



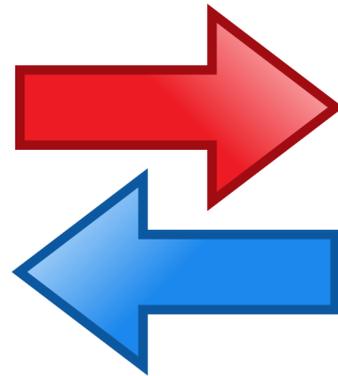
PATIENT NEWSLETTER

SEPTEMBER 2017



Recent Staff Changes

As you may be aware Dr Brogden is currently away on maternity leave. We are pleased to say that the baby was delivered successfully and both mother and child are well.



In her absence, we are delighted to announce that we have been joined by **Dr Sarah Thornley** who will be covering the duration of her maternity leave. Dr Thornley will be working Tuesdays, Thursdays and Fridays and we are sure everyone will make her feel welcome at the Practice.

Sadly we have also had to say goodbye to **Dr Ben Taylor** who has left for new pastures. We hope you will join us in wishing him all the best for the future.

We also recently said goodbye to **Laura**, a longstanding member of the secretarial team who has left to start work at the Northern General Hospital. Everyone at the Practice would like to wish her good luck in her new job. We therefore give a warm welcome to our new Medical Secretary, **Jacqui**, who will be helping with the vital work that goes on behind the scenes.

Stop Smoking Services

NHS Yorkshire Smokefree is starting up a new service in Sheffield for patients who are looking for help to stop smoking. This service is free to patients and a referral form is available from Reception.

Please ask a member of our Reception team for further information. They also have a website which can be found at

<http://sheffield.yorkshiresmokefree.nhs.uk/>

Coming Soon - Patient Navigation

The Practice is currently training our Reception Staff to participate in the new Care Navigation scheme. This means that whatever you may need help with, they are able to point you towards the best and quickest service for your specific health needs. The receptionist might therefore be able to suggest how to access these services directly, without the need to see the GP first.

These might include:

- Opticians
- Pharmacists
- Nurse
- Family Services
- Support Groups



The Practice will begin to roll this process out shortly, so please don't be offended if a Receptionist asks what your main concern is when you ask for an appointment. Thank you to everyone in advance for their cooperation in this.

Online Services - Booking Appointments

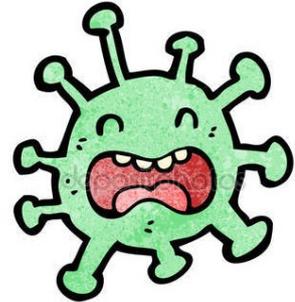
The Practice has recently expanded online booking for patients to all our pre-bookable appointments that are available up to 28 days in advance. This means you are able to see and book the same available advance appointments that our receptionists are. Through your online account you are also able to view and cancel any upcoming appointments without the need to ring the surgery.

Flu Season 2017/18 - Are You Prepared?

Flu season is fast approaching. In order to protect at-risk patients, it is recommended that all eligible patients get vaccinated against flu this winter. This not only protects you from the flu virus but also reduces the risk for those around you as well.

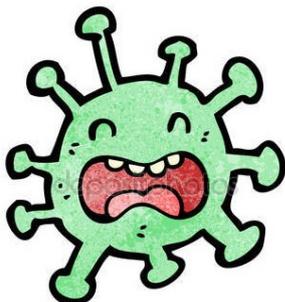
You are eligible to receive a flu jab if you:

- Are 65 years of age or over
- Are pregnant
- Have certain medical conditions affecting your lungs, heart, kidneys, spleen, immune system, brain or nervous system
- Are living in a long-stay residential care home or other long-stay care facility
- Receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill



If you are unsure if you are eligible for the vaccine, please ask your GP or Nurse who will be happy to help you.

Children's flu vaccines are being given in surgery to those who are born between the 1st September 2013 and the 31st August 2015 or those aged between 2 and 17 with a long-term health condition. These vaccines are given by our Practice Nurses in special clinics.



Ask a member of Reception to book an appointment at one of our upcoming clinics now!

Flu Myths

There are many myths surrounding flu and the flu vaccine. Here are some common questions included in the Sheffield CCGs 'Staying Well' guide and the truth behind them.

