

St Stephens Gate & Newmarket Road Surgeries

PPG Newsletter June 2019

Patients Participations Group News

**YOUR
PPG HAS
BEEN
BUSY**

working
with the
surgeries
and your
behalf. At
a PPG
meeting

the subject of loneliness was brought up and the need for somewhere for people to go. Just after this we became aware of an opportunity to use the Old Hospital Chapel for community events. After much work and organising we now have in place a monthly get together which we have called **Chit Chat**. Look out for the leaflets in the surgery and around the city. We are still listening to suggestions of what to offer. Currently we offer drinks and snacks and the opportunity to chat with any of the volunteers. We have student volunteers from the UEA and people who have attended to date have commented that they found it really refreshing to have the chance to chat with the younger people.

We started with introducing a bookcase in the Newmarket Road Surgery to browse and buy books. All the money supports patient services. This has proved to be a big success and we have received positive feedback. One of the comments that we received was why isn't there a **bookcase** at St Stephens Gate Practice? Well I can tell you that we have listened to you and there is due to be one very shortly.

The practice staff asked us to get involved with raising money for the **Macmillan Coffee Morning** and we have done so twice now

From May you will also be able to have contact with the PPG in the St Stephens Gate practice from 10-30 -12-30 on the last Thursday of each month, at which time we will be assisting the practice with various tasks and we will have our table at the back of the ground floor with books and baby knitwear.

If anyone would like to join us on the PPG mention this to a member of staff and please complete the Expression of Interest Form on the Practice website. Thank you!

Noreen. (PPG Chair)



Practice Updates



ONE OF THE HIDDEN problems we see patients living with is period poverty. A growing number of women and girls are reporting they cannot afford even basic sanitary supplies. The staff at the surgery have therefore launched a special project called **Red Dot** to help with this. **Anna Cooper**, a member of the support staff at the surgery, said: "We have heard many upsetting stories at how this affects people. Whether its girls at school who can't come to lessons that day, or mothers choosing between food or hygiene, it is something we have all wanted to do something about. We are collecting supplies and soon we will say how to access this service."

If you want to help, please support this crowdfunding page:- <https://bit.ly/2HLIDjz>

Practice Frequently Asked Questions:

- Q: How do I register for patient access online services?**
A: You can either ask for this upon registering with our practice, or you can request this via front desk, phone or email. You will be asked security questions.
- Q: What is the difference between a Practice Nurse and a Nurse Practitioner?**
A: Unlike Practice Nurses, nurse practitioners can diagnose and treat acute illnesses, and can prescribe medications.
- Q: How do I check in for my appointment?**
A: At St Stephens Gate Medical Practice, please use the check-in screen by the front door. For Newmarket Road Surgery, please report to the receptionist.
- Q: I had to wait a couple of weeks for this appointment so I now wish to discuss a few problems if that's ok?**
A: Given the timing of our GP slots, please stick to the main reason for the appointment. Your GP wants to make sure you get the best possible care and rather than a brief consideration of a lot of problems, it is better to concentrate on a main issue at each appointment.
- Q: Why isn't there more parking?**
A: The council would only permit the size car park we have.
- Q: Do I really have to pay for certain letters from my practice?**
A: Yes you do. They are NOT services on the NHS (like dental charges or prescriptions). They take time from NHS services and the practice uses the money to backfill the time lost. If we didn't charge, then these reports and letters would not be available.



Practice staff are taking part in a charity mud run this month! Called Splat Quack Go, it will see the staff trying to raise £2500 to help victims of Child Sexual abuse. Search for StStephensGate at JustGiving.com

Some tips on how to survive a family holiday

We dream of sun, sea and sand but get sunburn, stress and sickness.

The main trouble with **family holidays** is that if you are travelling with anyone under 18, it's not really a 'holiday' but continuing the daily battle of keeping the show on the road in a slightly more sunny environment. If you want to dodge the pitfalls here's what you need to think about before snapping the suitcase shut and heading for Stansted...

Staying safe in the sun

Remember your babies and children are particularly vulnerable to sunburn and over-exposure to the sun now can dramatically increase their risk of skin cancer later in life. Equally sunburn can cause lots of pain and discomfort during your precious holiday time. The safest way to protect children from sunburn is to use a combination of shade, clothing and sunscreen.

- Use a sunscreen of at least SPF 15 which also has high UVA protection. Ensure sunscreen is applied generously to ALL sun exposed areas 20 - 30 minutes before sun exposure.
- Remember that showering, swimming and sweating may remove sunscreen; ensure frequent application
- Cover children up using clothing such as wide brimmed hat and long sleeved tops
- Protect eyes from sun exposure with sunglasses with a CE mark, UV400 label or offering 100% UV protection.
- Seek shelter; avoid sun exposure between 11am and 3pm when sun is typically stronger.

Avoiding dodgy tummies

Children, especially young children may be more likely to be exposed to stomach upsets during holidays due to dirty hands with strange germs on them going into little mouths.

Encourage them to wash hands (or use a gel when hand washing is not an option) frequently. Try to give them freshly cooked, hot food when possible and avoid raw food that cannot be peeled or cooked, ice cubes and unpasteurised dairy products. If you have any doubts about water (even for cleaning teeth) then use bottled water especially if you are still bottle feeding. Parents of toddlers may decide to take pre-packaged food with them. Also tell your small children not to drink shower, bath or swimming pool water.

Medical Treatment

Parents should be aware of what to do if their child(ren) become ill whilst abroad including how to access emergency medical treatment. Addresses for local services are usually available at larger hotels and from tour company representatives. Make sure too that you have insurance to help cover the costs.

If you would like to receive a copy of future Newsletters via email please give your email address to Reception at the Surgery

