

CLAREMONT BANK SURGERY NEWSLETTER OCTOBER–DECEMBER 2020



Updates

The GP's are still doing telephone triage and this will be the case for the rest of this year. This does not mean you cannot see a doctor. You will need a telephone call initially and then if the GP feels it is necessary, you will be invited into the surgery for a face to face appointment. This is to keep all our patients and staff safe.

Our nurses are not doing ear syringing at the moment however you can phone and ask for a call back from a nurse and they can give you help and advice over the telephone.

The phlebotomy service has returned to Elizabeth House at Royal Shrewsbury Hospital however you still need to book an appointment. If you need the phone number for this service please contact the surgery on 01743 248244.

Staff updates

As you may already know, Penny our practice nurse retired in September.

We are now booking appointments for your flu vaccination!!

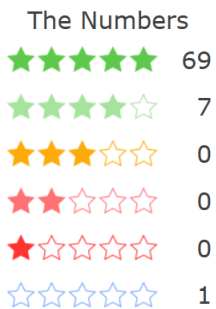
If you are over 65, are pregnant or have an underlying health condition then phone the surgery to book an appointment. You will be receiving a letter with the details of our flu clinic included. Please bring this letter to your appointment as it includes a barcode that we will need to scan in order to give you your injection. You can book an appointment by either phoning the surgery on 01743 248244.

We are pleased to welcome Jackie to our team of nurses. She will be starting on 7.10.20.

FRIENDS AND FAMILY



Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)
0	1	99
July 2020		
All		
All		
77 Responses		
512 Appointments		
15% Response Rate		
48 Verbose Responses		



Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)
1	0	99
August 2020		
All		
All		
104 Responses		
606 Appointments		
17% Response Rate		
55 Verbose Responses		



Here are the last 3 months results for friends and family. This is when patients let us know how their experience was at the surgery and let us know how likely they are to recommend us to friends and family.

Please see figures from July, August and September 2020.



Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)
2	2	96
September 2020		
All		
All		
106 Responses		
675 Appointments		
16% Response Rate		
48 Verbose Responses		





THANK YOU!


So far this year we have held 1 flu clinic at Radbrook Green Surgery. Thank you to all our patients who attended this clinic or your ongoing support and co-operation. We have received lots of feedback. If you attend any of our flu clinics and would like to leave us some feedback you can do so visiting NHS choices online. We would be very grateful for your feedback.

“Invited to have my flu jab at Radbrook. The whole process was run very efficiently with everyone knowing their role making it a very reassuring process. Great job well done.”

“The organisation for the flu vaccination was excellent I was very impressed - clear signage for your appointment time , swift movement through the building in a very safe manner and speedy administration of vaccine - congratulations on such a great service during these difficult times”

“We had our flu jabs done on Sunday by Claremont Bank surgery staff, having taken over Radbrook Green surgery premises. The entire process was most efficient and although very swift, we were treated with care and courtesy. In these difficult times of Covid we felt this could not have been arranged better. Thank you.”

“I recently had my winter 'flu jab' administered this year off site. I was in and out in no time. The programme must have taken considerable planning. I was very impressed with the arrangements. Congratulations to all involved. Thank you.”





Stoptober



Stoptober is a campaign running throughout October which encourages people to stop smoking, and offers support to help achieve a smoke free.

Here are some tips on how to give up smoking

1. List your reason to quit.
2. Tell people you are quitting.
3. Don't be put off if you have tried to quit before, remember what worked.
4. Use stop smoking aids like patches.
5. Have a plan
6. Change your routine
7. Keep busy and exercise away the urge.
8. Learn from others, you could even join a Facebook group for support.

You can visit: <https://www.nhs.uk/oneyou/for-your-body/quit-smoking/stoptober/>, this has lots of free advice. You can sign up for email support, read other people's quitting stories, join community chat groups and see the different quitting aids available.

Stop smoking for 28 days and you're 5 times more likely to quit for good.

No matter how long you've smoked for, quitting can improve your health straight away – changes begin within 48 hours.

Download the app

The smoke-free app shows you how much you're saving and can help distract you with motivating tips when cravings strike.



20 minutes after your final cigarette your pulse rate will start to return back to normal.
After 8 hours your oxygen levels will be returning back to normal.
After 48 hours your body would have flushed out all carbon monoxide.
After 72 hours, you will have more energy and breathing may be easier.





Breast Cancer Awareness Month

October 2020

What is Breast Cancer Awareness Month?

It is a worldwide annual campaign taking place in October, involving thousands of organisations, to highlight the importance of breast awareness, education and research.

