



Quay points

*The Patient Newsletter for East Quay Medical Centre
Summer 2022*

Stress, Anxiety and Depression

What is anxiety?

Anxiety is something everyone experiences at times, and feeling anxious is a perfectly natural reaction to some situations.

But sometimes feelings of anxiety can be constant, overwhelming or out of proportion to the situation and this can affect your daily life.

The good news is there are plenty of things you can try to help cope with anxiety.

Anxiety is a feeling of unease, like a worry or fear, that can be mild or severe. Everyone feels anxious from time to time and it usually passes once the situation is over.

It can make our heart race, we might feel sweaty, shaky or short of breath. Anxiety can also cause changes in our behaviour, such as becoming overly careful or avoiding things that trigger anxiety.

When anxiety becomes a problem, our worries can be out of proportion with relatively harmless situations. It can feel more intense or overwhelming, and interfere with our everyday lives and relationships.

Just like adults, children and young people feel worried and anxious at times.

But if your child's anxiety is starting to affect their wellbeing, they may need some help.

Feeling Low?

Feeling low is a part of all of our lives at some stage. Everyone feels upset, sad or disheartened from time to time, but for some of us it can be a real problem. The good news is that there are things you can do to improve your mood.

Everyone feels low or down from time to time. It does not always mean something is wrong. Feeling low is common after distressing events or major life changes, but sometimes periods of low mood happen for no obvious reason.

You may feel tired, lacking confidence, frustrated, angry and worried. But a low mood will often pass after a couple of days or weeks – and there are some easy things you can try and small changes you can make that will usually help improve your mood.

Feeling stressed?

Stress is something everyone feels at times, and there are all kinds of stressful situations that can be a part of daily life. Low-level stress can even be helpful or motivational.

Stress is the body's reaction to feeling threatened or under pressure. It's very common and can be motivating to help us achieve things in our daily life, and can help us meet the demands of home, work and family life.

But too much stress can affect our mood, our body and our relationships – especially when it feels out of our control. It can make us feel anxious and irritable, and affect our self-esteem.

What affects our mental health?

Life affects us all differently. We all go through difficult times, and negative emotions can be a healthy reaction to the challenges we face. But for many of us, things can become more serious, and each year as many as 1 in 4 of us experiences a mental health problem.

Being aware of what can affect our mental health can make it easier to understand when we, or someone we care about, are struggling, and helps us think about what we can do to improve things or where to get support.

Some of us are more deeply affected by events than others. How we deal with things can also depend on how well other parts of our life are going or how well supported we feel.

Children can feel anxious about different things at different ages. Many of these worries are a normal part of growing up.

From the age of around 6 months to 3 years it's very common for young children to have separation anxiety. They may become clingy and cry when separated from their parents or carers. This is a normal stage in a child's development and should stop at around age 2 to 3.

It's also common for preschool-age children to develop specific fears or phobias. Common fears in early childhood include animals, insects, storms, heights, water, blood, and the dark. These fears usually go away gradually on their own.

There may also be other times in a child's life when they feel anxious. For example, many

children feel anxious when going to a new school or before tests and exams. Some children feel shy in social situations and may need support with this.

Things that affect our mental health include our:

- upbringing and environment, which shapes our brain development when young and opportunities throughout life
- experiences, like our relationships, how we are treated, our financial situation, work, where we live, physical health, life events and the changes we go through
- genes and temperament, which may make some of us more likely to develop certain kinds of mental health problems when combined with our life experiences

All of these influence how we think about, make sense of and respond to challenges and opportunities in life.

How we think about ourselves, the people and the world around us and the future, is a result of the things that happen to us. But it also has profound implications for our mental health.

There are many situations or life events that can affect us and make us feel distressed or less able to cope. We all respond to life's challenges differently – there's no single "right way" to react.

It may be everyday events, one-off experiences or several things building up. Even experiences that are positive can be difficult to cope with sometimes.

How we feel is often a completely natural reaction to challenges. But for some of us, these feelings can become more difficult to manage, especially if they do not go away – after a while, what we're experiencing affects our daily life.

Things that affect our mental wellbeing include:

- personal life and relationships
- money, work or housing
- life changes
- health issues
- traumatic life events
- smoking, alcohol, gambling and drug misuse

Trouble Sleeping?

We all have evenings when we find it hard to fall asleep or find ourselves waking up in the night. How we sleep and how much sleep we need is different for all of us and changes as we get older. Sleep problems usually sort themselves out within about a month. But longer stretches of bad sleep can start to affect our lives.

It can cause extreme tiredness and make usually manageable tasks harder. If you regularly have problems sleeping, you may be experiencing insomnia. Insomnia can last for months or even years, but usually improves if you change your sleeping habits.

