

# THE ELMS MEDICAL PRACTICE NEWSLETTER



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Movember Foundation are the only charity tackling men's health on a global scale, year round. They are addressing some of the biggest health issues faced by men: prostate cancer, testicular cancer, and mental health and suicide prevention. They say 'Our fathers, partners, brothers and friends face a health crisis that isn't being talked about. Men are dying too young. We can't afford to stay silent.' They hope that by 2030 they will have reduced the number of men dying prematurely by 25%. Across the world, men die an average of six years younger than women, and for reasons that are largely preventable. Which means that it doesn't have to be that way: we can all take action to live healthier, happier and longer lives.

## TOP FIVE THINGS TO KNOW AND DO:

1. Make Man Time – stay connected, your mates are important and spending time with them is good for you. Catch up regularly, check in and make time.
2. Have Open Conversations – 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 The 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. Know Thy Nuts – 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 two earlier
  - Instead of the lift, take the stairs
  - Cycle to work instead of driving

If you would like more information or to get involved in Movember visit: <https://uk.movember.com>



Annual Self Care Week is an annual awareness week that focuses on establishing support for self-care across communities, families and generations. The theme this year is to engage and empower people to look after their own health and the title is 'Embracing self-care for life'. The campaign hopes that this is suitable for self-care messages for all ages, gender and allows flexibility to focus on physical health, mental wellbeing or both. Whether the aim is to help people to self-manage their long term conditions, self-treat their common ailments, use antibiotics appropriately or generally live a healthier life, activities during Self Care Week can help to galvanise self-care messages and raise awareness of how people can Self Care for Life.

**Back pain help** **NHS**  
Cheshire & Merseyside

## THE GOLDEN RULES OF BACK PAIN

1. KEEP MOVING, EVEN IF SLOWLY AT FIRST.
2. KEEP LIVING AND WORKING NORMALLY.
3. AVOID BED REST DURING THE DAY.
4. EXERCISE.
5. DON'T SIT DOWN FOR TOO LONG.
6. DON'T BE AFRAID TO TAKE SIMPLE PAINKILLERS.
7. STAY ACTIVE AND REMEMBER TO RE-INTRODUCE ACTIVITIES LIKE HEAVY LIFTING GRADUALLY.

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### The golden rules

Follow these 7 golden rules of back pain to help you have a better back.

For back pain help visit:  
[www.cmbackpainhelp.nhs.uk](http://www.cmbackpainhelp.nhs.uk)

NEURO NETWORK @WaltonCentre #cmnhewegotyourback

## STAFF TRAINING DAYS

The next scheduled training days for the Practice are as follows:

**Wednesday 15<sup>th</sup> November 2017**

**Wednesday 13<sup>th</sup> December 2017**

**Tuesday 30<sup>th</sup> January 2018**

The surgery is closed on these afternoons from 12pm and will re-open at 5.00pm. This means the Practice is not open to drop off or collect prescriptions – you need to use the drop off box provided at the main entrance of the Fountains Building.



[www.carersuk.org](http://www.carersuk.org)

The next Carer Rights Day is on **Friday 24<sup>th</sup> November 2017**. Carers UK hold this every year to bring organisations across the UK together to help carers in their local community know their rights and find out how to get the help and support they are entitled to.

Carers UK makes life better for carers. Caring will affect us all at some point in our lives. They will be there for you when that happens. With your help they can be there for the 6,000 people who start looking after someone each day. Caring can be extremely complicated. The maze of rights and entitlements can be complicated. Getting a break can be complicated and feelings about caring can certainly be complicated.

Carers UK are here to make sure that no matter how complicated your query or your experience, you don't have to care alone.

## ALCOHOL AWARENESS WEEK 2017

**Alcohol Concern**  
Promoting health; improving lives

The 2017 awareness week will run from 13<sup>th</sup> to 19<sup>th</sup> November. The main aim is to get people thinking about alcohol – how it affects us as individuals, families, communities and society as a whole.

Did you know that alcohol is linked to over 60 medical conditions? Harms from alcohol go much further than the liver, it can cause high blood pressure and is also linked to diabetes, depression and cancer.

In England there are an estimated 595,000 dependent drinkers, of whom only around 100,000 are currently accessing treatment. Alcohol misuse is the biggest risk factor for death, ill health and disability among 15-49 year olds in the UK and the 5<sup>th</sup> biggest risk factor across all ages. Alcohol harms are estimated to cost the NHS around £3.5 billion annually!

## FRIENDS AND FAMILY TEST RESULTS



| Not Recommended (%)      | Neither/Don't Know (%) | Recommended (%) |
|--------------------------|------------------------|-----------------|
| 4                        | 2                      | 94              |
| 25/10/2016 to 23/10/2017 |                        |                 |
| All                      |                        |                 |
| All                      |                        |                 |
| 534 Responses            |                        |                 |
| 7556 Appointments        |                        |                 |
| 7% Response Rate         |                        |                 |
| 175 Verbose Responses    |                        |                 |

The Numbers

★★★★★★ 440  
★★★★★ 64  
★★★★☆ 7  
★★★☆☆ 6  
★★☆☆☆ 14  
★☆☆☆☆ 3

## DO YOU KNOW ABOUT OUR DUTY CLINICIAN TRIAGE SYSTEM?

The Duty Clinician Triage system has now been in place for over a year. It is a team consisting of Duty Doctor, Nurse Practitioner and Nurse Prescribers who will call back our patients who feel that they need to speak with a clinician urgently on the day and deal with their issues in the most appropriate way.

### THE SYSTEM CAN BE EXPLAINED WITH THE FOLLOWING PROCESS;

- Patients will call the practice and speak with the reception as usual to book an appointment. (Please remember that we can pre-book appointments 2 weeks in advance for GPs and 4 weeks in advance for nurses; for non-urgent health issues).
- The receptionist will ask the patient their name, date of birth and a brief description of their health problem.
- Using the signposting criteria developed by our clinicians the receptionist will offer the most appropriate appointment available. This could be with the Duty Clinician, Nurse Practitioner, Prescriber or GP. They may even advise you to see the Pharmacy First or Physio First service.
- If you are booked with the Duty Clinician, they will call you back as soon as they can, depending on their current workload. Unfortunately due to the unpredictability of the Duty Clinician's day we are unable to give you a specific time for the call back. It is imperative that you give the receptionist your current contact details.
- When the Duty Clinician calls you back the patients are able to talk to them about their health problem in the same way they would if they were in the practice attending an appointment in person.
- If the Duty Clinician thinks that the patient needs to come into the surgery to be seen (either the same day or in the next few days) they will book you in a suitable time with the clinician themselves.

Since starting this new triage the feedback has been positive from our patients. The survey for 16-17 showed 94% of our patients felt that they were offered flexible appointments that suited their needs.

With the Duty Clinician triage in place we are now able to offer pre-bookable GP appointments within 3 days. This is what we had aimed to achieve.