## Meadowbridge

SURGERY

**DECEMBER 2023** 



### **Highlights**

Christmas Closure Information

**November Statistics** 

Little Orange Book - Teeth and Teething

Meet our Team

**Surgery News** 

Self Care Forum - Back Pain

## NORTHERN TRUST HOSPITAL WAITING TIMES

Go to www.meadowbridgesurgery.co.uk for the latest hospital appointment waiting times. The information provided includes a number of hospital departments and time frames provided are an estimate of how long patients can expect to wait for an appointment. These time frames are updated monthly.





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.

**61.43%** of our patients are already registered. **5,649** out of **9183** patients are using the service regularly. Users can request prescriptions, request daily triages (until capacity is full) and send non urgent instant messages.



www.meadowbridgesurgery.co.uk

Patients can sign up to receive the practice newsletter to their email each month.

Go to the home page and select Surgery News. Scroll to the bottom of the page, where you will be asked to provide an email address.

IN NOVEMBER 2023, 11 PATIENTS
SIGNED UP TO RECEIVE OUR BULLETN.

Between 216 and 560 people viewed our website per day

SIGNUP
FOR OUR
BULLETIN





### PRACTICE STATISTICS













1,308

**254** 



Appointments booked in the Treatment Room

Appointments booked and not attended by patient



2,340

2,367



Daily Triage Slots actioned by a Clinician

Hospital letters actioned by Practice staff



4,460

Prescriptions ordered via Patient Services Online 10,794

Incoming Telephone Calls to the Practice





### PRACTICE STATISTICS











12,407

**50** 



Home Visits by a GP

General Administration
Tasks



4,247

4,036



Telephone calls from Patients

Face to Face Surgery consultations



3,057

Telephone calls to Patients

3,486



### **TEETH AND TEETHING**

#### USUALLY MANAGED AT HOME WITH SELF CARE

Page 42 How to look after your children's teeth to stop them getting rotten



Page 43 Teething

Page 43 Seeing a dentist for the first time

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

Page 44 What is Tooth Decay?

Page 44 What should I do if my child has toothache or damages



Page 44 When to seek urgent help





If your child has sweets as a treat, it's better for their teeth if they eat them as their one extra sugary snack in the day instead of spreading them out into lots of smaller snacks throughout the day.

### How to look after your children's teeth to stop them getting rotten



Children should have their teeth brushed for 2 minutes. twice a day, morning and night. Download free 'Brush DJ' app from NHS app library for advice and 2 mins. of music to help brushing.

- Remember to 'spit don't rinse' at the end of brushing.
- Children up to age 7 should have their teeth brushed for them or be supervised by a parent or carer.
- Use a thin smear (under 3 years) and pea-sized amount (over 3 years) of toothpaste with at least 1000ppm fluoride (ask dentist/pharmacist if unsure).
- Whole pieces of fruit and unsweetened milk have natural forms of sugar and don't cause decay.
- Sugar (causing decay) is found in lots of food/drink (including 'healthy foods' like fruit juice and yoghurt), check ingredients for things ending in 'ose', such as glucose and corn syrup which are all sugars.
- Your child should only have sugar four times a day including meals and drinks; three meals and one extra snack containing sugar and only water or milk to drink except at meal times.



## MEET OUR TEAM MEET OUR TEAM MEET OUR TEAM MEET OUR TEAM MEET OUR TEAM

# 4th Year Medical Students Queens University

As a teaching practice patients may be offered an appointment with a GP accompanied by medical students. Patient consent will be requested and can be declined.

# 4th Year Medical Students Queens University

If you have been about the practice recently you might have already seen us, but we wanted to introduce ourselves properly through the bulletin. Our names are Carmen and Erin and we are Fourth Year Medical Students at Queen's University Belfast. As part of our medical degree, we are required to complete a placement at a GP practice, and Meadowbridge Surgery has kindly allowed us to do our placement here for the year. We will be here for eight weeks in total split up into four 2-week blocks throughout the year. You may also get to meet some of the other Queen's University Medical Students whilst in the practice as we rotate placement weeks.

During our placement here, we would be grateful for the opportunity to observe or lead consultations with any patients as we have found that the best way to learn is through practice. Additionally, you might meet us in the treatment room, as we also are able to practise various procedures such as taking bloods, doing blood pressure measurements, performing ECG's and taking general observations such as temperature and heart rate. We will always ask for your consent and if you are comfortable at the beginning of any procedure.