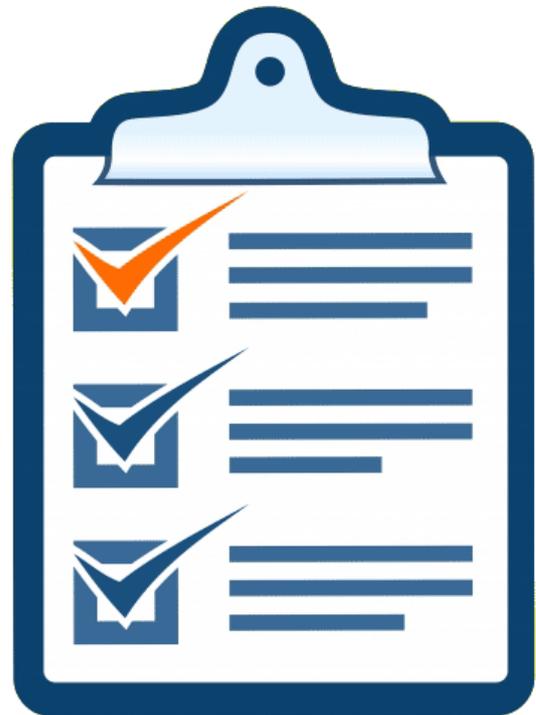
- **“Having flu is just like having a heavy cold”** - A bad bout of flu is much worse than a heavy cold.
- **“Having the flu vaccine gives you flu”** - No, it doesn't. The injected flu vaccine that is given to adults contained inactivated flu viruses, so it can't give you flu. The children's vaccine contains live but weakened flu viruses that will not give your child flu.
- **“Once you have the flu vaccine, you're protected for life”** - No you are not. The viruses that cause flu can change every year, so you need a vaccination each year that matches the new virus.
- **“I'm pregnant, so I shouldn't have the flu jab because it will affect my baby”** - You should have the vaccine whatever stage of pregnancy you are in. If you're pregnant, you could get very ill if you get the flu, which could also be bad for your baby.
- **“I've had the flu already this autumn, so I don't need the vaccination this year”** - You do need it if you are in one of the at-risk groups. As flu is caused by several viruses, you will only be protected by the immunity you developed naturally against one of them.

Further information on the flu virus and the vaccine can be found by visiting www.nhs.uk/Conditions/vaccinations/Pages/flu-influenza-vaccine.

Care Planning - Managing Your Diabetes

In 2017/18 the Practice will be inviting all diabetic patients to be involved in the development of Patient Centred Care Plans. These care plans are focused on making you the most important person in deciding what matters in your health care. Our nurses will work with patients to understand their specific needs.

Through the development of an individualised care plan, patients can then use this to increase their own independence and self-care. We all self-care every day without realising it; for example, taking medicines properly and eating well. Often patients are able to improve their quality of life by making small lifestyle changes. This is where increasing self-care comes in. Understanding and getting support for these small changes can mean you are able manage your condition better and stay well for longer.



A booklet will be enclosed along with all recall letters for annual review. Whilst patients do not have to participate, we are encouraging patients to complete these and bring them to the review appointment with the Practice Nurse.

If you are diabetic and would like further information on this, please ask your Practice Nurse for more information.

NHS Choices

We are always pleased to receive your positive feedback. If you are pleased with the services we provide, it is useful to find out what you think we do well. Please help us by posting your comments on the public NHS Choices website.



Go to www.nhs.net and search for us in the 'Find Local Services' search box and leave a review. Don't worry if you don't want to leave your name, all posts can be sent anonymously.

Asthma CareTRx Programme

In the upcoming months, the Practice will be participating in a new asthma programme called the CareTRx Programme (pronounced "care tracks") which has been designed to evaluate new healthcare technology. This programme is being run in conjunction with NHS Sheffield and is sponsored by Teva UK Limited as part of a Joint Working project.



CareTRx consists of a sensor which is fitted to an asthma inhaler which provides medicine reminders via an App on a smartphone. You are also able to add your medication information and track your asthma management day-to-day.

Patients will be invited to make an appointment to see a Specialist Nurse from the National Services for Health Improvement (NSHI) at the surgery. If you receive an invitation, please contact the surgery to book an appointment.

Thursday Afternoon Opening

There is currently a debate going on between many GP Practices and NHS England with regards to surgeries opening on Thursday afternoons.

Historically, most GPs in Sheffield do not open on Thursday afternoon and, despite an ongoing push from NHS England, there is a resistance to doing so. Practices have organised their opening hours around their own patient demands.



Dr Milner & Partners has opened on Thursday afternoons for several years, offering choice and availability of services at both Tramway and Middlewood Medical Centres, and will continue to do so.

Hillsborough Neighbourhood

The Practice is currently working as part of the Hillsborough Neighbourhood, which is made up of 4 Practices; Dr Milner & Partners, Dr O'Connell & Partners, Dykes Hall Medical Centre and Far Lane Medical Centre.

We work together on projects to provide assistance and services across all 4 Practices. This also includes holding steering group meetings with the voluntary sector, district nursing teams etc. to best support patients within the Hillsborough community.

Contact us on: Tel: 0114 234 5338 Fax: 0114 229 2979
Website: www.hillsborough-middlewood-doctors-gp.co.uk