During Breast Cancer Awareness Month, Breast Cancer Now aim to get as many people as possible involved in raising awareness and funds to help support our life-saving research and life-changing support.

As the UK's largest comprehensive breast cancer charity, along with our supporters, we do this through campaigning, raising money, an array of events across the UK as well as, of course, wearing it pink with all of you!

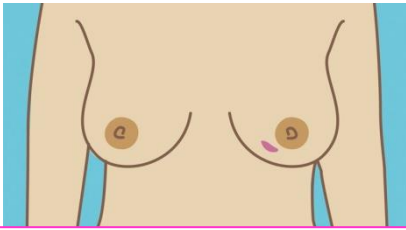
This Breast Cancer Awareness Month do something great – make life-saving research happen by supporting wear it pink.

Breast Cancer Now's wear it pink day is one of the biggest fundraising events in the UK. Taking place during Breast Cancer Awareness Month in October, thousands of amazing people wear it pink in their communities, schools or work places for the UK's largest breast cancer charity, Breast Cancer Now.

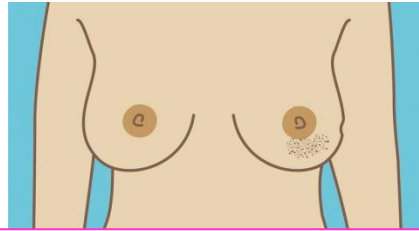
To get involved visit wearitpink.org. You can download lots of free fundraising resources.



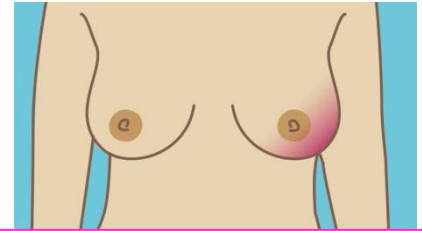
Learn the signs of breast cancer.



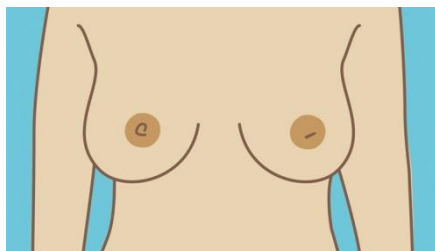
A **lump or swelling** in the breast, upper chest or armpit



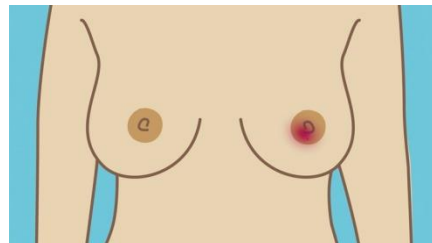
A **change to the skin**, such as puckering or dimpling



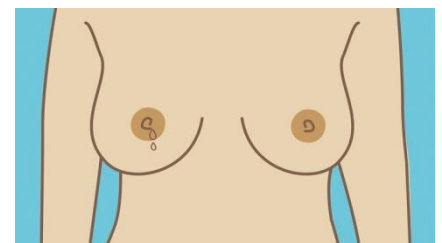
A change in the **color** of the breast – the breast may look red or inflamed



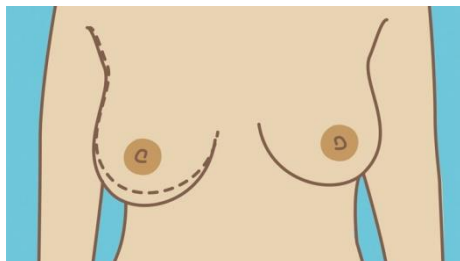
A **nipple change**, for example it has become pulled in (inverted)



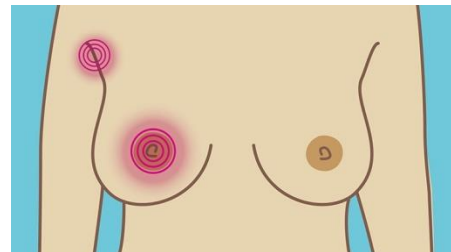
Rash or crusting around the nipple



Unusual liquid (discharge) from either nipple



Changes in size or shape of the breast



Pain in your breast or armpit that's there all or almost all the time

The earlier breast cancer is diagnosed, the better the chance of successful treatment. So it's important to check your breasts regularly and see your GP if you notice a change.

On its own, pain in your breasts is not usually a sign of breast cancer. But look out for pain that's there **all or most of the time**.

Noticing an unusual change doesn't necessarily mean you have breast cancer, and most breast changes are not because of cancer. But it's important to get checked by your GP.

