



# Pulse 6

SPRING 2015

Sandy Lane GP Surgery Newsletter



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**Dr Masud  
Dr Aghel  
Dr Qureshi  
Dr Pirwani**

## Opening times:

Monday to  
Friday  
8.00am-6.30pm

Saturday once a  
Month. Ask at  
Reception for  
details.

The practice closes at  
12pm every fourth  
Wednesday of the  
month for staff  
training

*When the Surgery  
is closed and it  
cannot wait until it  
next opens, the  
"Out of Hours"  
number to phone  
is:*  
**111**

## What the future holds?

The NHS could save £2 billion by 2020 by getting people more involved in their own healthcare by using new technology. This could include dedicated social networking sites and apps which give patients access to forums to share information and "virtual" primary care.

New technology could also allow patients to do jobs previously carried out by clinicians, just as people with diabetes do by measuring their own blood sugar levels.

In a report from "Reform" it suggests a number of methods that could be used to improve the NHS, such as the a health and vitality programme which provides incentives for healthy behaviour. Members earn points for going to the gym, enrolling in programmes to quit smoking and buying healthy foods in partner supermarkets. There are also links to online communities

such as *PatientsLikeMe*, which enables patients to meet others with similar conditions and share their experiences.

76% of adults are now accessing the internet every day making it clear that new technology has the potential to become a valuable health tool.



## Are You Satisfied?

Overall public satisfaction with the NHS increased to 65% in 2014 – the second highest level since the British Social Attitudes survey began in 1983. Dissatisfaction with the service fell to an all-time low of 15%.

GP services remain the most popular NHS service in terms of satisfaction, with 71% satisfied in 2014.

## Friends and Family Test

The NHS friends and family test (FFT) is an important opportunity for you to provide feedback on the services that provides care and treatment. Your feedback will help to improve the services available.

Please help by completing a FFT form. More returns greatly assist with gaining a full picture. We would like to improve the number of replies by at least 50%



The *Better Together* programme brings together all the health and social care organisations across our area to review and shape future health and social care services in Mid-Nottinghamshire. The aim is to ensure that you receive the best possible care with services that continue to meet future challenges and embrace the opportunities for improvement. Working together will build a better future.

The programme is involving all agencies, including the Police, Fire Service and Housing to ensure that it designs a service that will enable the professional staff to be responsive to the needs of those people who need care at a particular moment in time.

Self Care is part of the Better Together Programme and the new Nottinghamshire Help Yourself website is now live. Packed full of information, the site can help people find local support groups, search the wealth of community activities on offer across Nottinghamshire and much more. Access it by going to:

**[www.nottshelpyourself.org.uk](http://www.nottshelpyourself.org.uk)**

Self-care doesn't mean you get less help from your doctor. It's all about what else you can do alongside the medical professionals. Self-care means looking after yourself and your loved ones, whether that's taking medicine when you have a cold, or doing some exercise.



**Would you like some help to be able to use SystemOnline?**

**Save time, order repeat prescriptions and make appointments from the comfort of your own home.**

**Ask at Reception**



Together We Are Better (TWAB) is a new pilot service being trialed by Jigsaw in Mansfield and Ashfield.

They are trying to recruit people aged over 65 years, who live alone. The aim is to help find friendships for those who want to be involved.

An experienced member of the Jigsaw Support team will ask questions about interests, values and personality. Answers are then stored securely and confidentially and compared against other peoples' responses using a computer matching system.

If the computer finds a compatible match, we will let you know and, with your consent, we will agree how best to arrange an introduction.

This is a free service, specially designed for people aged over 65 years, who live alone – and it is the first one in the country.

In March our Surgery is to be inspected by CQC which is the independent health and adult social care regulator.

Their job is to make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage improvement.

This is achieved by monitoring, inspecting and regulating services to make sure they meet fundamental standards of quality and safety. The out-come is published, including performance ratings to help people choose care.

Our Summer edition will carry a summary of their findings.

## NHS Forward View For Mental Health Services

Mental illness is the single largest cause of disability in the UK and each year about one in four people suffer from a mental health problem.

Physical and mental health are closely connected, however, only around a quarter of those with mental health conditions are in treatment, and only 13% of the NHS budget goes on such treatments when mental illness accounts for almost a quarter of the total burden of disease.

Over the next five years the NHS must drive towards an equal response to mental and physical health, and towards the two being treated together.

NHS have already made a start, through the Improving Access to Psychological Therapies with double the number of people expanding access standards covering a comprehensive range of mental health services, including children's services, eating disorders, and those with bipolar conditions.

## Single Front Door

Over the next few months building work will begin at Kings Mill Hospital. The Single Front Door will bring together all the strands of urgent medical into one place.

Triaging will take place to enable patients to be seen as quickly as possible for the most suitable treatment option.

## Fry Day

A large portion of battered cod and chips contains a massive 1,385 calories and 77g of fat.

If you decide to walk it off it would require legging it to Southwell!



## NHS 111 Statistics – January 2015

There were 1,166,768 calls offered to the NHS 111 service in January 2015, or 38 thousand per day. This was fewer than the 1,398,166 in December 2014, but larger than every other month since NHS 111 started.

Of calls answered by NHS 111 in England in January 2015, 92.3% were answered within 60 seconds. This was more than in December 2014 (79.4%) but similar to the average for 2014 of (92.9%).

## Add Spring to your Step Get your head down

On average we sleep six-and-a-half hours a night, much less than the seven to nine hours recommended.



The Sleep Council aims to raise awareness of the importance of a good night's sleep for health and wellbeing.

## Tune-up the old engine

Milk and dairy products such as cheese, yoghurt and fromage frais are great sources of protein and vitamins A and B12. They're also an important source of calcium, which helps keep bones strong. Try to go for semi-skimmed or skimmed milk and low-fat yoghurts.



## Be a little more fruity

It can be tempting to fill up on unhealthy comfort food, but it's important to ensure you still have a healthy diet and include five portions of fruit and veg a day.

If you find yourself craving a sugary treat, try a juicy clementine or satsuma, or sweet dried fruits such as dates.



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01623 656055

Carrots, parsnips, swede and turnips can be roasted, mashed or made into soup for a comforting meal for the whole family.

## Stride it out

Get out, maybe try out a new activity – a bracing walk along the River Maun or catching the bus one stop later. Regular exercise helps control your weight and boost your immune system.



## Done any porridge lately?

Eating a warm bowlful of porridge on the few remaining cold morning is a delicious way to start the day, it also helps boost your intake of starchy foods and fibre which gives energy and helps you feel fuller for longer. Oats also contain lots of vital vitamins and minerals. Make your porridge with semi-skimmed or skimmed milk or water, and don't add sugar or salt. Add a few dried apricots, some raisins, a sliced banana or other fruit for extra flavour.



The Patient Participation Group [PPG] is always interested to hear you views and opinions by letter or email:  
[sandy-laneppg@live.co.uk](mailto:sandy-laneppg@live.co.uk)