Sleep problems are common, and the tips on this page should help. But if they have not worked, or you have had trouble sleeping for months and it affects your daily life in a way that makes it hard to cope, you could benefit from further support.

When to get support?

If you are concerned about your mental health, visiting your GP is a good place to start. In most areas, you can also refer yourself for free, non-urgent NHS psychological therapy services, also known as IAPT (Improving Access to Psychological Therapies) services, which provide evidence-based treatments for depression and anxiety.

It's important to seek help from your GP immediately if you are experiencing the symptoms below for the first time or are not already receiving care from mental health services:

- hallucinations – hearing or seeing things that are not there (for example, hearing voices); this can also include feeling, smelling or tasting things that are not there
- delusions – having strong beliefs that are not shared by others (for example, believing there is a conspiracy against you)

These are symptoms of psychosis and it's important to get treated as soon as possible, as early treatment is more effective.

Anxiety becomes a problem for children when it starts to get in the way of their everyday life.

If you go into any school at exam time, all the children will be anxious, but some may be so anxious that they don't manage to get to school that morning.

Severe anxiety like this can harm children's mental and emotional wellbeing, affecting their self-esteem and confidence. They may become withdrawn and go to great lengths to avoid things or situations that make them feel anxious.

If your child's anxiety is severe, persists, and interferes with their everyday life, it's a good idea to get some help.

A visit to a GP is a good place to start. If your child's anxiety is affecting their school life, it's a good idea to talk to their school as well.

(Somerset partnership NHS Foundation Trust)

Mental Health and Wellbeing Help for Young People and Families

Whatever you're facing
We're here to listen

Call free day or night on
116 123

Email
jo@samaritans.org

SAMARITANS

samaritans.org

Mindline Somerset
Emotional support helpline



01823 276 892

Open 24 hours a day, 7 days a week

Suicide is the biggest killer of under 35's in the UK
www.papyrus-uk.org



Calm Harm is an app designed to help people resist or manage the urge to self-harm.

Calm Harm app – www.nhs.uk/apps-library/calm-harm



Kooth – Safe and anonymous online support for young people **until 10pm**. Friendly counsellors, self-help and community support.
www.kooth.com

NHS Mental Health Apps

The **distrACT** app gives you easy, quick and discreet access to information and advice about self-harm and suicidal thoughts. The content has been created by doctors and experts in self-harming and suicide prevention.

distrACT app – www.nhs.uk/apps-library/distract/

Young Somerset's Wellbeing Service – Free wellbeing support for young people experiencing low level mental health needs.

Find out more here: www.youngsomerset.org.uk/wellbeing-support



Somerset Big Tent-

brings together local organisations that offer support to children and families.

They also run weekly virtual hubs for young people and parents:

www.somersetbigtent.org.uk/virtual-hubs/

every mind matters

Having good mental health helps us relax more, achieve more and enjoy our lives more. We have expert advice and practical tips to help you look after your mental health and wellbeing.

Every Mind Matters – www.nhs.uk/every-mind-matters/

The **MeeToo** App supports the mental health and emotional well-being of children and young people in Somerset, through pre-moderated peer support, where young people can safely talk about difficult issues including relationships, friends, college, anxiety, appearance, exams, break ups, Covid and learn how to help themselves by helping each other.

To share your worries anonymously and get support from other young people, **download the free MeeToo app.**

For more information visit www.meetoo.help



ChatHealth is a mobile health service for parents and young people in Somerset, making it easier to get health and wellbeing advice. Monday – Friday 9 am – 5 pm

Parents of children 0-4:

Confidential help from the Health Visiting Team just send a text to 07480 635514.

Parents of children 5-19 years:

Looking for confidential help and advice? Just send a text to your School Nurse Team. Text 07480 635515

Young People 11-19 years:

Discreet and quick, it only takes one text to start making a difference. You'll get confidential advice from a local School Nurse. You don't have to give your name if you don't want to. Text 07480 635516



Get the best from your doctor at your next appointment

Before your consultation it is often helpful to think about what you want to tell the Doctor or Nurse. This should mean that when you are speaking to them you remember to tell them everything you are worried about or feel is relevant to help the doctor help you.

Before your next appointment, think about the following:

- What are you really worried about?
- What symptoms do you want to tell the doctor about?
- Are you clear what you want from your Doctor? Perhaps a diagnosis, treatment, referral or just advice.
- Do you have any beliefs or concerns? For example, are you worried that your symptom may be cancer?
- Do you have any expectations? Do you think the Doctor should prescribe you medication? Or refer you for a specialist opinion?

