

Meadowbridge SURGERY

November 2023

Highlights

October Statistics

The Little Orange Book -
Chicken Pox

Meet our Team - Diane
Lavery, Practice Manager

MBS news - useful
practice information

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WHO Mental Health
Updates

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.



Children aged 5 – 16 years old in a clinical risk group may be eligible for vaccination and they can attend a Trust clinic to receive the vaccine. See our website for further clinical risk group information.

Any other patients in a clinical risk group can now book their Covid and Flu vaccination at the Practice via online patient services or through reception.

www.meadowbridgesurgery.co.uk

Recent information added to our website includes;

- Meningitis: Am I At Risk?
Symptoms to watch out for!
- Covid and Flu Vaccination Information
Am I eligible?
- Practice Newsletter
All the latest practice information in one place

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 OCTOBER 2023, 11 PATIENTS SIGNED UP TO RECEIVE OUR BULLETN.

Between 216 and 560 people viewed our website per day



**SIGN UP
FOR OUR
BULLETIN**

PRACTICE STATISTICS

OCTOBER 2023



1,308

Appointments booked in
the Treatment Room

254



Appointments booked and not
attended by patient



2,340

Daily Triage Slots actioned by a
Clinician

2,367



Hospital letters
actioned by Practice staff



4,460

Prescriptions ordered via Patient
Services Online

10,794



Incoming Telephone Calls to the
Practice

PRACTICE STATISTICS

OCTOBER 2023



12,407

General Administration
Tasks

50



Home Visits by a GP



4,247

Face to Face Surgery consultations

4,036



Telephone calls from Patients



3,057

Telephone calls to Patients

3,486



Patient results reviewed

THE LITTLE ORANGE BOOK

USUALLY MANAGED AT HOME WITH SELF CARE

- Page 30 Nappy rash
- Page 31 Chicken pox
- Page 32 Dry skin patches (eczema) | Hand, Foot and Mouth
- Page 33 Molluscum contagiosum | Warts

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

- Page 33 Impetigo
- Page 34 Scarlet fever | Measles

WHEN TO SEEK URGENT HELP

- Page 34 Meningitis

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)

Chicken pox



SELF CARE



USUAL LENGTH OF ILLNESS



OFF NURSERY OR SCHOOL?

Stay off school /nursery until all the spots have crusted over (5-7 days).

- Chicken pox starts as a flu-like illness for a few days before the rash appears.
- The rash begins with small, itchy red spots, which become very itchy blisters after about 12 hours.
- After another 1-2 days, the blisters go cloudy and start to dry and crust over.
- New spots can keep appearing for 3-5 days after the rash begins.
- After 1-2 weeks, the crusting skin will fall off naturally.
- To help symptoms:

For itchy skin: Apply calamine lotion, cooling gels (available in pharmacies and supermarkets). You can also use a handful of bicarbonate of soda in a luke-warm bath. Keep your child's nails short. An antihistamine medicine from the pharmacy can also lessen the itching.

For fever: If your child is unhappy with fever then use paracetamol at the recommended dose. **Avoid ibuprofen** as this can sometimes cause skin reactions in children with chicken pox. Never use aspirin.



MEET OUR TEAM

Diane Lavery – Practice Manager

My name is Mrs Diane Lavery and I have been the Practice Manager at Meadowbridge Surgery since April 2011. I started working at the Practice in 1992 as a part time clerical officer and through ongoing support and training have progressed through different roles to my current role now as Practice Manger.

Currently 5 GP partners own the Practice and employ myself, 5 salaried GPs, a Nurse Practitioner, Practice Nurse, Health Care Assistant, Depression Counsellor & large Patient Services team. We also have Pharmacists and Treatment Room staff attached and working at the practice and work closely with Allied Professionals such as District Nurses, Palliative Teams, Health Visitors, Chemists, Nursing Homes as well as secondary care and community staff on a daily basis.

We are a training practice and provide placements for NIMDTA doctors and Queens 4th & 5th year medical students in support of securing future GPs within General Practice.

As Practice Manager I have a vital role in ensuring the practice runs efficiently delivering high-quality patient care and staying compliant with regulatory requirements. I am also responsible for the practice's administrative, financial and operational aspects, and fostering a positive work environment with career opportunities for our staff

In recent years patient feedback has been noted with additional staff procured, a new telephone system installed, additional telephone lines added, on-line services introduced, SMS invites generated and all working towards a satisfying experience for patients.

SURGERY NEWS

PATIENT BLOOD TYPE

The practice do not hold a record of a patient's blood type. Unfortunately this is not something that can be performed at the practice.

Patients can avail of this service via Northern Ireland Blood Transfusion Service

PRESCRIPTION TIME FRAME

Please be aware that there is a time frame of 3 working days for repeat prescriptions to be delivered to your nominated pharmacy.

