

Meadowbridge SURGERY

WELCOME TO OUR

Monthly Newsletter

APRIL 2025



MS Awareness Week

28th April – 4th May 2025

This year the theme for MS Awareness Week will be MS conversations – and we want to hear from you! Whether it's talking to a family member about their diagnosis or asking an employer for support.

Finding the right words might be hard, but it doesn't have to be. Through this campaign we want to show people that talking about MS can be empowering and helps to educate others about the condition.

Have you had a memorable or significant MS conversation you'd like to share in the media? Do you have some top tips on how to talk about MS with friends, family or at work? Email press@mssociety.org.uk and we'll get back to you.

Better Days

PAIN SUPPORT PROGRAMME

One in five of us in Northern Ireland live with long-term pain.*

The Better Days Pain Support Programme helps people living with long-term pain to self-manage their pain and live better and happier lives. For more information or to book onto the next programme at your local Healthy Living Centre visit: www.hlcalliance.org/page/pain-support-book-now





MEADOWBRIDGE SURGERY

EASTER

**PRACTICE
CLOSURE DATES**

MONDAY 21ST APRIL 2025
TUESDAY 22ND APRIL 2025

Please ensure you have ordered and collected all medications in good time before the closure dates.

When closed, if you need to speak to someone about a medical emergency - out of hours - please contact Dalriada Urgent Care on 02825663000.

DATES FOR YOUR DIARY

Stress Awareness Month – April 2025

The aim of stress awareness month is to educate the public about the causes and effects of stress. Promote effective stress management techniques and to encourage open conversations around stress. This years theme is lead with love, a powerful call to action rooted in the principles of Unconditional Positive Regard. A wide range of resources and further information are available at <https://www.stress.org.uk/stress-awareness-month-2025/>

World Parkinson's Day – Fri 11th April 2025

Parkinson's UK operate in Northern Ireland with staff and volunteers based in the community. Wherever you live, they can help you find local information, activities, in person and online, providing support to patients and their loved ones. For more information, you can email northernireland@parkinsons.org.uk or telephone 02890923370. For further information and to access support, go to <https://www.parkinsons.org.uk/about-us/parkinsons-uk-northern-ireland>

IBS Awareness Month – April 2025

IBS is thought to be caused by the gut and brain over-communicating. In other words, talking to one another too much. Symptoms can include abdominal pain, pooing mucus, constipation, diarrhoea and/or a mixture of both. IBS can happen at any age but the usual age for patients to seek advice is between 20 and 40. There are often many presumptions and misunderstandings when it comes to IBS. Not every illness is visible and you don't have to look a certain way to have IBS. It's time to encourage conversations about our toilet habits, because going to the toilet is really one of the most natural processes out there, which is common to us all. For more info go to www.gutscharity.org.





ARE YOU A PARENT OR CAREGIVER?

DOES YOUR CHILD HAVE AN AUTISM DIAGNOSIS OR ARE THEY WAITING FOR AN ASSESSMENT?

Please come along to an Autism Information Cafe. For parents or caregivers of children under 16 with an autism diagnosis or awaiting assessment.

Wed 2 April 2025
Joey Dunlop Leisure Centre, Ballymoney

Thurs 29 May 2025
Cookstown Leisure Centre

Wed 8 October 2025
The Braid Arts Centre, Ballymena

Thurs 3 February 2026
Mossley Mill, Newtownabbey

All events will run from 10am – 12noon, bringing together professionals and organisations who can provide relevant information and support.

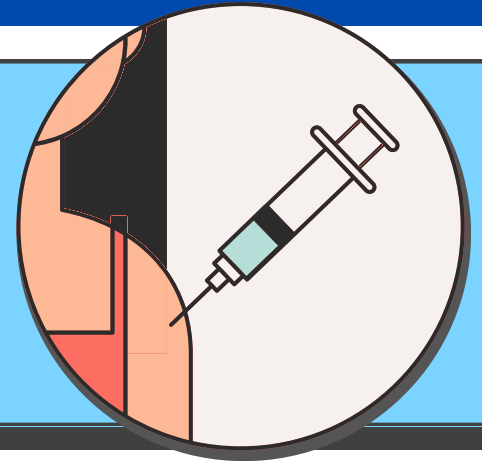
There is no need to register in advance, simply drop in on the day.

