

WELBECK ROAD HEALTH CENTRE

Newsletter



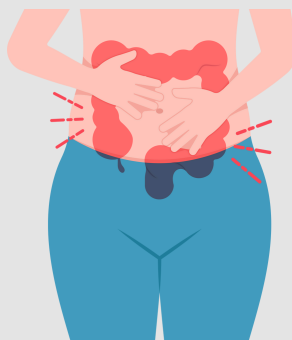
Screening Saves Lives

In England, currently, only around 54% of Cancers are diagnosed early (Stages 1 and 2), and we are not on track to meet NHS England's ambition for 75% of Cancers to be diagnosed early by 2028. The earlier we can pick up Cancers, the more treatable and manageable they are and less life-limiting.

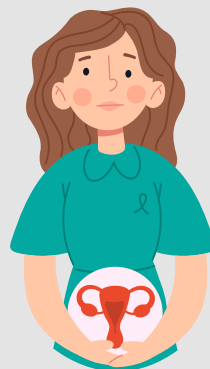
Screening can help to prevent cancers from developing as well as detect cancers at an early stage. It is estimated in the UK over 5000 lives are saved by Cancer screening programmes each year.

The three national programmes are Breast, Bowel and Cervical screening, with a fourth one coming in soon (Lung Cancer Screening for those at high risk). There is no screening programme for Prostate Cancer in the UK. The **PSA test** is a blood test to help check for prostate conditions. Men over 50 years old, or with a significant family history can ask us about this.

The whole Team at Welbeck Road Health Centre highly recommends you take the time to attend your screening appointment or do your poo test at home when you are invited. We know that there may be some fears or worries about these appointments, but if you are unsure, rather than not respond to the invite, we would much rather you phone up and book an appointment with us to discuss these fears. We may be able to allay those fears and we will always try to organise you appointments that you feel comfortable with and give you the time you might need.



BOWEL SCREENING



CERVICAL SCREENING



BREAST SCREENING

Click each image above to find out more





Our Visions and Values



W Welcoming

R Respectful

H Honest

C Caring

Our Vision:

“Striving to be the best.”

Our Mission Statement

We aim to be a **patient-centred** Practice, striving to offer the best in healthcare

We aim to use local and national guidance to ensure fair and equitable use of healthcare resources

We aim to provide a **good working environment** where **teamwork** and staff are greatly valued

We want to ensure we have the skills and ability to **optimise services** provided to patients and allow for the **natural growth** of the Practice

We aspire to demonstrate and maintain integrity in all areas, **free from discrimination** on any grounds

We are a training practice **committed** to delivering **excellent care** in tandem with supporting GPs in training to qualify as GPs

NHS 111 - Mental Health Crisis Support

For the first time, anyone in a mental health crisis can now **call 111, select option 2** and receive support from trained mental health professionals.

The service is available 24hrs a day, everyday and is for all ages, including children, providing vital help through a single phone line.

We still need serious investment in mental health services, like funding for more hospitals, community support, and talking therapies to make sure everyone gets the support they need.

But if you're in crisis, this new service will be a good starting point. And it's worth giving it a try if you ever need it.

For more information [click the link here](#)



Welbeck Road Health
Centre & Glapwell



@welbeckroadhc



@WelbeckRoadHC



Vaccines - Spring 2025

We will once again be taking part in the Spring Covid Booster rollout and will be offering the vaccine to all eligible patients.

To be eligible for the vaccine you must be aged 75 (or turning 75 by 17th June 2025), living in a care home, pregnant, or clinically at risk.

The Spring Covid vaccination campaign will begin on April 1, 2025.

We are organising our housebound visits, and we appreciate your patience as we have approximately 160 patients to visit.



Spring Covid Booster Campaign 2025

We currently have the following clinics available for booking:

- Saturday, April 26th at **Welbeck Road Health Centre**
- UNCONFIRMED at **Glapwell Community Centre**

If you are **eligible**, you will receive a text message from us with a booking link.