National Stress Awareness Week

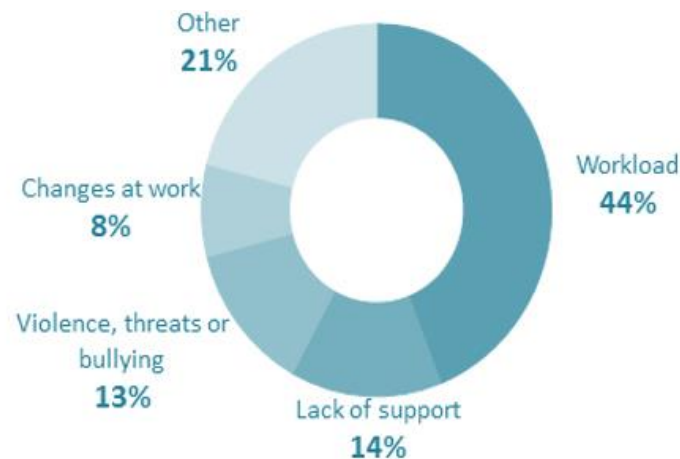
2nd - 6th November

International Stress Awareness Week was created in 2018 to raise awareness about stress prevention, following the establishment of Stress Awareness Day in 1998.

International Stress Awareness Week has developed as a major annual event focusing on stress management. Subjects this year's event will address include –

- Experiences people have with mental health challenges and what can be done to help them
- How employers are responding to mental health issues and what can be learnt
- Campaigning against the stigma associated with stress and mental health issues
- The role of stress management professionals in alleviating stress, with practical and proven techniques for building resilience
- What further actions need to be taken in the light of the pandemic and possible changes in future working practices
- Ensuring that those suffering from stress know where to go to seek advice

12.8 million Working days lost due to work-related stress, depression or anxiety in 2018/19



602,000 Workers suffering from work-related stress, depression or anxiety in 2018/19





Cervical Screening Appointments: We are doing smear appointments again. If you have had a letter asking you to book an appointment please contact the surgery. And if you haven't had a letter but you think you are overdue contact reception and we can check with one of our practice nurses to see if you are due an appointment.

Facebook: Follow us on Facebook! We put lots of updates on our Facebook so if you want to keep up to date follow us.



COVID-19 Testing: If you have symptoms of coronavirus and think you need a test you do not need to phone or come to the surgery. As soon as you notice you have symptoms you should go home and self-isolate. You can then phone 119 to request a COVID test.

Please do not come to the surgery if you have any symptoms of cough, fever, shortness of breath or loss of sense of smell.

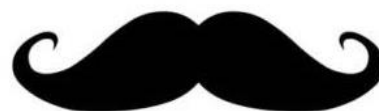
Patient Participation Group: If you would like to join our patient participation group, please emailed claremontbank.admin@nhs.net for more information.



Movember men's health awareness



month



SINCE 2003, MOVEMBER HAS FUNDED MORE THAN 1,250 MEN'S HEALTH PROJECTS AROUND THE WORLD, CHALLENGING THE STATUS QUO, SHAKING UP MEN'S HEALTH RESEARCH AND TRANSFORMING THE WAY HEALTH SERVICES REACH AND SUPPORT MEN.

By 2030, Movember aim to reduce the number of men dying prematurely by 25%.

70% OF MEN SAY THEIR FRIENDS CAN RELY ON THEM FOR SUPPORT, BUT ONLY 48% SAY THAT THEY RELY ON THEIR FRIENDS.

THERE ARE MANY WAYS TO CONTRIBUTE TO MEN'S HEALTH AWARENESS MONTH. THE MOST POPULAR WAY IS TO GROW A MOUSTACHE DURING NOVEMBER. YOU ASK FRIENDS AND FAMILY TO MAKE DONATIONS FOR THIS.

YOU CAN ALSO GET A LOT OF REALLY HELPFUL CAMPAIGNING TOOLS ON THE MOVEMBER WEBSITE. THEY HAVE SOME VERY INFORMATIVE POSTERS TO HELP RAISE AWARENESS.

YOU CAN ALSO SIGN UP TO "MOVE FOR MOVEMBER". THIS IS WHEN YOU SIGN UP TO RUN/WALK/SPRINT 60KM IN NOVEMBER.

THERE ARE SOME REALLY HELPFUL TIPS AND TOOLS ON THE MOVEMBER WEBSITE WITH LOADS MORE IDEAS ON HOW TO GET INVOLVED. VISIT

WWW.UK.MOVEMBER.COM/.





Men's Health Awareness

5 Things Every Man Should Know.

1 **Spend time with people who make you feel good.** Stay connected. Your mates are important and spending time with them is good for you. Catch up regularly, check in and make time.

