

Eastfield Health Focus



"Good News"-letter Autumn 2019

Every Mind Matters (1)



More Than Books at the library is holding a Coffee morning on Thursday 10th October, in support of Mental Health week. Come for coffee, cake and chat; see what goes on, get information and support, make new friends. If you can't make that day, pop in another time!



Practice news

Thanks to our patients for their patience and understanding during this tricky period when it's sometimes been difficult to see a GP. The GP shortage is everywhere, we are recruiting wherever we can to get the best people for our practice. These are some of the results:

- We already have Louise, our Nurse Practitioner; she can handle many of the issues that GPs deal with, and issue prescriptions.
- Dr Kemp & Dr Price have returned after Maternity leave - congratulations on your babies, and welcome back!
- Dr Ruth Guest will be joining as a GP from 21st October. She will be working 3 days a week and comes with over 20 years of experience as a GP.
- We have joined schemes to welcome GPs from abroad and in the New Year you may meet doctors from Spain and Poland. Make them welcome and they may stay with us!
- Sadly, Dr Argile will be leaving on 31st October, for personal reasons.
- Clare Valentine has joined us as a Practice Nurse and we have recruited new Administration and Reception staff

Clinical System Change

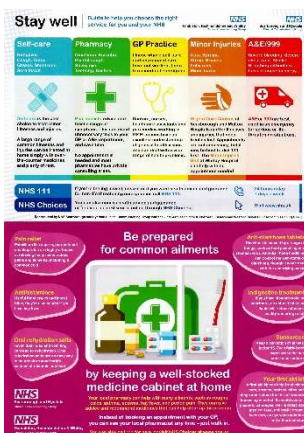
From 14th November we will be moving to a new system for managing records and appointments - replacing **EMIS** with **SystemOne** by the end of November.

This will involve a slight disruption to services whilst the transition is happening and anyone using our Online services will need new Login details. **EMIS online access will not work after 13th November!**

If we have your mobile number you should already have received text messages, and if you order a repeat prescription in the next month you will receive 2 months of your medications, so you won't need to re-order in November.

We will use all methods to keep you informed, but if you have any questions please ask at Reception where they will be happy to help.

Help us to help you



- ✓ **Prescription requests** - please try and phone after 10am when the lines are less busy. It won't delay your prescription, but will help staff and other patients.
- ✓ If you make an **appointment** - please remember to let us know if you are not coming after all. The number of missed appointments is down but still significant, especially for nurses. One missed appointment can mean half an hour of a nurse's time wasted!
- ✓ **Stay well** - pick up a leaflet for lots of good advice and **Choose** the right action if you're not well; this could be:- Self-care, Pharmacy, GP, Call 111 or A&E / 999.
- ✓ **Be prepared** for common ailments by trying to keep a well-stocked medicine cabinet at home, if you can.
- ✓ **Flu jabs** are available to many people and are a good way to protect yourself against getting ill in the winter - if it's offered it is in your interests to have it.
- ✓ If you're called in for a **check up** with a nurse or Healthcare assistant, do try and attend. It's a quick and easy process and may just prevent you developing something serious. If you really can't make it, do let us know.

Eastfield Medical Centre

14 High Street
Eastfield
YO11 3LJ

www.eastfieldmedicalcentre.co.uk

Twitter: @EastfieldMedGen

Enquiries: 01723 582297

Appointments: 01723 584690

Prescriptions: 01723 585777

For medical emergencies when the surgery is closed, you may obtain medical advice by ringing: 111

Building work starts soon - yay!



The long-awaited work to use more of the Medical Centre building is at last beginning.

On the ground floor the whole reception / waiting area will be redesigned to make better use of the space, getting rid of partitions and the grubby old carpet. It should be more convenient, accessible and welcoming.

The top floor is to be made into offices, for health staff from outside the practice to offer local appointments instead of patients having to travel to other places.

If all goes to plan it should be finished early in the New Year.

Social Prescribing

Eastfield is in the Scarborough CORE Primary Care Network (PCN) along with Castle Health Centre, Central Healthcare and Brooke Square Surgery. We will be joining together to bring in people to provide particular services that our patients need.



One of the first will be a Social Prescribing service; this will involve referrals to outside agencies, charities, etc. with the aim of improving health by non-medical means. There will be a dedicated Link worker who will co-ordinate activities and referrals.

Dementia - did you know?

- ❖ Dementia is a term covering several different disorders. Alzheimer's is the most common, followed by Vascular dementia, then several other types and mixed cases.
- ❖ Dementia is NOT a normal part of ageing and it's not all about memory loss
- ❖ Everyone's dementia is different - if you know one person affected, don't expect every other person with dementia to be the same.



If you or a loved one has been diagnosed with dementia of any kind, don't despair - it's not the end of a happy life! There are people who can help you cope, listen to your worries and give you advice, apart from your GP and surgery nurses whose time is limited.

Contact the Dementia Forward local helpline on 03300 578592, or Alzheimer's Society on 01723 500958. Or look for their websites online.

Whether it's a new diagnosis or coping is becoming harder, someone will be there for you, just make that call.



Every Mind Matters (2)

We don't need to wait until we are struggling with our mental health; 'Every Mind Matters' encourages adults to be more aware of their mental health and help them discover simple steps to look after their mental health and wellbeing.



The campaign provides useful resources to help you spot the signs of common mental health concerns, offering practical self-care tips and guidance, and explains when to seek further support. There is a free NHS-approved online tool on the **Every Mind Matters** website, which helps you build an action plan to deal with stress and anxiety, boost your mood, improve your sleep and help you feel more in control.

To learn more about how to look after your mental health and create your own action plan, visit:

<https://www.nhs.uk/oneyou/every-mind-matters/>

Join our email list

Eastfield Health Focus is a group of patients who meet every other month to help improve the services offered by the Medical Centre. Ask at Reception or please send an email to eastfieldhealthfocus@gmail.com if you would like to join the mailing list or have any ideas for making things better for all patients.