You are **eligible** for a Spring Covid Booster if you are:

- Aged **75 years and over**
- Aged **18 years and over** with a **weakened immune system**
- A resident in a **Care Home**

If needed, we will add more clinics based on vaccine demand and our weekly vaccine allocation.

IF YOU ARE UNABLE TO USE THE BOOKING LINK, PLEASE CONTACT OUR RECEPTION TEAM ON 01246 823742 TO BOOK



When Should I Call?

As you are aware, the busiest time to call the surgery is at 8 am, as this is when most patients are requesting an on-the-day appointment.

But if you have a general enquiry or want to book a routine appointment, when is the best time to call? Figures from last month show the **average** queue time between 8 am and 9 am is 12 minutes, as opposed to an average queue time of 1 minute or less between the hours of 3 pm-6 pm.

We urge you to call during these times for general enquiries.

These average waiting times, of course, depend on what our staffing capacity is and other events that can occur beyond our control.



Zero Tolerance

We would like to remind our patients that we maintain a **zero-tolerance** policy against verbal and physical abuse, and all calls are recorded.

Please remember that our Reception Team is made up of human individuals who strive to assist patients to the best of their ability.

We continuously review our appointment availability to better meet demand.

Our staff adheres to strict guidelines set by NHS England, the Integrated Care Board (ICB), and our GP Partners.

The Practice staff will always show due respect and courtesy when interacting with patients and their representatives. In return, we respectfully request that patients and their representatives treat our Practice Team with the same respect.

The NHS enforces a zero-tolerance policy regarding violence and abuse. Therefore, the practice reserves the right to remove violent patients from our list immediately to ensure the safety of our staff, patients, and visitors. **No** form of aggression—whether verbal or physical—will be tolerated. Any instances of such behaviour on the Practice premises may result in the perpetrator being reported to the police and removed from the Practice's List of Registered Patients.

In this context, violence includes any actual or threatened physical violence or verbal abuse that creates fear for an individual's safety. In such cases, we will inform the patient in writing of their removal from the list and will document the circumstances leading to the removal in the patient's medical records.



#WEAREPRIMARYCARE

**ABUSE WILL NOT
BE TOLERATED AT
THIS PRACTICE.**



World Down Syndrome Day 2025

Friday 21st March marks World Down Syndrome Day 2025.

World Down Syndrome Day is a global awareness day which has been officially observed by the United Nations since 2012.

The goal is to help people understand and support people with Down Syndrome better.

Down syndrome (or Trisomy 21) is a condition in which a person has an extra chromosome. Most people have 23 pairs of chromosomes – 46 in total. People with Down syndrome have an extra chromosome added onto the 21st pair – 47 in total. Chromosomes act like an instruction manual that defines how our bodies look and how they work.

Around 1 in every 800 babies will be born with Down syndrome.

To mark World Down Syndrome Day, will you be taking part in the “Lots of Socks Campaign”? By wearing odd or bold socks, the idea is to start a conversation.

When people ask about your socks, you can tell them, “I’m wearing them to raise awareness of Down syndrome”.

Why not join and put on your bold or odd socks?

For more information search: [NHS Down’s Syndrome](#)



Pharmacy First

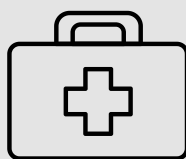
Pharmacies can help with 7 common conditions without needing a GP appointment!

What is Pharmacy First?

Pharmacy First will enable community pharmacists to supply prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP.

What are the seven common conditions?

- Sinusitis (age 12 and over)
- Sore throat (age 5 and over)
- Earache (age 1 to 17)
- Infected insect bite (age 1 and over)
- Impetigo (age 1 and over)
- Shingles (age 18 and over)
- Uncomplicated urinary tract infections in women (age 16-64)



What will happen when I arrive at the pharmacy?

The pharmacist will be able to speak to you privately in a separate consultation room. They may perform an examination or ask to view a summary of your medical record. The pharmacist will be able to recommend the best course of action on an individual patient basis, including by issuing prescriptions for antibiotics or antivirals where necessary.

How will this reduce NHS waiting times?

