



Welcome to *WellWellWell* from Seascale and Bootle Surgeries.
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COVID Boosters & Flu Jabs

Unfortunately this year we are not holding a flu or covid vaccination clinic. Patients from Copeland are able to go to Lowther Medical Centre on a Saturday morning, starting 30th September and you are able to get both covid & flu vaccinations there, you can also attend your local pharmacy. You can book your vaccinations for the local pharmacies by visiting:

FLU- <https://www.nhs.uk/conditions/vaccinations/book-flu-vaccination/>

COVID- <https://www.nhs.uk/nhs-services/covid-19-services/covid-19-vaccination-services/book-covid-19-vaccination/>

As with the last booster programme those eligible and without online access can call 119 to book an appointment. Lines are open Monday- Friday 08:30am-5pm

A team are being co-ordinated to go out and administer COVID boosters & Flu Vaccines to our housebound patients. This is yet to be confirmed when this will take place. We will update when we know more.

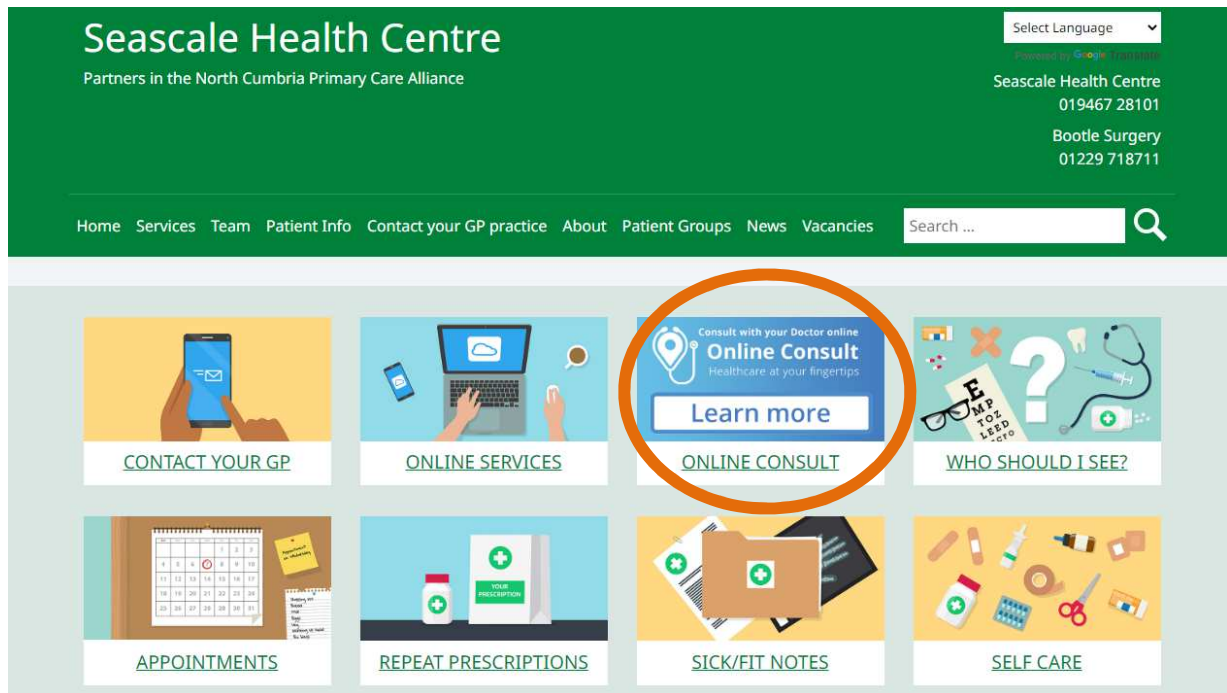
Primary Care Pressures

It's common knowledge that practices across the country are all feeling the strain as primary care demand is at an all-time high. We are no exception to this. As a rural practice with a sub-branch we all try our absolute best to accommodate our patient population which currently stands at **5939** patients across both sites.

Reception are trying to answer as many calls as physically possible during the day however when staff levels are low due to holidays or unexpected absences this can often leave one Receptionist by themselves as another is required to go to Bootle (excluding Fridays) which makes it difficult for the Receptionist to answer every single call that comes through to Seascale.