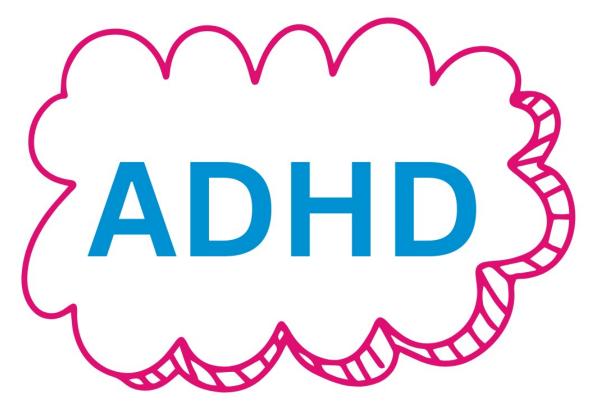
During our placement week, we may also be timetabled to go out on home visits to meet patients in their own environment and learn about how they are living with chronic medical conditions. You will receive a call from the GP before any visit is scheduled and they will always ask for your permission to allow us to come out to see you. We also have the chance to do telephone consultations in regards to reviewing your medications, in which you can tell us if you have any concerns or would like any changes to be made. Sometimes we have the opportunity to sit in on specialist clinics that we are not usually able to observe in the hospital, such as the baby clinic that runs every Tuesday afternoon. In this clinic, we get to practise doing eight-week-old baby checks (supervised by one of the GPs) and we learn about the children's vaccination schedule, as this is where your baby may come to get their vaccines.

We are always very appreciative when any patients allow us the chance to be present during their consultations. We would like to reassure you that during our placement here, anything that is said or observed by us in the practice is strictly confidential and will not be spoken about elsewhere. However, if you do not feel comfortable with having Medical Students in the room please do not be afraid to ask the GP for us to step out for the duration of your consultation – we are very understanding!

We are looking forward to meeting you! Thank you for your continuing cooperation and understanding, as every patient encounter

we have will help us to become better doctors in the future.

ADHD, or Attention-Deficit Hyperactivity Disorder, is more common than you might think, affecting both children and adults. It's crucial to recognise the symptoms for early diagnosis and support.



Awareness and understanding are the first steps toward support and management. If you or someone you know is experiencing these symptoms, seeking professional guidance can make a world of difference. Let's spread awareness and empathy.

For more information, go to https://www.adhdfoundation.org.uk



### We have a new wheelchair!

Thanks to a very kind donation from a patient, we are now in possession of a brand new wheelchair for our patients to use. We are very grateful for this incredibly kind gesture.



### **GP Appointments**

When requesting an appointment via triage, please ensure to tell admin staff if you are able to attend an appointment, to avoid unnecessary telephone calls.



### **Books Wanted**

We kindly ask for a donation of £1 for each book purchased. Please place any suggestions in the donation money tin of any small local charities you would like to be considered for a future donation.

## Nourishing Drinks Recipe Ideas Information for Patients and Relatives

For more information, go to www.meadowbridgesurgery.co.uk



If you have a small appetite or have noticed recent weight loss, you may need some additional nourishment. It can be easier to have a high calorie drink. Some drinks fill you up without providing much nourishment. This leaflet contains simple recipes for delicious nourishing drinks.

All the ingredients are low cost and can be found in most household cupboards.

https://www.publichealth.hscni.net/sites/default/files/2023 07/Nourishing%20Drinks%20Recipe%20Ideas%200623.pdf

## **Patient Self Care Forum**

## Back Pain

**What is lower back pain?** Lower back pain describes tension, soreness and/or stiffness in the lower back, in most cases without a specific underlying cause.

How common is back pain? Lower back pain affects 8 out of 10 people in the UK at some time in their life.

Are my symptoms likely to be serious? No, lower back pain is rarely due to a serious underlying cause, even if you are in quite a lot of pain. See 'When to seek medical advice' over the page.

**Do I need to rest?** Backs are made for moving. Despite your pain, try and get back to normal activities as soon as you can – the sooner, the better.

How long are my symptoms likely to last? Your back is likely to get better by itself, but you may experience occasional twinges and aches for weeks and months. 60% of people recover within 6 weeks. 80-90% recover within 12 weeks.
 Do I need any medical treatment or surgery? Back pain usually gets better without medical treatment or surgery, even when a 'slipped disc' is responsible.

Will I need further tests? You are unlikely to need X-rays or any other tests.

#### What can I do to get myself better - now and in the future?

Back exercises: Simple back exercises, improving your posture, yoga and the Alexander Technique can be helpful.
Keep moving: Avoid lying down and remain active as much as possible, even if you are uncomfortable. This will not harm your back, and you can expect to get better more quickly. Stay positive and keep doing things you enjoy
Heat and cold: A hot bath or hot water bottle can ease pain from tense muscles, while cold from an ice pack or a bag of frozen peas (wrap in a wet cloth and apply to the painful area) can help relieve discomfort from sudden back pain

# MBS Online

Patient Information Notice



The practice email or on-line patient services email is strictly for non clinical symptom requests.

Clinical symptoms must be made through the on-line triage appointment option or by contacting us by telephone from 8.30am daily.

