

Meadowbridge

SURGERY

September 2023



Highlights

Practice Statistics – a look at what we've been up to in the month of August

Meet our Team – 2 of our Patient Services Advisers talk about their role at the practice

The Little Orange Book – Eye Problems in children

Bath and Shower Preparations – a message from our Practice Pharmacist

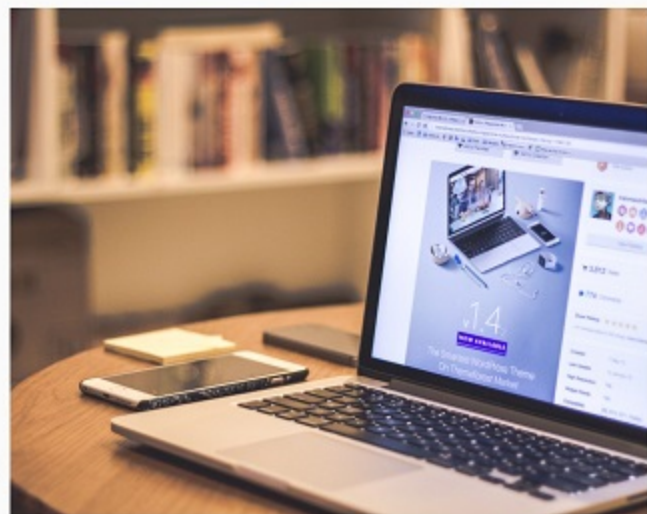
Child Vaccine Appts – an insight into the "jabulous" process of your child's vaccination appt

To register for Patient Facing Services, email reception.z00382@gp.hscni.net with your full name, date of birth and address and we will send you a registration token with all the instructions you need.

61.15% of our patients are already registered.

This is **5,615** out of **9183** patients using the service regularly.

Users can request prescriptions, request daily triages (until capacity is full) and send non urgent instant messages.



Why not sign up to receive our bulletin directly to your email address each month?

Go to www.meadowbridgesurgery.co.uk and on the home page, select the 'News and Notices' option.

Enter your name and email address and each month, to receive a copy packed full of surgery and other information each month.

**NEW AND
IMPROVED**

**Visit our new and
improved website**

www.meadowbridgesurgery.co.uk

Get all the latest surgery news

Check out our Further
Information tab for access to
patient help and support

Find out more on our clinics and
services

Sign up to our monthly bulletin



PRACTICE STATISTICS FOR AUGUST 23



**Incoming Telephone Calls
to the Practice; 9,871**

**Prescriptions ordered via
Patient Services; 6,132**

**Daily Triage Slots dealt
with; 2,296**

**Hospital letters
actioned:
2,088**

**Appointments booked in
the Treatment; 1,188**

**Appointments booked and
not attended; 131/7342**

To cancel an appointment, please call or email the surgery.
Your appointment can be allocated to another patient.

MEET OUR TEAM

Patient Service Advisers

Sam

My experience

My misconception before working at the surgery was how much work the admin team actually have to do. It's not just a case of answering calls and drinking tea as most people think. From induction on the first day, all new members of staff go through a comprehensive training and learning curve, shadowing and then being shadowed to learn all the different aspects of this demanding job.

Duties

An array of admin tasks set by GP's, nurses, depression counsellor and patients is completed throughout the rest of the day. Tasks can include chasing referrals, emailing information such as management plans, leaflets & information links to patients and answering queries received through the reception email. We liaise throughout the day with several chemists to ensure prescription collections are ready on time.

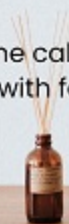
SMS annual review invites are sent to patients and are followed up with a telephone call if an appointment is not arranged. Many letters and documents are received, scanned, actioned and filed each day with follow up contacts made to book appointments or to issues prescriptions as per clinician instruction.

Each member of our patient services team also has their own allocated duty each day, for example covering GP secretary duties or managing child health appointments/paperwork, processing paperwork for newly registering patients, patient services registrations or dealing with insurance/solicitor/private letters requests for patients to mention but a few.

