



Welcome to the twenty-third edition of the Patient Newsletter. In each issue we include a main article, this time Shelley Nelson our very own mental health nurse has kindly written one for us.

### Introducing Our Mental Health Nurse, Shelley



My name is Shelley and I am a registered mental health nurse. As some of you may be aware, earlier this year Linda, managing partner of Mundesley Medical Centre applied and successfully gained funding for the specialist role and trial of a primary care mental health nurse within the practice. The overall aim is to provide specialist support for patients that is accessible, to address mental health needs and provide continuity of care in a timely manner.

I was lucky enough to be appointed to this position and I'm thoroughly excited to be given the opportunity to establish and develop the role of a mental health nurse within the practice and the community.

Over the last few years the profile of mental health and mental wellness have been growing due to increased social media, campaigning and high profile people discussing their own mental health. This has increased awareness, knowledge and acceptance within the public eye and society. Unfortunately not all reports or media attention nationally or within Norfolk have been positive.

Mental health affects everybody. However mental illness affects a significant number of people and does not discriminate against age, gender or any other factors. Whether this is due to the current stress and demands of life, work, relationships, physical health complications or genetics, mental health difficulties can have a significant impact. The impact is often not only felt by the person themselves but also on their families, friends and support.



Mental health support and treatment can be varied. This can range from simple talking time to discuss concerns, to formal talking therapies such as cognitive behavioural therapy (CBT) to medication and referrals to specialist secondary services. This process can often take longer to fully assess and make recommendations than a typical GP timed appointment. Consequently within the practice we have been able to extend appointments for mental health concerns. The aim of this is to provide enough time to discuss in detail current difficulties, concerns and factors that may have, or be impacting on mental health. Practical advice can be given on possible lifestyle changes which could improve mental health and discuss treatment options can be discussed in detail to enable a return to mental wellness.

My interest in mental health nursing started when I commenced work in a residential care home. From this I went on to do my formal nurse training and I've continued to engage in formal education since. I completed my training in Leeds then after a period of time working within elderly mental health services I decided to move to New Zealand. Throughout my 10 years there I was privileged to experience New Zealand lifestyle and Maori traditions. I was also in Christchurch when the significant earthquakes hit. As with all experiences though there are positive and negative benefits. My nursing career led me on a varied path, initially starting in the setting of rehabilitation, to acute wards and intensive care, community, prison, court and emergency services, all based within the mental health area and across varied age ranges. I hope that the experiences, training and development in both my career and personal life I can use to assist others to positive mental wellness.

## Winter 2018/19

Winter always brings additional pressures on health and social care services. It always has. It is the same across the country and Norfolk and Waveney is no different. This year we expect pressures over the winter to be just as great as ever. The NHS has planned well ahead with more services, more capacity and more support for local people and patients.



This year we are asking everyone: 'Help Us Help You':

\*Use local pharmacies and 111 where appropriate and walk-in or minor injury units if it's serious and urgent.

\*Seek advice for serious health problems early, to stop them getting worse.

\*Be a good friend or neighbour if they need a little more support.

Prepare to self care. Make sure to stock up your medicine cabinet. A well stocked cabinet at home gives fast and effective treatment to a range of minor conditions.

## Open evening and Fund raising

We had a very successful opening evening back on the 20th September, with a great turn out. Different services attended such as Health Watch, First Responders, Age UK and many more. There were stalls dedicated to various areas in the practice such as learning about medication, meeting the Patient Reference Group, seeing our medical equipment in action, learning about our new appointment system and (our most popular) the bake sale. Our bake sale raised £116.76 for medical equipment for the practice and for Macmillan Cancer Support .



## Flu Vaccination.....Its not too late.

**We have vaccinations in stock now!**

If you have a long term health condition such as heart disease or respiratory, are pregnant, a carer or will be over the age of 65 by the 31<sup>st</sup> March 2019 you can book in for your flu vaccination now.



All children aged 2 or 3 on 31<sup>st</sup> August 2018 (that is, children born between September 1<sup>st</sup> 2014 and August 31<sup>st</sup> 2016) and at risk children aged 10-17 years can have the nasal spray here at the practice. Please contact our Reception team to **book** or **decline**.

## New staff

Since the summer we have also welcomed practice nurse Ellen, reception apprentices Leon and Sarah and admin apprentice James.



## Christmas & New Year Opening Times

We will be **closed** during lunch on **Monday 24th December 1:00pm till 1:30pm**

We will be **closed** all day on:

**Tuesday 25th of December 2018,**

**Wednesday 26th of December 2018**

and

**Monday 1st January 2019.**



Please make sure you will not run out of medication during the holiday. For treatment when the surgery is closed please call 111 for health information or advice. Your call will be referred to the emergency doctor as appropriate, alternatively pharmacies can issue emergency medication, sometimes without a prescription.

The medical centre will also be closed from 2pm - 3pm for our monthly staff training on the 3rd Thursday of each month (The next dates for this are: 15th November, 20th December, 17th January 2019 & 21st February 2019).