

# Knightwick Surgery Newsletter



## Care Navigation is Here

At Knightwick Surgery we have introduced Care Navigation.

Over the past few weeks the reception team have been helping navigate all of our patients to see the appropriate clinician in the right time frame.

This is becoming quite successful, we are finding shorter telephone queues at 8am and fewer missed GP appointments, which has led to more appointments available for patients who need urgent medical care.

Whilst navigating our patients we are providing them with information about other services in our area, sometimes these services may be more appropriate for the nature of the call.

Training has been provided to the reception team to help navigate patients to the right clinician/service for individual patient needs.

We appreciate our patients support and understanding, as we go through this journey together.

Thank you.



**Spring 2024**  
Issue 65

## Don't forget

There are lots of Bank Holidays coming up :-

**Good Friday -  
29th March**

**Easter Monday -  
1st April**

**Early May Bank  
Holiday - 6th May**

**Spring Bank Holiday  
- 27th May**

The Surgery will not be open on these days, but if you need medical advice while we're closed, please call **111**.



... and the clocks will go forward an hour at 1am on Sunday 31st March.

## Explore the NHS app

Owned and run by the NHS, the NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet. Use the NHS App to:

- order repeat prescriptions
- book appointments
- get health advice
- View your NHS number

<https://www.nhs.uk/apps-library/nhs-app/>



**You know you want to quit.  
We know you can.**

It's never too late to quit smoking.  
Search 'smokefree' to get free quitting support this No Smoking Day - 13 March 2024.

Better Health Smoke free

**13 March is No Smoking Day**, but the date doesn't matter when you decide it's time to quit. Make today the start of your journey to quitting and celebrate your own No Smoking Day. Search 'smokefree' for free quitting support.



Drs Hinton, Moore & Ward

Visit [knightwicksurgery.com](https://knightwicksurgery.com) for the latest information and advice.

# Is it a GP thing?

Every year, millions of us visit our GP with minor health problems that can be easily resolved without a doctor's appointment.

It is estimated that every year, 50 million visits to the GP are made for minor ailments such as coughs and colds, mild eczema, and athlete's foot. By visiting your pharmacy instead, you could save yourself time and trouble.

## Self-care

Keeping a well stocked medicine cabinet at home can help you treat many minor ailments.

Colds, coughs, indigestion and many other minor complaints can all be treated with medicines that are available over the counter.

Your pharmacist can advise on what you might find useful to keep in your medicine cabinet.

Always follow the instructions on the medicine label and consult your doctor if the illness continues or becomes more severe.

## Your Local Pharmacist

Pharmacists offer professional free health advice at any time - you don't need an appointment.

From coughs and colds to aches and pains, they can give you expert help on everyday illnesses.

They can answer questions about prescribed and over-the-counter medicines.

Your local Pharmacist can also advise on healthy eating, weight loss and quitting smoking.

It is possible to purchase many medicines from the chemist without a prescription.

They may suggest you visit your GP for more serious symptoms.



Think pharmacy first

See your pharmacist

Help us help you

## NHS Walk-In Centres - dial 111 first

NHS Walk-In Centres offer convenient access to a range of NHS services for patients based in England only.

You can receive treatment for many ailments including:

- infection and rashes, fractures and lacerations,
- emergency contraception and advice,
- stomach upsets,
- cuts and bruises, or burns and strains.

NHS Walk In Centres treat around 3 million patients a year and have proved to be a successful complementary service to traditional GP and A&E services. However, they are not designed for treating long-term conditions or immediately life-threatening problems.



Think pharmacy first

See your pharmacist

Help us help you

## Accident & Emergency (A&E)

Major A&E departments assess and treat patients who have serious injuries or illnesses. Generally, you should visit A&E or call 999 for emergencies, such as:

- loss of consciousness,
- pain that is not relieved by simple analgesia,
- acute confused state,
- persistent, severe chest pain, or
- breathing difficulties.

If you're injured or seriously ill, you should go, or be taken, to A&E. Major A&E departments offer access 365 days a year and usually open 24 hours a day. Be aware that not all hospitals have an A&E department.

## Spring is in the air

Shorter nights, longer days and hopefully better weather are just around the corner.

Be sure to stock up on antihistamines, and don't get caught out by the early summer sunshine - be optimistic and pop on the sunscreen.



## In Memory of Ted



A jubilee plum tree planted in memory of Ted Kennett by his son Gary. Ted was our gardener for over 25 years. A much missed member of the Knightwick family.

## Joint Pain?

See our Physio First  
- no need for a GP appointment

### First Contact Physio

We now have access to David Pardey - a Physiotherapist based here on Mondays.