2 **Talk, more.** You don't need to be an expert and you don't have to be the sole solution, but being there for someone, listening and giving your time can be life-saving.

3 **Know your numbers.** At **50**, talk to your doctor about prostate cancer and whether it's right for you to have a PSA test. If you are black or have a father or brother with prostate cancer, you should be having this conversation at **45**. Know your numbers know your risk, talk to your doctor.

4 **Get to know what's normal for your testicles.** Give them a check regularly and go to the doctor if something doesn't feel right.

5 **Move, more.** Add more activity to your day. Do more of what makes you feel good.

- Take a walking meeting
- Park further away from the station
- Get off the bus a stop or 2 earlier
- Cycle to work instead of driving





Men's Health Awareness

GET THE LOWDOWN

OUR GUIDE TO CHECKING YOUR NUTS

GETTING TO KNOW WHAT'S NORMAL FOR YOUR NUTS IS IMPORTANT, SO THAT YOU'LL KNOW WHAT'S UP IF SOMETHING DOESN'T FEEL RIGHT.



01

GET STEAMY. A WARM SHOWER WILL PUT YOUR NUTS IN THE MOOD.



02

ROLL ONE NUT BETWEEN THUMB AND FINGERS TO CHECK FOR LUMPS, SWELLING OR PAIN.



03

REPEAT WITH THE OTHER NUT.

YOUR NUTS SHOULD FEEL SMOOTH, FIRM AND SENSITIVE BUT NOT PAINFUL. IF SOMETHING DOESN'T FEEL RIGHT, SEE A DOCTOR.

MOVEMBER.COM



A yellow poster for a 'Medium' local COVID alert level. It features the NHS logo and HM Government logo at the top. The text 'LOCAL COVID ALERT LEVEL' is in white, and 'MEDIUM' is in large black letters. Below, it lists 'YOU MUST' requirements: meeting socially in groups of up to six, following social distancing, and working from home if possible. It includes a URL for local restrictions and a slogan: 'STAY ALERT CONTROL THE VIRUS SAVE LIVES'.

HM Government **NHS**

LOCAL COVID
ALERT LEVEL

MEDIUM

YOU MUST:

- ▶ Only meet people socially in groups of up to six
- ▶ Follow social distancing when you meet
- ▶ Work from home if possible

Find all local restrictions and laws at gov.uk/coronavirus

STAY ALERT CONTROL THE VIRUS SAVE LIVES

The Prime Minister has recently introduced a three-tiered system of local COVID alert levels in England.

These levels comprise of medium, high and very high risk, setting out information for local authorities, residents and workers about what to do and how to manage the outbreak in their area.

An orange poster for a 'High' local COVID alert level. It features the NHS logo and HM Government logo at the top. The text 'LOCAL COVID ALERT LEVEL' is in white, and 'HIGH' is in large black letters. Below, it lists 'YOU MUST' requirements: not meeting socially indoors, meeting outdoors in groups of up to six, working from home if possible, and reducing the number of journeys. It includes a URL for local restrictions and a slogan: 'STAY ALERT CONTROL THE VIRUS SAVE LIVES'.

HM Government **NHS**

LOCAL COVID
ALERT LEVEL

HIGH

YOU MUST:

- ▶ Not meet people socially anywhere indoors
- ▶ Only meet people outdoors in groups of up to six
- ▶ Work from home if possible
- ▶ Reduce the number of journeys you make

Find all local restrictions and laws at gov.uk/coronavirus

STAY ALERT CONTROL THE VIRUS SAVE LIVES

A red poster for a 'Very High' local COVID alert level. It features the NHS logo and HM Government logo at the top. The text 'LOCAL COVID ALERT LEVEL' is in white, and 'VERY HIGH' is in large black letters. Below, it lists 'YOU MUST' requirements: following specific local rules, not mixing with other households indoors, meeting outdoors in groups of up to six, and reducing journeys. It includes a URL for local restrictions and a slogan: 'STAY ALERT CONTROL THE VIRUS SAVE LIVES'.

HM Government **NHS**

LOCAL COVID
ALERT LEVEL

VERY HIGH

YOU MUST:

- ▶ Follow the specific rules in your local area
- ▶ Not mix with other households indoors
- ▶ Only meet people outdoors in open public spaces in groups of up to six
- ▶ Reduce your number of journeys, avoid travel outside the area unless needed

Find all local restrictions and laws at gov.uk/coronavirus

STAY ALERT CONTROL THE VIRUS SAVE LIVES



Community and Care Co-ordinator

If you are looking for some kind of care or support for yourself, family member or loved one of any age, you may have come across a confusing array of services. The C&CC service is here to help...