Patients can order up to 1 week in advance and can do so via patient online services, your nominated pharmacy or via the box in reception.

WEDNESDAY AFTERNOONS

The practice runs an emergency only service from 12 o'clock every Wednesday afternoon.

The reception doors remain open for non urgent queries, prescription ordering and patient collections.

Normal service resumes at 8.30am the following day.



Stress Control Online

Stress is a normal reaction to the rapidly changing and uncertain times we are all living in at the moment. If you are feeling a bit more stressed than usual and would like to learn some great ways, free-of-charge, to deal with common problems like anxiety, depression, panicky feelings, poor sleep and poor wellbeing then come along to our online Stress Control class.

'Stress Control' is a six-session cognitive-behavioural therapy class used extensively in community-settings by the NHS (UK) and HSE (Ireland) and across the world. You can find out more here: <https://ni.stresscontrol.org/>

Stress Control will come to you and live stream the sessions. Each session will be available on the YouTube channel from 9am and will remain available until 8am the morning of the next session. E.g. Session One will be available from 9am Monday 6th November and be taken down at 8am Thursday 9th September, Session Two will then premiere at 9am.

The sessions will be led by Dr Jim White, consultant clinical psychologist, who created the class and who has taught most of the NHS (UK) and HSE (Ireland) trainers who would normally be running classes across the country.

Go to <https://ni.stresscontrol.org/> where you can learn more about the class and get the dates. Everything you need to successfully complete the class – the booklets, self-assessment, relaxation and mindfulness – can be found in the 'Free zone'. If you can, please read, and start working on, the booklets in the 'Preparing for the course' section before Session 1.

On the homepage, click on the 'Stress Control Online' link to access our YouTube channel where the classes will be available to view at the scheduled times. If you click the 'Subscribe' button on our YouTube page (free), you will receive notifications when a new session is available. You can also follow this link:

<https://www.youtube.com/channel/UCdCfzKgmXbB30baWLV6L5-g>

The session will begin exactly on time, so make sure you are there from the start. Sessions run for about 90 minutes and there will be a 10-minute break in the middle.

Each session is one piece of the jigsaw in tackling your Stress. By coming to each class, the jigsaw will form, and the big picture can emerge, making you better able to handle your stress. This is cognitive-behavioural therapy so it is crucial you practice the skills you will learn between sessions. All links are available at www.meadowbridgesurgery.co.uk

Take control with Stress Control

Session 1: What is Stress?

Monday 6th November
9am
(available until 8am Thursday 9th)

Session 2: Controlling your body

Thursday 9th November
9am
(available until 8am Monday 13th)

Session 3: Controlling your thoughts

Monday 13th November
9am
(available until 8am Thursday 16th)

Session 4: Controlling your actions

Thursday 16th November
9am
(available until 8am Monday 20th)

Session 5: Controlling panicky feelings
Getting a good nights sleep

Monday 20th November
9am
(available until 8am Thursday 23rd)

Session 6: Boosting you wellbeing
Controlling your future

Thursday 23rd November
9am
(available until 8am Monday 27th)

Everything you need can be found at <https://ni.stresscontrol.org/>


- Please note the chat box will be monitored by the stress control team during the premier


WHO Mental Health Update


Managing Stress


Stress is feeling anxious due to tough situations. Everyone experiences stress, but how we manage it impacts our overall well-being.


Ways to manage stress


Keep a daily routine – A daily schedule can help us feel in control 

Get plenty of sleep – Getting enough sleep is important for body and mind 

Connect with others – Keep in touch with loved ones and share your concerns and feelings 

Eat healthy – Eat a balanced diet and at regular intervals 

Exercise regularly – Daily exercise such as walking can reduce stress 

Limit time following news – Too much time following news on TV and social media can increase stress for some people 



Better Days

Pain Support Programme

Supporting people
to self-manage their
pain and live better
and happier lives

Do you live with chronic pain?

“ My pain had overwhelmed me
and I had lost my confidence
and drive.

This course has built my confidence and
improved my motivation and self-worth.

I am now more confident in being able
to manage my own pain and I
have a more positive outlook

Carole, 53, Belfast



For more information contact

Natasha Moore | Pain Programme Co-ordinator
E: nmoore@lorag.org | T: 028 90312377 ext.2
M: 07939406277



Better Days
Pain Support Programme



Topics include:

Mental Health

Sleep

Pain Toolkit

Self Care

Understanding Pain

Pharmacist Session

Relaxation & Breathing

Gentle Movement & Exercise

Nutrition

Peer Led Session

For more information please contact us.

Details overleaf



Department of
Health
An Roinn Sláinte
Mánnystrie O Poustie
www.health-ni.gov.uk



**Public Health
Agency**
Project supported by the PHA



Healthy Living Centre Alliance



**Health and
Social Care**