Spring 2025 Covid Booster Vaccination Campaign

Appointments will be available to book on line or via reception from 15th April 2025

Eligible Groups will be invited to attend Meadowbridge Surgery as follows:

- Patients 75 years and older - born on or before 30 June 1950.
- Patients aged 18 yrs+ - born after 30 June 2007 who are immunosuppressed



Immunosuppressed children born 1 July 2007 to 30 June 2019 will be invited to Trust Led Clinics.

As will children 6m - 4 yrs who are immunosuppressed.



Patients in Care Homes will be attended by community pharmacy teams.

House bound teams will be out to those who are strictly housebound (can not leave the house) dates to be confirmed.





Business Services
Organisation

Interpreting Service



Information for Patients

Do you require an Interpreter?

HSC Interpreters are:

- ✓ Free of Charge
- ✓ Available 24 hours, 7 days per week
- ✓ Trained, accredited and qualified
- ✓ Bound by confidentiality

Interpreters work within the confines of an agreement with Health and Social Care NI (Northern Ireland), therefore are professional and discreet.

To request an Interpreter please contact your healthcare provider directly. For further information visit our website:



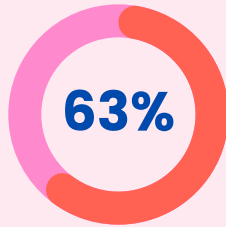
Business Services
Organisation



Website: <https://bso.hscni.net/>
Email: interpreting@hscni.net

MBS Online Statistics

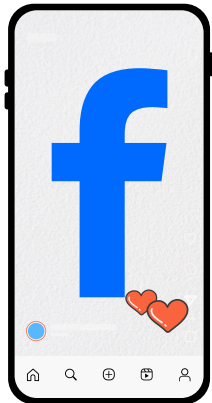
Patients Registered for Patient Online Services



To register for this service, send an email to reception.z00382@gp.hscni.net including your name and date of birth. You will receive a registration token.



Total newsletter subscriptions



105,327
Facebook
views in last
28 days

1,469
Website views

34 **NEW**
Newsletter
subscriptions
in March

MARCH STATISTICS

An summary of work output throughout the month of March by all practice staff.

MEADOWBRIDGE SURGERY | 2025

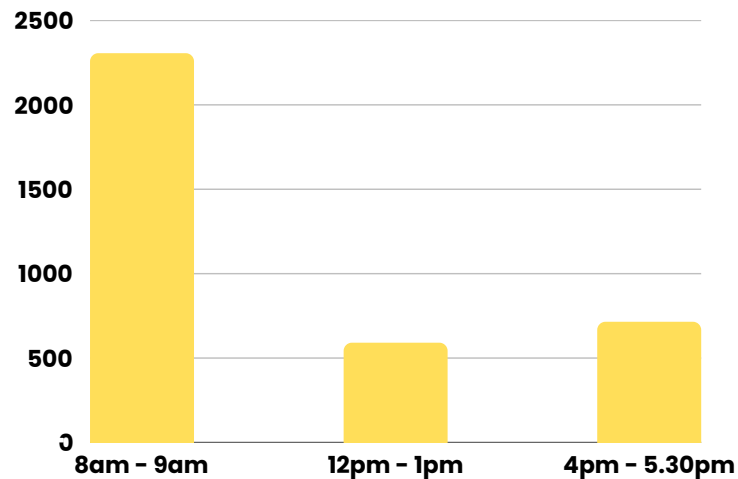
TELEPHONE STATISTICS

8,528

Incoming Telephone Calls to the Practice



AVERAGE CALLS RECEIVED HOURLY



Average Patient Wait Time once in the queue

3 minutes 02 seconds



DAILY TRIAGE AREAS



40

Patient Home Visits by a GP

2,819



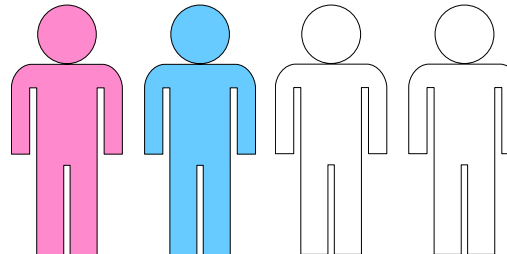
Face to Face Appointments

1,989



Triage call back to Patients

APPOINTMENTS BOOKED AND NOT ATTENDED



107

These are appointments that have been wasted and could have been offered to another patient.