By reducing the number of patients with common conditions, needing blood pressure checks or oral contraception visiting a GP, Pharmacy First aims to free up 10 million GP appointments a year by next winter for more complex diagnosis. This will give GPs time and space to see patients with more complex conditions.

Will I have to pay for my medication?

Usual prescription charges will apply for the seven common conditions. Patients that were already exempt from prescription charges will still be exempt.



Tackling Your Worries

Worrying is part of life. We cannot eliminate it completely or control everything, but if your worries feel overwhelming there are lots of things you can try to manage or overcome them.

1. Write them down Sometimes just getting things out of your head and down onto paper or a notes app on your phone can help you clear your mind and make it easier to work through concerns one by one.
2. Set aside worry time If you find that your worries are taking over your day, it can help to try to manage this by setting yourself some "worry time" – a short period, say 10 or 15 minutes, every day or so before bed to write things down and try to find solutions.
3. Accept the worries you cannot control For any worries you have identified as ones you cannot do anything about, try to acknowledge and accept this. Often, even just knowing we've spent time thinking about a worry properly and assessing the options can help dampen them. Try not to dwell on one worry for too long – either move on to dealing with another, or find ways to shift your focus, distract yourself, relax or clear your mind.
4. Focus on the present In time, following these steps should make it easier to deal with the worries we can do something about and stop the ones we cannot from becoming overwhelming. But if anxiety is creeping in, it's really useful to have some go-to strategies – like exercise, yoga, or breathing, mindfulness or meditation techniques – to help calm us down and bring us back to the present moment. These can take time and practice to get used to, but they really can help you feel more in control of your thoughts and feelings.

For more Mental Wellbeing tips, CBT techniques and useful videos, search **"NHS Every Mind Matters"**.



Better Health every mind matters

NHS

Small things can make a big difference.

Find ways to be kind to your mind with a free personalised Mind Plan.

Search **Every Mind Matters** or Scan the QR code to get yours



Expectant Parents

Firstly, congratulations! With an abundance of tasks to tick off of your many lists, this is a gentle reminder to ensure registering your baby with Welbeck Road Health Centre is one.



When your baby is born please complete our registration forms, which can be found on our website or collected from the Practice, and pop back to us along with your babies red book or birth certificate.

Your baby does not need to be legally registered to be a patient with us. Their legal name can be updated once you have the birth certificate. In the interim, they will be registered as “Baby (Mother’s surname)”.

Early registration enables you to book vital appointments for you and your baby in the correct timeframe. Once your baby is a registered patient with us, we recommend booking in the 6-week check, as well as your baby’s first set of vaccinations, given at 8 weeks old.

Our Nurses can not vaccinate your baby prior to their 6-week check so it is vital this is booked in as soon as possible.

We recommend booking at least 4 weeks in advance when your baby is 1-2 weeks old.



Practice Updates

We are excited to welcome our new Practice Phlebotomist, Amy Johnson, to the Welbeck Team!

Additionally, we will have three medical students joining us starting the week of March 24th. Their names are Aman Kumar, Manaal Arif and Sarina Azari Pouresfahani. They will be with us until the beginning of May. Their working days will be Mondays, Wednesdays and Thursdays and will start seeing patients from W/C 24/03, and will be accompanied by either a salaried GP or GP Partner.

Practice Closures - Bank Holiday & Quest

Our next Quest Staff Training date is the 9th of April. The Practice will be closed from 12:30 noon, and will re-open as normal at 8:00 AM, 10th April.

- 18th of April (Good Friday) - CLOSED
- 21st April (Easter Monday) - CLOSED
- 5th May (Early May bank holiday) - CLOSED
- 26th May (Spring bank holiday) - CLOSED

SCAN THE QR CODE USING
YOUR MOBILE CAMERA TO
PROVIDE FEEDBACK

Link: [Welbeck Road Health Centre:
NHS Friends & Family Test \(FFT\)](#)



*Thank you to those who took the time to read our newsletter.
Please email any suggestions to: ddicb.wrhcpatientinformation@nhs.net
This email inbox is not monitored. Do not send any medical requests.*



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