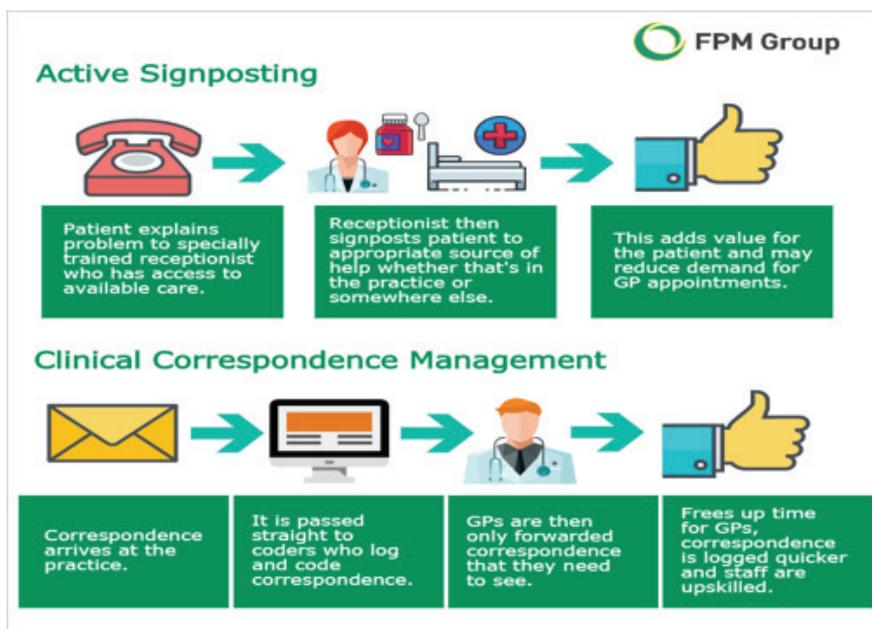


Quakers Lane Surgery newsletter

SPRING/SUMMER 2019 EDITION

active signposting



Active Signposting offers you 'choice not triage' to access the most appropriate service first. Active Signposters do not make clinical decisions. It is designed to connect patients more directly with the most appropriate source of help

or advice; this may include services in the community as well as within the Practice. Patients receive the right care, by the right professional, at the right time. This means one visit, not two for the patient.

calm harm review by Dr Mawer

In this newsletter I am reviewing an app designed to help those who self-harm.

It gives a variety of exercises and methods to "ride the wave" of the urge to self-harm until it abates. These include techniques to distract, release or express the emotions, with timed thought or breathing exercises or activities of either 5 or 15 minutes. The app monitors how you are doing with



self-reflection on what caused the problem and how it was dealt with, and particularly focuses on what works for you. It also links to another related app for anxiety - Calm Fear. The setup is incredibly easy to use, colourful and ideal for people of any age including children. The reviews on line are uniformly excellent from active users of the app, I will be recommending this to any patient with self-harming issues!!



Dr Dickinson

I joined Quakers Lane Surgery on 20th February as our family relocated from

North London. I will be working 2-3 days a week and have a broad range of clinical interests including medical education. I am passionate about providing high quality patient centred care.

I graduated from the University of Manchester and served 17 years in the Army as a doctor until 2015. Outside of work I am kept busy chasing after 2 small children (with a third on the way) and a rather excitable orange dog. I love the outdoors, doing almost any activity on a mountain, and I am a keen sailor.



how to prevent mosquito bites

Wear appropriate clothing for the area you are visiting

- Use Mosquito repellents
- Use Mosquito coils
- Use Mosquito nets

How to access mental health services



Mental health services are free on the NHS, but in most cases you will need a referral from your GP to access them.

There are some mental health services that will allow people to refer themselves. This commonly includes services for drug problems and alcohol problems, as well as psychological therapies (IAPT) services. If your mental health difficulty is related to stress in your workplace, you can ask your employer what occupational health services are available to you. Check out the Time to Change website, which has a section dedicated to employers. If you are at school or college, mental health care may be

arranged for you. Read our information on child and adolescent mental health services (CAMHS). Some mental health problems can be managed without the help of a GP. There are a variety of materials available and local organisations offering help. For local support and information services, try the following directories:

- mental health support services
- mental health support services for young people

If you want to talk to someone right away, the mental health helpline page has a list of organisations you can call for immediate assistance. These are helplines with specially trained volunteers who'll listen to you, understand what you're going through, and help you through the immediate crisis.

The Samaritans operates a free to call service 24 hours a day, 365 days a year for people who want to talk in confidence. Call them on 116 123 or visit the Samaritans website.

mental health support in richmond & hambleton - telephone help lines

North Yorkshire Mental Health Helpline: Tel. 0333 0000 309 – out of hours

NHS Direct: Tel.111 - Text phone: 18001 111

SANEline: Tel. 0300 304 7000

Childline – for children and young people under 19. Call 0800 1111 – the number won't show up on your phone bill

Campaign Against Living Miserably (CALM) – for men: Tel. 0800 58 58 58 – 5pm to midnight every day

Anxiety UK - Charity providing support if you've been diagnosed with an anxiety condition: Tel. 03444 775 774 (Mon-Fri, 9.30am-5.30pm)

No Panic - Voluntary charity

offering support for sufferers of panic attacks and OCD. Offers a course to help overcome your phobia/OCD. Includes a helpline: Tel. 0844 9674848 (daily, 10am-10pm)

OCD Action - Support for people with obsessive compulsive disorder (OCD). Includes info on treatment and online resources. Phone: 0845 390 6232 (Mon-Fri, 9.30am-5pm)

OCD UK - A charity run by people with OCD, for people with OCD. Includes facts, news and treatments: Tel. 0845 120 3778 (Mon-Fri, 9am-5pm)

Rethink Mental Illness - Support and advice for people living with mental illness: Tel. 0300 5000 927 (Mon-Fri, 9.30am-4pm)



- *We would like to book appointments on-line*
- *We would like to be able to order our repeat medication on-line*

Both of the above services are now available to our patients with GP online services. If you have not already done so, please speak to a receptionist about registering to use the online services.

- *We would like to be able to see a GP on a Saturday/Sunday for a routine appointment slot*

As a patient here in Richmondshire, you can pre-book an evening or weekend appointment at The Harewood Practice at Catterick Garrison. This NHS service is known as Better Access and is staffed by local GPs and other healthcare staff. 6.30pm – 8.00pm weekdays / 8.30am – 12.00noon weekends. To book your appointment with the Better Access Service please contact Quakers Lane Surgery on 850440.

- *We would like a text reminder before our next booked GP appointment*

For all patients who have supplied us with their correct mobile telephone number, we now send a text to the patient as soon as the appointment is booked and a reminder text is forwarded to the patient 24 hours prior to the booked appointment. Please check to make sure that we have your correct mobile telephone number.