ADMINISTRATION TASKS



2,039

Hospital letters actioned by Practice staff



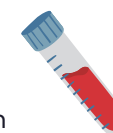
5,747

Prescriptions Issued



15,046

General Admin Tasks by Clinical and Admin Team



2,544

Patient Results Reviewed

Do you have a concern about the health, or social care, you or someone you care for has received?

The Patient + Client Council can provide you with support and advice

Who we are and what we do

The Patient and Client Council (PCC) was created on 1st April 2009 as part of the reform of Health and Social Care (HSC) in Northern Ireland.

The legislation which established the Patient and Client Council can be found at the following links:

- [Health and Social Care \(Reform\) Act \(Northern Ireland\) 2009](#)
- [The Patient and Client Council \(Membership and Procedure\) Regulations \(Northern Ireland\) 2009](#)

With respect to health and social care services, the PCC:

- [represents the interests of the public;](#)
- [promotes the involvement of the public;](#)
- [assists people making or intending to make a complaint;](#)
- [promotes the provision by HSC bodies of advice and information to the public about the design, commissioning and delivery of services;](#)
- [undertakes research into the best methods and practices for consulting and engaging the public.](#)

How we work

We all use, need and value Health and Social Care services in Northern Ireland. However, we know the system can sometimes be complicated, and you may have concerns about the care that you, or someone you care for, has received.

We are here to listen and to help.

We have a team of trained practitioners, who will help you to find a solution or raise your concerns appropriately.

Our focus is on developing and delivering our services under four broad pillars: [PCC Connect](#), [PCC Engage](#), [PCC Support](#) and [PCC Impact](#).

Contact Us

- Call [0800 917 0222](tel:08009170222)
- Completing our [Online Contact Form](#)
- Emailing info@pcc-ni.net
- Post to Freepost, Patient and Client Council

Office Locations

Northern Area Office:

Patient and Client Council, County Hall, 182 Galgorm Road, Ballymena, BT42 1QB

ASTHMA

Asthma is a long-term lung condition. It affects the airways (breathing tubes) that carry air in and out of your lungs, causing them to become swollen (inflamed). This makes the airways narrower so less air gets into and out of the lungs. Asthma is a common condition. In the UK, 7.2 million people have asthma. This is about 8 in every 100 people. People with asthma can get symptoms like wheezing, breathlessness, a cough or a tight chest. Sometimes symptoms can get worse quickly. This is an asthma attack.

Most people can keep their asthma under control when they take their medicines as prescribed.

When asthma is not well controlled, or for people with severe asthma, asthma attacks happen more often and are more severe. Asthma attacks are serious and can be life-threatening.

What Causes Asthma?

We do not fully understand what causes asthma. Asthma often starts in childhood, but adults can develop asthma too. Some causes are:

- Allergies
- Family History
- Childhood Illness
- Second hand smoke

If you have any symptoms including coughing, wheezing, breathlessness or a tight chest, book an appointment with your GP or nurse as soon as possible.



Asthma Treatments

There's no cure for asthma, but with the right treatments and support most people can get on with their lives without symptoms.

The aim of asthma treatment is to control symptoms, improve lung function, and prevent asthma attacks.

Your doctor or asthma nurse aims to do this using the lowest dose of medicine possible, and to find the best treatment plan for you and your asthma.

If your medicines are working well, you should expect:

- no symptoms during the day
- better sleep because symptoms are not waking you up at night
- less need for your reliever inhaler
- no asthma attacks
- good lung function
- to be able to get on with daily life (including exercise) without asthma symptoms getting in the way

For more information, please go to www.asthmaandlung.org.uk/