PLEASE TAKE A COPY OF THIS NEWSLETTER AND PASS IT ON TO SOMEONE ELSE AFTER YOU HAVE READ IT – THANK YOU.

MIDDLESTOWN PATIENT PARTICIPATION GROUP

MIDDLESTOWN SUPPORTING HEALTH & WELLBEING COACHES

We support patients to improve their physical and mental health with knowledge, skills, confidence, and motivation around lifestyle changes. Coaches support patients in making and achieving their own health-related goals through shared decision-making.

What to Expect and What is Health Coaching?

A partnership that guides patients to make sustainable changes such as weight loss, being more active, managing lifestyle conditions and improving overall health. Based around the four pillars of Lifestyle Medicine- Nutrition, Physical Activity, Stress Management and Sleep. Health coaching is not a quick fix and emphasises sustainable behaviour change - it typically involves making small, incremental adjustments to the patient's lifestyle. We empower patients to acknowledge that they are the experts of their own bodies, minds, and circumstances. The intervention can be face-to-face or over the telephone and will include several appointments for up to 12 sessions.

Contact Middlestown Practice for more details on 01924 237100

***IF YOU HAVE NOT** yet had your covid or flu jabs then there may still be an opportunity to have these.*

Please contact Middlestown on 01924 237100 where you can obtain details of how you may be still able to access these.

With recent reports of an increase in Covid cases it is important to have these jabs.

Ask about the Shingles vaccine too.

YOUR SURGERY – A NEW SERIES ON STAFF AND WHAT THEY DO AT MIDDLESTOWN
1: THE PRACTICE TEAM

General Manager

The General Manager manages all the business aspects of the Practice such as making sure that the right systems and the right people are in place, at the right time, in order to provide a high quality of patient care, human resources, finance, patient safety, premises, equipment and IT (information technology). The Practice Manager supports the Admin Team, GPs and other medical professionals to deliver patient services and also helps to develop extended services, enhancing patient experience and care.

The Office Manager, Reception and Secretarial Staff

The Office Manager manages the Reception and Secretarial Staff. Reception staff attend to patients on the phone and in person. They coordinate and organise appointments and documentation to facilitate the smooth running of the Practice, and support delivery of quality patient care. The Reception Staff have a very demanding role. They are there to assist you and we would ask you to be patient during peak times, when the staff have to handle a large volume of calls and enquiries. They will ask you a small amount of personal information about your medical condition – this information is used to ensure your call is dealt with by the correct Clinician and assist fellow Healthcare Professionals who work within the Practice to manage your healthcare and well-being.

All staff adhere to the Practice's Confidentiality Policy and Data Protection Act 2018.

For more information checkout the Practice website at www.middlestownmedicalcentre.nhs.uk

2024/25 Practice Training Days: 21 February,13 March,17 April, 15 May,19 June, 10 July, 18 September, 16 October, 13 November, 15 January 2025, 12 February 2025, 19 March 2025.
On these days the surgery will close at 12 noon.

SPEAKING TO THE SURGERY ON BEHALF OF SOMEONE ELSE

This can be approved on an individual basis with verbal consent from the patient. Alternatively, for someone speaking on behalf of a patient on a more regular basis, it is recommended the patient sign a consent form for a specific individual(s) to speak on their behalf. A form to authorise this can be collected from reception and the surgery are looking to make this available on the practice website. This also includes parents of children 16 years+.

A Lasting Power of Attorney is more formal and there are details on the website about this. https://www.middlestownmedicalcentre.nhs.uk/about-us/practice-policies/patient-record/accessing-your-record/access-for-others/

Although providing consent enables a specified individual(s) nominated, either verbally or explicitly, by the patient to speak on their behalf for perhaps booking an appointment or requesting test results, for example, it must be advised that clinical staff may still insist on consulting with the patient and examining a patient physically before deciding on advice or a course of treatment, medication or specialist referral. This is important as it is not possible to assess all specific patient needs via a third party.

PRESCRIPTION SAVING SCHEMES

The National Health Service Executive (NHSE) has recently launched a campaign designed to raise awareness of prescription savings schemes.

A Prescription Prepayment Certificate will save people money if they pay for more than three items in three months or 11 items in 12 months.

People on a low income could be entitled to help with costs or free prescriptions through the low income scheme, depending on their circumstances.

People can check if they're eligible for help with prescriptions at www.nhsbsa.nhs.uk
Or
Find out more about the Prescription Prepayment Certificates at www.gov.uk/get-a-ppc

THINK PHARMACY FIRST: The NHS Community Pharmacist Consultation Service (CPCS) was launched by NHS England in October 2019. Patients are able to have a same day appointment with their community pharmacist for minor illness or an urgent supply of a regular medicine, improving access to services and providing more convenient treatment closer to patients' homes. Patients can be referred by their GP practice. From **31st January 2024**, Pharmacy First will be a new advanced service that will include new care pathways. These clinical pathways will enable pharmacists to offer advice to patients and supply NHS medicines (including some prescription-only medicines including Antibiotics), where clinically appropriate, to treat 7 common health conditions:

- sinusitis
- sore throat
- earache
- infected insect bite
- impetigo
- shingles
- uncomplicated urinary tract infections in women

Contact Middlestown Surgery on 01924 237100 to arrange Pharmacist appointments.

The service is helping to alleviate pressure on GP appointments and emergency departments, in addition to harnessing the skills and medicines knowledge of pharmacists. Should the patient need to be escalated or referred to an alternative service, the pharmacist can arrange this.

WHAT DOES YOUR PATIENT PARTICIPATION GROUP (PPG) DO?

The PPG is your link with the surgery. During 2023 the PPG raised various topics - Dementia, the Medical Centre new website, cross boundary working, the use of TV information screens in surgeries and more recently the issues around shortages of some medications. Extracts from our newsletter appear in Coxley News, Emley Voices and via Facebook (Flockton). We would love to hear from you about any issues you may have but, of course, cannot discuss your personal health with you.
You can contact us at Middlestown.surgery@nhs.net or contact the surgery on 01924 237100 and ask for someone from the PPG to contact you.

Please pass this Newsletter on to family or friends after you have finished with it.

Printed by Enterprise Print, Honley 01484 666677