COMMUNITY...

- We have **EXPERT KNOWLEDGE** of voluntary bodies, social services, peer support groups, community action groups, charity led groups and services that serve you and your community
- If we are not sure who is out there to help, we will make it our business to find out

AND CARE...

- We are able to advise how to access care at home, and make referrals to Shropshire Council if needed
- We will **LISTEN**, to make sure we understand your concerns
- We will offer **TIME AND SUPPORT**, over the phone initially, but may also be able to meet face to face in surgery, or in your home in some circumstances
- We will offer you **SHORT TERM SUPPORT** to help you access the assistance you require

CO-ORDINATOR...

- We are able to provide you with the most appropriate and relevant information ...
- Or, we will **MAKE REFERRALS** on your behalf e.g. fill in a form, or make a call to access a service as appropriate

Community and Care Co-ordinator...who do we help?

- Carers in need of respite – how to access a break, as well as emotional support
- People with disabilities looking for aids and adaptations to help with daily living – who to ask for mobility aids, ramps etc.
- People with financial difficulties – how to access debt or benefits advice
- People feeling isolated or lonely – helping to arrange the most suitable social support or activities
- Elderly people who want practical help/security at home – making referrals to access domestic help and personal alarms/telecare
- People struggling with mental health difficulties – who can offer emotional support in the community

If you don't see what you are searching for above, please talk it over with the Community and Care Co-ordinator in your practice to see if we can help. Please ask reception staff, your GP or nurse, or call 01743 216119 to speak to Becky Kelly the C&CC. Available Wednesday and Thursday between 10am and 5pm. You can expect a call back within 7 days.



Kelly's Corner

News items from the Community and Care Co-ordinator – Becky Kelly

- **'Shropshire Larder'** www.shropshirelarder.org.uk

If you are on a low budget, please have a look at this resource. It brings together information and advice on many relevant, useful and free services.

You will find where to get help with -

Applying for benefits and what you are entitled to

Managing **debt**

Housing problems

How to access **free school meals** and healthy start vouchers

Where to go for **emergency food**

Community food projects and what they offer

Cooking **healthy meals** on a budget

Mental health and **bereavement** support...plus much more

- **Mental Health support**

If you are struggling with mental ill-health please reach out for support.

The following are just some of the services that may be able to help –

For URGENT mental health assistance please ring 0808 196 4501

Shropshire MIND www.shropshiremind.org Tel: **01743 368647** – for telephone support day or night

www.togetherall.com for access to on-line mental health forum for peer support, but also to contact qualified counsellors

www.samaritans.co.uk Tel: 116 123 – someone to talk to day or night

www.nhs.uk/conditions/stress-anxiety-depression for information, advice and resources to help cope with these mental health difficulties

If you would like to speak to Becky about all of the above, or any other issues to do with social support, please contact her on 01743 216119, Wednesdays or Thursdays



HOW TO STAY SAFE AND WELL THIS WINTER!

Top tips to help you stay well this winter

Stock up your medicine cabinet
make sure you have the essentials over the winter period

Keep warm
make sure your home is at least 18°C or at least one room

If you have a long term health condition
speak to your care co-ordinator about how best to manage your symptoms over the winter. Remember it's important to stay hydrated, particularly if you are elderly

Get your flu jab
help to protect yourself & your loved ones from flu

NHS 111
for medical advice fast but it is not an emergency



**STAY WELL
THIS WINTER**



Keep your home warm

Follow these tips to keep you and your family warm and well at home:

- if you're not very mobile, are 65 or over, or have a health condition, such as heart or lung disease, heat your home to at least 18C
- keep your bedroom at 18C all night if you can – and keep the bedroom window closed
- if you're under 65, healthy and active, you can safely have your home cooler than 18C, as long as you're comfortable
- use a hot water bottle or electric blanket to keep warm in bed – but do not use both at the same time
- have at least 1 hot meal a day – eating regularly helps keep you warm
- have hot drinks regularly
- to reduce the risk of sudden infant death syndrome (SIDS), babies should sleep in rooms heated to between 16C and 20C
- draw curtains at dusk and keep doors closed to block out draughts
- get your heating system checked regularly by a qualified professional





December/Christmas

Christmas opening hours at Claremont Bank Surgery are yet to be confirmed however if you follow our Facebook we will be putting regular updates on or alternatively you could check our surgery website for updates.

Outside surgery opening hours you will always be able to contact NHS 111 for non-urgent medical advice. You can contact them online or by dialling 111 on your phone. This service is available 24 hours, 7 days a week. If you have a medical emergency always phone 999.



Merry Christmas

To all our patients, families and staff

