

# Patient Newsletter

## Online Consultations

We have recently changed our online consultation provider from Patchs to AccuRx. You may have noticed it looks a bit different - we hope you'll find it easier to use.

You can submit requests each morning for clinical appointments or admin queries. Once submitted, we'll either respond with advice or send you a link to book an appointment. The number of requests we can accept daily is limited to ensure we can respond to each one appropriately, we are looking at ways to grow this as it's a popular way for our patients to contact us. If the system is closed you can still contact us by phone or at the front desk for advice or to book an appointment

To access AccuRx you can use your NHS app (make sure notifications are switched on), visit our website, or click on the link below.

Link: [AccuRx Online Consult](#)

### Privacy at the front desk

If you are attending the front desk at St George or Lodgeside to make an appointment, the receptionist may need to ask about your health issues to ensure they can get the right treatment for you.

Please always respect the person in front of you and give them space for a private conversation.

You can always request to speak to the receptionist privately. Or you may wish to complete an online request where you can add any amount of private details.

### Staff Long Service Awards

We have a dedicated team supporting our patients at Fireclay Health. We have recently recognised three members of staff with long service awards. They have given 30, 27 and 25 years of service at Fireclay Health and previously at Lodgeside Surgery. We thank them for their hard work and commitment.



### Lung Cancer Screening

We have been working with the Lung Cancer Screening Service to offer screening appointments to eligible patients aged 55-74. We have contacted these patients by text and they will receive a follow-up call over the next few months to book an appointment.

Link: [Lung Health Check Programme](#)



### Changes to cervical screening

Cervical screening will be extending from 3 to 5 year intervals for those aged 24-49 who are at low risk of developing cervical cancer. Anyone who has had a recent history of an HPV positive test, or any changes to cells, may also be followed up more often - even if they are negative on their next test.



### New Child Vaccination Schedule

From 1 July, changes are being made to the child vaccination schedule for children born after 1/7/2024. Some children will now receive a vaccination at 18 months. This change is to provide earlier protection against serious illnesses like measles, mumps, rubella, Hib, and hepatitis B.

Our Child Immunisation Nurses will explain everything you need to know at your child's first appointment.

## Cervical Screening Awareness Week, 19th – 24th June

Cervical screening (which used to be called a smear test) is a free NHS health test that's offered to women and all people with a cervix between the ages of 25 and 64. It helps prevent cervical cancer by checking for human papillomavirus (HPV). Screening saves over 5,000 lives a year. It's a quick test, and we'll make you feel relaxed and comfortable. This is a life-saving test, so when invited, please make sure you #AttendScreening. Link: [Cervical Cancer](#)

## Alcohol Awareness Week, 7th - 13<sup>th</sup> July

Alcohol Awareness Week is about making changes and good habits. The focus is on understanding the harm that alcohol can do when it's a consistent part of your life. Alcohol can affect your short-term and long-term health, as well as your emotional wellbeing and relationships.

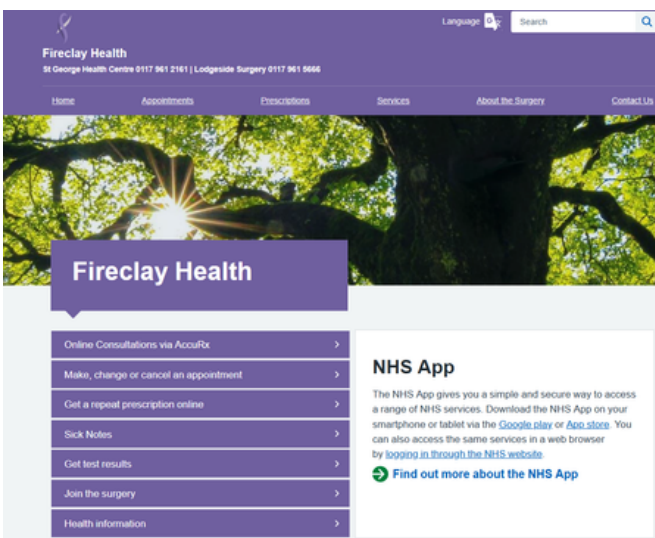
If you're struggling with alcohol addiction and you'd like to reach out for help and support, there are several places you can go to. Alcoholics Anonymous is one support group that you can reach out to if you'd like to get some help. Looking after yourself and others is important, especially when it comes to struggles with alcohol. Link: [Alcohol Change](#)

## Samaritans Awareness Day, 24th July

Every year in July, Samaritans aim to highlight that they're available to talk to you anytime, night or day. They help people who are struggling in all types of different ways – often people who are struggling with their mental health. The Samaritans are there to listen to you and offer you any advice or reassurance they can.

If you're struggling with your mental health and you're unsure about where to start and how to improve it, there are a few things you can try. Reaching out to people and trying to connect can make you feel better; talking to someone you trust or even a stranger on a helpline, e.g., Samaritans, may help you. Trying to be physically active, if you can, or just stepping outside for a few minutes can improve your mood. Learning a new skill can help you to feel busy and interested, or doing something you enjoy without any pressure. Helping someone out or showing kindness to others may also help you feel better, and surrounding yourself with people who have a positive impact on your life. Trying out mindfulness and focusing on the present can help you to focus on how you feel in the present moment.

Trying these steps may help you to start feeling better, but if they don't, you can book an appointment with your GP. There's always someone who can offer you support and find what works for you. Link : [Samaritans](#)



### PPG Chair

Our Patient Participation Group Chair Jo recently reviewed our new website. Here is what she thought!

You might have noticed that Fireclay's Website has changed as staff are constantly trying to improve it and make it more accessible and useful. I spent a few minutes last week having a really good look and was surprised by how much information is available. Sections on Child Health, Men's Health and Women's Health led me into useful links and websites, although I did get side tracked by the A-Z of medicines!

JW - Patient Participation Group

## Patient Participation Group

The Patient Participation Group (PPG) for Fireclay Health aims to be a representative group of patients who offer views on practice developments, make suggestions for improvements and feedback concerns.

If you are interested in joining our PPG please visit our website and search PPG.

Recently, our green fingered PPG members added some colour to the staff garden area with these beautiful pots. The staff have enjoyed them on their lunch breaks!