What We Do

From the beginning to the end of a shift you are constantly busy dealing with a large range of tasks and duties. The shift begins by processing a constant stream of online or hand delivered script requests until the telephone lines open. Daily triage calls are then taken and where necessary a return call is made to pass on GP instructions or to arrange a face to face appointments with an appropriate health care professional.

This I find to be the most challenging aspect of my job as I feel sometimes patients question why medical information has to be given to us. To explain, we have to ask certain questions and record the information to allow the Triage GP to prioritise each patient and manage daily appointment capacity. All admin staff work under data protection & confidentiality policies contractually and will always treat information received professionally and with the respect and privacy we would expect as patients ourselves.



MEET OUR TEAM

Patient Service Advisers - Kelly

I have been working at Meadowbridge Surgery for 16 years. During my time at the practice, I have covered a variety of different clerical duties.

In my current role I work at front reception each morning meeting and greeting patients. I check patients in for their appointments and help with any queries and requests they have.

I manage the practice waiting list, booking patients in for minor surgery , steroid injections, contraceptive implants and annual medical care plan reviews which supports long term disease management of patients with cancer, MS, Parkinson, stroke diagnosis and multiple diseases.

All the admin team complete basic life support training along with clinical staff and this has been helpful in remaining calm and knowing what to do in the event of a collapse or other incident when the patient is within the reception area.

My favourite part of the job hands down is with the interactions I have with patients while working at the front reception. I thoroughly enjoy and find it rewarding in helping patients and hope they always find me a positive factor in their experience at the Practice.

I always listen for constructive feedback as well as compliments and share these with the Office Manager and Practice Manager. These are then shared on to the team with some points anonymised and raised for discussion and learning at our weekly admin meeting. Communication is one of our core values at the practice in keeping our service innovative and a positive experience for all.

Lastly, the team always appreciate the little tokens of cards and gifts received from many of our patients throughout the year. These always put a smile on our faces especially on a very busy day.

THE LITTLE ORANGE BOOK

EYE PROBLEMS

Many babies and small children will get sticky or sore eyes at some time or another. The most common causes are described over the next few pages.

**WHEN YOU MIGHT NEED TO SEEK
HELP FROM YOUR GP OR 111**

Page 39 **When you need more help**

TOP TIP

How to clean the eyes

Use clean cotton wool soaked in cooled boiled water. Start in the corner of the eye, and gently wipe to the outer eye. Use a separate piece of cotton wool for each eye and tip their head to stop water running into the opposite eye and possibly spreading an infection.

To access the full version 'The Little Orange Book' go to

[https://meadowbridgesurgery.co.uk/website/Z00382/files/Little-Orange-Book-1%20\(1\).pdf](https://meadowbridgesurgery.co.uk/website/Z00382/files/Little-Orange-Book-1%20(1).pdf)

Sticky eye



**SELF
CARE**



**USUAL LENGTH
OF ILLNESS**



**OFF NURSERY
OR SCHOOL?**

- Young babies up to 12 months of age often have 'sticky yellow stuff' collecting in the inner corner of their eyes and eyelashes.

- The whites of their eyes will not be red.

- Babies get 'sticky eye' because of the smaller size of their tear ducts in the inner corner of the eye, which drain tears from the eye. If tears cannot drain away quickly they form a sticky gunk. As babies get older their tear ducts get bigger and their tears drain away easily.



- 'Sticky Eye' does not need any treatment, but the sticky gunk can be cleaned away (see left for top tip on how to clean the eyes).

**IF YOU'RE UNSURE, OR IF THE PROBLEM DOESN'T
SETTLE, SPEAK TO YOUR HEALTH VISITOR OR GP**



Return to Index

CHANGING TO PRESCRIBING ARRANGEMENTS FOR BATH AND SHOWER PREPARATIONS

provided by Mr William Hollinger our Practice Based Pharmacist.

Which bath and shower preparations are affected?

Moisturising bath and shower preparations include bath oils that are poured into bath water and bath and shower emollients that can be used to wash the body.

Examples of these products include Dermol 200 Shower Emollient, Dermol 600 Bath Emollient, Doublebase Emollient Bath Additive, Doublebase Emollient Shower Gel, Balneum or Balneum Plus Bath Additive, Oilatum Emollient or bath formula and Aveeno Bath oil.