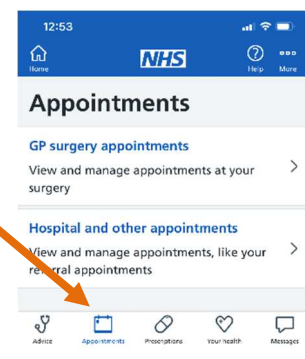
What can you do to help these pressures?

- Avoid Monday mornings unless your call is urgent. This is always the busiest day of the week, the phone lines ring off the hook all day and it's often the most difficult day to reach someone. This is the same the day after a bank holiday, we are always inundated with calls which aren't always urgent or could be actioned a different way.
- Did you know we have an online consultation service on our website?



With the online consultation feature you can submit requests for a large variety of ailments, as well as administration queries such as medical reports, GP letters and fit (sick) notes. All online consultation requests should be responded to within 48 hours (excluding weekends).

- Make use of the Minor Illness Service. Some ailments can be dealt with via the Community Pharmacy and we have the facility to refer patients to the Minor Illness Service for a consultation with the Pharmacist who will advise or provide medication if necessary. The Receptionist can create a referral which goes electronically to the Pharmacy and arranges a time slot for you to visit and get help and advice on specific conditions.
- UTI service – We have already mentioned this in a previous WWW however this is an excellent service and patients need to use it so it can stay! The service is only eligible to women aged 16-64. Don't forget to take a sample of urine to the community pharmacy with you.
- If you want to update information on your medical record such as your telephone number, address, name change or adding permission to allow us to share information with a family member/carer you can drop us an email nencicb-cu.seascalehc@nhs.net it is a quick and easy way of letting us know you want to make a change/update to your records. Our secretary team will get back to you promptly with any updates.
- Did you know you can view your upcoming hospital appointments in the NHS app? If you have access to the NHS app on your phone, tablet or computer you can view all upcoming hospital appointments and cancel your appointment if necessary.
- Plan ahead - Patients who need stitches removing by the nurse or dressings should book their appointment **the day you leave the hospital**. Please do not leave it until the last minute to arrange these appointments as it makes it increasingly difficult for us to squeeze you in.



Every year we celebrate World Mental Health Day on 10 October. The theme for 2023, set by the World Foundation of Mental Health, is 'Mental health is a universal human right'.

World Mental Health Day is about raising awareness of mental health and driving positive change for everyone's mental health.

It's also a chance to talk about mental health, how we need to look after it, and how important it is to get help if you are struggling.

Come together with friends, families or colleagues this World Mental Health Day, by holding a Tea & Talk!

Tips for talking about mental health-

- Choose someone you trust to talk to- This might be a friend, family member or a colleague. Or you might be more comfortable talking to someone you don't know, for example, through a support helpline. It can help to do a pros and cons list about talking to someone.
- This about the best place to talk- t's important to choose a place where you feel comfortable enough to open-up. You might want to choose somewhere private where you're less likely to be disturbed. You also might want to talk while you do an activity, like walking together.

Talking to some about their mental health-

- Find a good space to talk without distractions- If you're worried about someone, try to find a place where you know you can have a conversation without being distracted. Make sure to give them your full attention. It might help to switch off your phone.
- Listen and ask questions - Listening can be one of the most valuable ways to be there for someone. Show them that you're actively listening by facing them, making eye contact, and not interrupting. Questions can help you clarify what they mean and also show that you're actively listening. But make sure the questions are relevant to what they're saying, and not changing the subject.
- Ask how you can help- make suggestions, rather than telling them what to do next. They might want support with making a GP appointment, help around the house, or just for you to keep things normal and chat about what's going on in your life.



COPELAND WELLNESS SERVICE NICE
WHAT MATTERS TO YOU

Pre-Diabetes Information and Support Session

Take Control

November

7th 5-6.30pm

at

Seascale Surgery

Join us for an informal session around understanding Pre-Diabetes and how you can help yourself

Looking at healthier choices, getting more active and looking after your personal wellbeing

EAT HEALTHY

Call 01946 599998 to book a place



Thursday 12th October we will be closed for Staff Training from 1pm. Bootle closes at the regular time of 12:30 For out of hour's assistance you are advised to contact 111.



Sunday 29th October Don't forget to set your clocks back 1 hour!

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