**By seeing David first, patients can skip a step in the referral process and can see him directly without a GP appointment first.**

Musculoskeletal conditions also account for 30% of all GP appointments, so having David on board will hopefully free up more consultations with our GPs.

He can help patients with musculoskeletal issues such as back, neck and joint pain by:

- assessing and diagnosing issues
- giving expert advice on how best to manage their conditions
- referring them to specialist services if necessary.

By making it easier for patients to see a physiotherapist, patients will have faster access to diagnosis and treatment, helping them to manage their conditions more effectively and recover more quickly, so they can get back to normal life sooner.

## More New Faces

We're in the process of adding a few more staff onto Reception and the Dispensary hatch to cope with the increased demand.

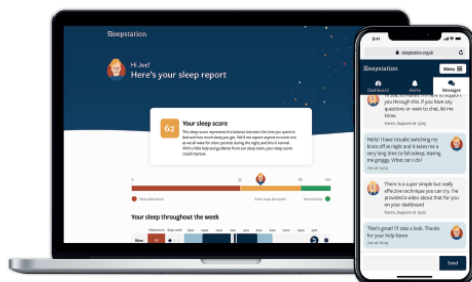
Please give them a warm welcome.



### Are you struggling with your sleep and not sure how to fix it?

Sleepstation combines psychology and sleep science with dedicated support to help people get great sleep.

- ✓ Dedicated personalised support
- ✓ Expert ongoing guidance
- ✓ Highly-effective, drug-free solution
- ✓ Long-lasting results
- ✓ Reach your individual sleep goals
- ✓ No waiting list



Don't sleep on it.  
Start today!

To find out more scan the QR or visit:  
[sleepstation.org.uk/nhs\\_options/](https://sleepstation.org.uk/nhs_options/)

  
Providing NHS services

**Sleepstation**

## Should have gone to.....

We have received notification from Specsavers Hearing Centre that they are now accepting self-referrals for anyone over the age of 50. The referral can be done over the telephone, patients will just need their NHS number. The phone number covers Worcester, Malvern, Redditch and Evesham Specsavers stores.

**Telephone 01905 730 996**

**PS:** Just a reminder to patients who collect their medication from Alfrick, Clifton or Martley Shops - please keep us informed if you have a payment exemption. *Thank you*



HM Government

NHS

“I just bottled it all up”

NHS Talking Therapies can help

Mental health matters Help us help you

The NHS is encouraging anyone struggling with feelings of depression, or anxiety such as excessive worry, panic attacks, social anxiety, post-traumatic stress, or obsessions and compulsions, to seek help through **NHS Talking Therapies services**.

These are effective, confidential and free treatments delivered by trained clinicians, online, on the phone, or in person.

If you're struggling with feelings of depression or anxiety, seeking help through an NHS Talking Therapies service can be one of the best steps you can take to overcome mental health issues and get back on track.

You do not need to have a diagnosed mental health problem to refer yourself to this service. Getting support as soon as you start having difficulties can help to reduce their impact.

Your GP can refer you for NHS Talking Therapies, or you can refer yourself online at [nhs.uk/talk](https://www.nhs.uk/talk)

NHS Talking Therapies can help provide support and treatment for common mental health problems, such as:

- feeling anxious
- feeling low and hopeless
- having panic attacks
- finding it hard to cope with work, life or relationships
- struggling with flashbacks or nightmares about upsetting events from your past
- feeling stressed
- worrying a lot
- obsessive thoughts or behaviours
- fear of social situations
- being afraid of things, such as spiders, flying or heights (phobias)

Free instant access is also available for all ages via the Quell (adults) and Kooth (young people) Services. They compliment existing care pathways with same day access **to chat to a qualified practitioner** as well as a library of safe, moderated articles, forums and self help tools. Visit [quell.io](https://www.quell.io) or [kooth.com](https://www.kooth.com)

**Whenever you're struggling with...**

- Whenever you're struggling with **change**
- Whenever you're struggling with **money worries**
- Whenever you're struggling with **health concerns**
- Whenever you're struggling with **your relationship**
- Whenever you're struggling with **bereavement**

Reach out to us. [www.quell.io](https://www.quell.io)

**When things feel overwhelming...**

- When things feel overwhelming **at home**
- When things feel overwhelming **at school**
- When things feel overwhelming **at college**
- When things feel overwhelming **at uni**
- When things feel overwhelming **at work**

Reach out to us. [kooth.com](https://www.kooth.com)

For feedback / comments about this Newsletter, please contact Vanessa Fellows on 01886 821279 or email [vanessa.fellows@nhs.net](mailto:vanessa.fellows@nhs.net) A large print format is available on request.