Why will these bath and shower preparations not be prescribed anymore?

A study showed that using pour-in-the-bath emollients did not make any difference to eczema symptoms and therefore using these products is not a good use of NHS resources.

There is no good quality evidence to show that bath and shower emollients are more effective than leave on emollients used as a soap substitute. There are also risks with using bath emollients such as skin irritation if large amounts are used, particularly if antiseptic bath oils are used.

What options are available instead of these bath and shower preparations?

It is still really important to use leave-on emollient moisturisers and avoid soap. Emollients can be used as a soap substitute. Mix a small amount (around teaspoonful) of emollient in the palm of your hand with a little warm water and spread it over damp or dry skin.

Rinse and pat the skin dry, being careful not to rub it. You can use soap substitutes for handwashing, showering or in the bath. Emollients do not foam like normal soap but are just as effective at cleaning the skin.

If you have any queries or concerns regarding this change in prescribing you can contact the surgery to discuss with a GP or GP Pharmacist or you can get advice from your local Community Pharmacy.

MEADOWBRIDGE SURGERY – LEARNING DISABILITY

SUPPORTING INFORMATION

Supporting people with Learning Disabilities

Here are some resources that may help you:

www.Williams-syndrome.org.uk

www.fragilex.org.uk

www.estiacentre.org

www.mind.org.uk

www.learningdisabilities.org.uk

www.judithtrust.org.uk

www.turning-point.co.uk

www.unitedresponse.org.uk

www.bild.org.uk

www.arcuk.org.uk

www.mencap.org.uk

www.changepeople.co.uk

There are many ways in which YOU can help people with learning disabilities. Here's how!

- Through active engagement
- By encouraging and supporting new hobbies and interests, such as art, music, dance, trips, social engagements and so on (it all depends on the individual, remember!)
- Through more therapeutic means, such as mental and physical contact, including physiotherapy, massage, yoga, pilates, sensory stimulation and relaxation aids
- By assisting with daily tasks, such as logging on to a computer, using the internet or sending a text message. By giving a little of your time, you could help to make a massive difference, allowing someone to achieve their goal!

The need for clear communication

Sshhhh...Have you ever noticed that an anagram of "LISTEN" is SILENT?

Communication really isn't just about expressing yourself, it's about LISTENING too – and when it comes to LISTENING to those with learning disabilities, it really is key.

Also, when speaking, it's not just what you say, it's about how you express yourself too. So always think about your body language to ensure you're getting the right message across?



VERSUS ARTHRITIS SELF MANAGEMENT COURSE

"Over 6 weeks we learned techniques that helped me deal with my condition on a day to day basis. The programme left me with a collection of self management skills to help with diet, exercise, pacing and planning and coping with low mood and depression. What was supposed to be a stop gap service while I was queued on a waiting list, completely changed my life."

Linn Road Community Centre
241 Linn Road
Larne BT40 2AH
Tuesdays 22nd Aug - 26th Sept 23
11am - 1.30pm

What will the course offer me?

- Peer support
- Some proven techniques to help manage pain
- Empowerment to take control of your own health
- Guidance towards you making positive change

Versus Arthritis Free Self-Management Course July - Sept 23

6 Week Courses

VENUE	Day	DATES	TIMES
Dromore Community Centre 41 Lurgan Road Dromore BT25 1HL	Mondays	03/07/23 - 07/08/23	11.00am - 1.30pm
Lisburn Library 23 Linenhall Street Lisburn BT28 1FJ	Thursdays	27/07/23 - 31/08/23	11.00am - 1.30pm
Bangor Aurora 3 Valentine Road Bangor BT20 4TH	Tuesdays	25/07/23 - 08/08/23 15/08/23 22/08/23 - 29/08/23	1.30pm - 4.00pm 2.00pm - 4.00pm 1.30pm - 4.00pm
Annalong Community Centre Glassdrummon Road Annalong BT34 4QH	Fridays	25/08/23 - 29/09/23	11.00am - 1.30pm
Linn Road Community Centre 241 Linn Road Larne BT40 2AH	Tuesdays	01/08/23 - 05/09/23	11.00am - 1.30pm

Are you new to Self-Management?
You are unsure what it is all about?

