KNOW THAT SHREWSBURY TOWN IN THE COMMUNITY OFFERS A VARIETY OF HEALTH AND WELLBEING ACTIVITIES LED BY PROFESSIONAL COACHES AND MENTORS?

Exercise on referral

The exercise on referral project begins with a 1 to 1 assessment between the patient and STITC staff who will work together to design a specific exercise programme to meet abilities and the health needs of the patient.

The exercise programme will include access to gym facilities at Shrewsbury Town Foundation as well as the opportunity to participate in extracurricular sessions with the foundation such as walking football, walk and talk, extra time and kick cancer.

For more information, please contact kate.lindley@foundationstfc.co.uk or via 01743 289177.

The Extra Time Hub

The Extra Time Hub is a social group, an activity group and a support system for retired or semi-retired people across Shropshire.

Services open to you include:

- Monthly newsletters by post or email
- Walk + Talk sessions in various Shrewsbury locations. Including free entry to Attingham Park this Spring. (Donations welcome)
- Signposting to important resources across Shropshire
- Tuesday and Thursday coffee mornings at The Montgomery Waters Meadows (£3) includes refreshments and activities
- An open invitation to join our Facebook group to connect with like-minded people

Sessions

- **Computer Skill and Gardening Club (£3)**
Tuesday, 10am-12pm
- **Coffee morning with a variety of sports (£3)**
Thursday, 10am-12pm

Military Hub- a social group and support system for anyone connected to the armed forces

Group Exercise Sessions- led by health and wellbeing coaches

Kick Cancer- a rehabilitation exercise programme

Heads up- football and support sessions for anyone with a mental health condition

Sessions take place at the Mercedes-Benz Football Hub, Montgomery Waters Meadows, SY2 6ST

For more information, please contact: kate.linley@foundationstfc.co.uk





Pharmacy referrals

Did you know...?

We are offering a new approach to improve access for patients to a same-day consultation with a healthcare professional. The aim is to direct patients to the most appropriate person to help them, which may be a GP or a community pharmacist.

From 1st July, if your symptoms can be resolved by a booked consultation with the community pharmacist instead of the GP, you will be given a same-day referral to a pharmacy of your choice. Your consultation may take place on the phone or in person at the pharmacy.

We think this is a good thing. We are working closely with your local pharmacist who is a highly trained and skilled clinician, experienced in treating minor illnesses. Once you see how great they are at helping with minor ailments we don't think you'll look back.

This will also help us to free up GP appointments for people with more complex health needs and ensure that everyone gets treated at the right time, by the right healthcare professional.

You can help us

We are keen to hear what you think and will be listening to your comments and feedback about your experience of using this new community pharmacist service.



Why does the receptionist need to ask what's wrong with me?

It is not a case of the receptionists being nosey!

The reception staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'. Reception staff are trained to ask certain questions in order to ensure that you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.

Receptionists are asked to collect brief information from patients:

1. To help doctors prioritise house visits and phone calls
2. To ensure that all patients receive the appropriate level of care
3. To direct patients to see the nurse or other health professional rather than a doctor where appropriate.

Reception staff, like all members of the team, are bound by confidentiality rules

- Any information given by you is treated strictly confidentially.
- The Practice would take any breach of confidentiality very seriously and deal with accordingly.
- You can ask to speak to a receptionist in private away from reception.
- However if you feel an issue is very private and do not wish to say what this is then this will be respected.



Thank you for your support



World Sepsis Day

13th September



World Sepsis Day was initiated by the Global Sepsis Alliance in 2012. Every year on September 13th, events in all parts of the world raise awareness for sepsis worldwide.

WHAT IS SEPSIS?

SEPSIS ARISES WHEN THE BODY'S RESPONSE TO AN INFECTION INJURES ITS OWN TISSUES AND ORGANS. IT MAY LEAD TO SHOCK, MULTI-ORGAN FAILURE, AND DEATH – ESPECIALLY IF NOT RECOGNIZED EARLY AND TREATED PROMPTLY.

AWARENESS SAVES LIVES.
LEARN ABOUT SEPSIS AT
WWW.WORLDSEPSISDAY.ORG



Who's more likely to get sepsis?

Anyone with an infection can get sepsis.

Some people are more likely to get an infection that could lead to sepsis, including:

- babies under 1, particularly if they're born early (premature) or their mother had an infection while pregnant
- people over 75
- people with diabetes
- people with a weakened immune system, such as those having chemotherapy treatment or who recently had an organ transplant
- people who have recently had surgery or a serious illness
- women who have just given birth, had a miscarriage or had an abortion

You cannot catch sepsis from another person. It happens when your body overreacts to an infection.

THESE SYMPTOMS MIGHT INDICATE SEPSIS



Slurred Speech or Confusion



Extreme Shivering or Muscle Pain/Fever



Passing No Urine All Day



Severe Breathlessness



It Feels Like You're Going to Die



Skin Mottled or Discolored

c4/21 Experiencing any of these symptoms? Contact your local hospital or physician immediately.

For more information please visit www.nhs.uk/conditions/sepsis/