

# HASTINGS HOUSE MEDICAL CENTRE

## SURGERY NEWSLETTER

### January 2024



#### Happy New Year!

We put a close on 2023 and look forwards to 2024. A full round up of last years highs and achievements can be found in this months Wellesbourne and Walton News. Emily's Hastings House blog has lots of up to date surgery news, information and chat, that is too long for this newsletter. She welcomes feedback and request for any topics that you would like her to cover. Please email her on [emily.taylor33@nhs.net](mailto:emily.taylor33@nhs.net)

Look out for what's coming up in 2024; Results of our patient survey will be out, carer's event number 2 and a park run!

## Your Mind Matters: Mastering Mental Wellness in 2024 with Three Powerhouse Strategies

In our fast-paced world, safeguarding your mental health is crucial.

Here are 3 steps to help you get a head start in 2024.

1. **Prioritise a digital detox:** step away from your screens to foster real connections with people around you.
2. **Stay in the present:** Switch off the chatter in your head and embrace a mindfulness approach. Take a 10 minute walk daily and try meditation, and progressive muscle relaxation.
3. **Maintain a healthy work-life balance:** Set boundaries for yourself and others, to prevent burnout and stress. Write your own 'self-care' to do list!



By incorporating these three strategies, you'll build a strong mental resilience and have a happier 2024.

But if you find yourself grappling with anxiety, low mood or stress and require help, don't hesitate to contact your GP or nursing staff. They can facilitate support through the charity 'Mind' and their 'Active Monitoring' program, which is delivered in the surgery. Your well-being is a priority, and help is just a call away, reach out today!

### Staff Training dates 2024

Please be aware that practices across South Warwickshire will be closed from 12.30pm on the following dates (until 8am the following day) for staff training:

- Thursday 18th January
- Wednesday 28th February
- Thursday 21st March
- Wednesday 24th April
- Thursday 16th May
- Wednesday 19th June
- Thursday 19th September
- Wednesday 16th October

Out of hours info will be available on our phone

When you telephone the surgery, please do not be offended by the reception team asking you questions. There is a reason why we ask these questions and this is to get you to the most appropriate clinician in the appropriate time frame and take into account continuity of care.

You don't have to be specific, we only want to know so we can provide details for the Doctor or Nurse. This way we can determine multiple things:

- How long the appointment will take
- If the clinician needs to make any arrangements (equipment, assistance, reserve a certain room)
- if the clinician needs to do any research in advance. (Maybe you're coming back because the previous treatment didn't work, in this case he needs to think about a new treatment.)
- If it's likely they'll need something from you (urine, bloodtest etc) they might inform you about this too. Especially if it's a follow up appointment.

It's nothing personal and you don't have to go into deep details, but it will probably help you out if you give us *some* information.

Please also be aware that when the reception team advise you to dial 999 or contact 111 for advice it is because they feel that you should be seen more urgently. A GP is not an emergency service and we cannot guarantee that you will be seen quickly. They are referring you to a service that is qualified to make that decision.



**Signs of a heart attack** - pain like a very tight band, heavy weight or squeezing in the centre of your chest or any pain that moves into your jaw or neck

**Signs of a stroke** - face drooping on one side, can't hold both arms up, difficulty speaking, or weakness or numbness on one side of your body

**Severe difficulty breathing** - gasping, not being able to get words out, choking or lips turning blue

**Heavy bleeding that won't stop** - uncontrollable bleeding from any part of your body

**Severe injuries** - including deep cuts after a serious accident

**Poisoning** - you have swallowed something you should not have (medicines, batteries, household chemicals)

**Seizure (fit)** - someone is shaking or jerking because of a fit, or is unconscious (can't be woken up)

**Sudden, rapid swelling** - of the eyes, lips, mouth, throat or tongue

**Any of these symptoms and you should dial 999**

## Useful Contact Numbers

Hastings House	01789 840245
Out of hours service	111
NHS Direct 24/7	111
Mental Health Helpline	0800 616 171
Warwick Hospital	01926 495321
UHCW	02476 964000
Ambulance Transport	01926 310312
VASA	01789 262889
District Nurse	01926 600818

## Contact us online

There are many ways of contacting the surgery without having to call or visit in person, saving travel and time.

Complete an eConsult/on line consultation on our website.

Repeat medication can be ordered on our website, or via the NHS App direct to your choice of pharmacy.

The NHS App will also allow you to view your immunisations and test results.

For admin queries please email: [swg-tr.admin.hastings@nhs.net](mailto:swg-tr.admin.hastings@nhs.net)