Have you been on a 6-week course recently but feel you need a little "top up"?
If so, we have a one-off session suitable for you!

Orangefield Church 464 Castlereagh Road Belfast BT5 6BH	Thursday	29 th June 2023	11.00am - 12.30pm
---	----------	----------------------------	-------------------

Child Vaccine Appointments

1 Year and Pre-School

When your child's vaccines are due, you will receive a call from a member of staff at the surgery to arrange an appointment with our Practice Nurse Lynn.



On the day of your child's appointment, you should arrive at the surgery 5 minutes before your appointment time and check in with staff at reception. Once Lynn is aware you are waiting, she has some work to complete before she can call you.



Lynn will go through your child's medical history, checking what vaccines they have already received and assessing what is now due. Your child's medication history will also be checked for counter indications as some vaccines cannot be given or may need to be delayed regarding certain medications.



When the vaccine is ready to be administered, Lynn will call you to her room where she will be waiting to administer the vaccine.



If all checks are satisfactory, Lynn will draw up the vaccine, this process can take between 5-10 minutes. Unfortunately, due to health and safety issues, this process can only be completed once you arrive at the surgery.



Specsavers

Home Visits for Patients

Carrickfergus Area

How can patients book a Home Eye Test?

Eligible patients can self-refer to the service without the need for a GP referral.

Home eye tests can be booked by the patient or by someone on their behalf by calling 028 7122 5786 or completing the webform online at specsavers.co.uk/homevisits

Our team will then determine eligibility and book in a suitable time to visit them. We offer services throughout Northern Ireland, Monday - Friday 9am - 5.30pm

028 7211 5786

homevisits.ballymena.uk@specsavers.com

Our Services

We offer a full and thorough eye examination to assess vision and overall eye health, using equipment specially designed for this service, and accommodating a patient's needs to ensure they are comfortable.

Who qualifies for a home eye test?

To be eligible for a home visit, someone might;

Have a condition that stops them from leaving home unaccompanied due to poor health or

Be living with a diagnosed mental health condition that prevents them from leaving home without the assistance of another person or

be housebound or bedbound due to a physical disability.

Our team will speak to the patient or their caregiver to determine eligibility and whether they also qualify for an NHS funded eye test.

Haemochromatosis and Blood Donation

National blood donation services would like you to encourage eligible patients & carriers with haemochromatosis to come and donate blood.

Carriers of a single HFE gene mutation don't require referral to donate blood, however, those affected require a formal referral to be completed with a recommendation on the donation frequency. By donating blood you can support the NIBTS against the increasing blood demands

Please note that blood donation can be booked through the online booking system, where donors can pick and choose dates and times in advance, but on occasions donors can be discouraged to donate, based on our blood stock level or the requirement of their blood group.

[Can I Donate? – Northern Ireland Blood Transfusion Service \(hscni.net\)](#)

[Online booking for blood donation appointments – Northern Ireland Blood Transfusion Service \(hscni.net\)](#)

[Haemochromatosis Hospital Consultant/GP referral form – Northern Ireland Blood Transfusion Service \(hscni.net\)](#)

Contact number for queries: 08085534653



WORLD PATIENT SAFETY DAY

Launch of NI Yellow Card Centre

17th September 2023

This year's World Patient Safety Day in Northern Ireland will have a particular focus on the launch of a Northern Ireland Yellow Card Centre.

The work of the Yellow Card Centre forms an integral part of the Department of Health's strategy to meet the WHO 'Medication Without Harm' challenge.

The NI strategy commits to work with health and social care providers, patient groups, community and voluntary organisations to raise public awareness of the benefits of reporting medication issues, and support patients and carers to report any issues and concerns by addressing barriers to reporting. The establishment of a Yellow Card Centre Northern Ireland is a key step to meet these commitments and improve medication safety within Northern Ireland.

The Yellow Card Centre (YCC) Northern Ireland will be the sixth UK regional monitoring centre and will be a regional centre for all of NI based in the Belfast Health and Social Care Trust with a multidisciplinary team of staff who will provide advice on Yellow Card reporting for healthcare products and offer education and training sessions about suspected ADRs to all healthcare professionals and patient groups.

