



Dry January

Taking on the challenge of going sober for January could have lots of potential perks. Just imagine what you could achieve in an iron willed month without hangovers.

- Feel more **energetic**, get more done
- Sleep better or even snore less
- Cut the calories and **lose weight**
- Eat more healthily and increase your activity to get the maximum benefit
- Make **small changes** that fit into your everyday life so it's easier to stick with long term.
- Healthier bank balance
- Sense of achievement
- **Fresh approach** to alcohol consumption
- **Time to do all those things you keep putting off.** Now's the time, from taking that yoga class to writing your first novel.

You will need to **plan** how to achieve your **Dry January**-here are some tips

- When bored or stressed have a workout instead of drinking
- Avoid going to the pub after work
- Plan activities and tasks at those times you would usually drink
- Avoid the time spent with drinking friends, or drink non- alcoholic drinks instead

Looking After Yourself Course

If you have ever experienced emotional distress you may find this course helpful. It will support you to find ways of self managing different areas of your life that can cause challenges.

In the first ten weeks we will explore:

Assertiveness –Feelings,Shyness/Loneliness,Decision Making,Conflicts

Life Management- Time Management,Positive

Anxiety and Depression- Worry,Self Esteem,Depression

Free 10 week course starts on Monday 12 January 2015

To find out more information or to book your place on either course, please contact Heather or Steve:

Telephone: 01278 446935

Email: mindinsedgemoor@hotmail.co.uk

Reception: 444666

Prescriptions: 446006

www.eastquaymedicalcentre.com

Onsite Opticians : 440440 Onsite Pharmacy: 423015 Onsite Dentist: 411141

The 'Friends and Family' test

The 'Friends and Family' test is being introduced in GP surgeries at the end of the year. We are running a pilot now to see how this works so we can make sure it works well.

We have had a particularly difficult year so far with serious illness within the team, many unplanned computer problems as well as a planned major computer upgrade in August.

However, we want to provide you with the best possible service and so would like you to think about your recent experiences of our service. There are forms available at the reception desk for you to complete or there is an **i pod** available to submit your answers. This is located just inside the door to the main waiting room.

Please complete a Friends & Family test whenever you visit the practice.

How does it work?

We will then use the scores to calculate our 'Net promoter' score. This is a standard formula that classes those who tick 'extremely likely' as 'promoters' and those who tick 'likely' as 'passives' and finally, those who tick 'neither likely nor unlikely' or below are classed as 'detractors'. We then take the number of 'promoters' deduct the number of 'detractors' to come up with a 'Net promoter score'. We will publish the monthly scores in this newsletter.

Are you unhappy?

If you are unhappy with any aspect of our service, please do tell us as we can usually address your concerns to your satisfaction or at least explain why things have happened or are set-up the way they are. Please write to the Practice Manager, Rachel Stark or ask to speak to Marilyn, Sue, Chris or Rachel when you are in the practice.

Lost Property

We have an assortment of items in our Lost Property box.

If you have left any items at the surgery please ask at reception.

We will keep the lost property for a month before disposing of it.

Thank you

Receptionists are there to help you

Please remember receptionists have a very difficult job, they are here to help you.

Even though there may be times when the receptionist cannot provide your ideal solution, they are always doing their best to help you and your fellow patients get the best service possible.

When should I visit A&E?

- A&E departments assess and treat patients with **serious injuries or illnesses**.
- You should **only** visit A&E or call 999 for life-threatening emergencies, such as:
 - loss of consciousness
 - acute confused state and fits that are not stopping
 - persistent, severe chest pain
 - breathing difficulties
 - severe bleeding that cannot be stopped

If an ambulance is needed, call 999, the emergency phone number in the UK.

Our local 24 hour A&E service is Musgrove Park Hospital in Taunton

Remember A&E services are resourced for genuine emergencies and severe trauma.

If you use A&E for illnesses or injuries that are not severe, this may mean a long wait for you as well as taking the doctors and nurses away from the more severe cases that really do need their help.

- So, please do only use A&E for *serious* injury and illness