Look out for social media messages introducing YCC Northern Ireland ahead of the WPS day around the 17 September 2023, with further information on events to take place from September onwards.

ONLINE DAILY TRIAGE REQUESTS

Can be accessed via Patent Services from
8.30am Mon – Friday until capacity is full or until
10.30am, which ever comes first.

Remember to include your
telephone number to allow us to
call you back

Tell us if you can't attend the
surgery for an appointment that
day, to indicate your availability

Please provide information and
issues you would like to discuss to
ensure appropriate time is allocated





PRIMARY CARE MEDICAL ADMINISTRATION

- East Antrim GP Federation & NRC new partnership
- Placements throughout EA GP Practices
- 1 year part time course
- 12th September 2023 - 11th June 2024



[View further course details here](#)

ABOUT

The Level 2 Diploma will teach you all the vital skills you need to act as a link between patient and doctor. You will learn how to integrate the theory of medical terminology, complete administrative and technical tasks in an accurate and timely manner, including compiling confidential letters, typing reports for patient records, and keeping the office running efficiently. You will gain the professional expertise required to work within the medical profession.



Shingles vaccination

Who is eligible for the vaccine?

50 and over and identified as having a severely weakened immune system

Two doses of Shingrix®, 2 months to 6 months apart.

Age 65 on 1st September

Two doses of Shingrix®, 2 months to 6 months apart.

Age 70 on 1st September

Two doses of Shingrix®, 2 months to 6 months apart.

Age 71-79 never vaccinated

Either one dose of Zostavax® or two doses of Shingrix®, 2 months to 6 months apart.

Age 80 or over

No longer eligible for first dose, but if you have already received one dose of Shingrix, you may still receive a second dose up to your 81st birthday.

www.pha.site/shingles



Public Health
Agency

More people will become eligible for the shingles vaccination from September

The PHA has announced plans to roll out the shingles vaccine to even more people from September 2023. This will give more older people and those with a weaker immune system protection against shingles which can be an extremely painful condition and complications can be long-lasting.

Read more [Add a little bit of body text.](#)

Covid and Flu Vaccinations Autumn 2023

Covid/Flu vaccination appointments will be available to book on line through patient services as soon as confirmation of vaccine delivery is received by the Practice. Patients will then be able to book an appointment on line or through reception. Over 65 and immunosuppressed patients will be prioritised to start. For updates keep an eye on our website.

Public Health Agency advise that COVID-19 infections reduced to a low level in Northern Ireland during early summer 2023. At the end of June and in early July, the number of hospital admissions with COVID-19 was at the lowest level since June 2021. The number of people who were admitted to hospital with COVID-19 has risen again in recent weeks, but still remains at relatively low levels compared with the last two years, although it may rise further. In the last year, there has been a wave of COVID-19 infection every three to four months.

The increases are due to waning immunity and the evolution of the virus. Each vaccine campaign and wave of infections increases the number of people who have immunity, so the rate of serious infections then falls again.

The best thing that people can do to protect themselves from COVID-19, if they are eligible, is to take advantage of the COVID-19 vaccination programme this autumn/winter to reduce their chance of having a severe infection.

The Department of Health announced at the beginning of August who will be offered COVID-19 booster vaccination this autumn. Read more at www.health-ni.gov.uk/news/eligible-groups-covid-19-autumn-booster-announced. For further information see nidirect.gov.uk/covid-vaccine.

Secondary Care Requested Tests or Investigations

Follow up blood tests or investigations requested by hospital clinical staff must be booked through hospital phlebotomy hubs to ensure the results go back to the ordering clinician for follow up.



When a GP refers a patient to a hospital department, it is because the clinician there has the specialist knowledge to treat the patients medical condition. Sometimes, hospital clinicians will ask patient to contact the surgery to arrange follow up bloods or investigations.

As per Suggestion received from a patient

Unfortunately, due to current pressures within general practice, there is no capacity to book secondary care blood tests into already stretched treatment room appointments.

Patients are therefor respectfully asked to contact the phlebotomy hub directly using the following contact information to book their appointment.

Whiteabbey Hospital 02890 552 619

Moyle Hospital 02828 266 186