Be honest with the doctor. It is important to tell the doctor the main reason you are there at the start of the consultation. If you are embarrassed, don't be, the doctor is there to help and won't be shocked.

If you take any medications not prescribed at East Quay, please bring a list of the medications with you.

Please also remember that the Doctors' appointments are only ten minutes. The Doctors are highly trained and experienced to be able to assess your symptoms from the history you give and any examination required. However, it becomes difficult if you bring more than one or two problems to the consultation – especially if they are new and complex problems. If you have a number of things you wish to discuss please book a double appointment or be prepared to come back for the less pressing problems at another time.

Please try to always see your own GP unless it is a new urgent medical problem. This helps you and your doctor build up a good, trusting and honest relationship. This means you get the best medical care possible. You may find it useful to write own your questions as it is easy to forget once in the consultation. This can avoid coming out of the

consultation and remembering something you really wanted to tell them.

If you don't feel able to take it all in, you may like to bring someone along with you. They don't have to stay for any examination but may help you remember what the Doctor said.

Written information is often available for a number of problems. If you would like this, please ask.

Medications

Sometimes you can come away from a consultation with a prescription and later you forget what the doctor said. So, it is also useful to think about questions for the Doctor or Pharmacist if you are prescribed medicine.

Questions you may like to ask the Doctor:

What does this medicine do?

Why is it important that I take it?

How long do I need to take it for?

How do I know it is helping?

What are the likely risks and side effects?

What should I do if I get a side effect or don't feel well after taking it?

What happens if I don't take it or stop taking it?

Questions for the pharmacist:

When and how should I take it?

Are there any special things I need to do after taking the medication? For example avoid lying down immediately after taking the medication.

What other medicines, drinks, foods or activities should I be aware of when I am taking this medication?

Can I drink alcohol when taking it?

Can I drive when taking it?

Is there anything that can help to remind me to take my medicines?

Can I have containers that are easier to open?

Can I have the leaflet in the pack in bigger print?

Would pre-payment for prescription be cheaper for the number of medications I take?

Do I have a medical condition that means I do not have to pay anything for prescriptions?



Rapid response Service

Working with you to keep you safe and well at home

What is the rapid response service?

The rapid response service aims to keep you at home, instead of being admitted to hospital. We will do this by working with you to keep you safe and well at home.

How does the Rapid Response service work?

The Rapid Response Service visits you at home to see whether you can be looked after at home instead of being admitted to hospital. The service aims to put support in place so that you can stay at home.

Our team of experienced Healthcare support workers, overseen by a clinical supervisor, will help provide this help and support.

They will work with you to develop a 'care plan' which will support you with the things you need. This might include help with looking after yourself such as washing, dressing, going to the toilet or getting about your house.

We can also help you get support from local charities who provide help and support in the local community.

If you need such medicines such as pain relief or antibiotics, your GP will prescribe these as normal but we will make sure that you are able to get them.

How will you know what I need?

In order to make sure that you have all you need, the service works with lots of other services, including your doctor, the ambulance service, NHS 111, therapy teams, social care and local charities.

We will do an assessment of your needs. This will involve asking you questions and working with other teams.

If someone is already looking after you at home, such as your spouse or a family member, we will involve them in finding the best way to support you both.

How long will the Rapid Response Service help me at home?

The Rapid Response Service is an intensive service that lasts no more than three days. After that time, if you still need support, we will work with you to ensure this is put in place.

Who do I call if I have any questions?

Please speak to your GP for a referral.

If you (or a family member or the person looking after you) have any questions, you can call the patient line on **01749 836 706** between 9am and 9pm.

Outside of these hours you can call 111 and say you are being seen by the Rapid Response Team. If you are worried that you are getting more unwell, you should phone 111. In an emergency, you should call 999.

Musculoskeletal first contact Physiotherapists

They can help with patient's musculoskeletal issues such as back, neck or joint pain by

- Assessing and diagnosing issues
- Giving expert advice on how is best to manage the patient's conditions
- Referring patients to specialist services if necessary

We have two physiotherapists here at the surgery for our patients. If you have any back, neck or joint pain the receptionist may suggest you see either Jo or Rhys rather than your GP.

You can now find us on Facebook

Under "East Quay Medical Centre"



This page is updated regularly with all relevant information and support.

If your little one starts school this year – get their eyes checked now.

Children don't know if what they see is normal and making sure they can see properly, and getting them used to wearing glasses, will really help them when they start school.

Visit East Quay Vision to get your children's vision checked.

It is free for all children and you get NHS funding for any glasses they need!

Call 01278 440 440

Our Surgery details:

East Quay Medical Centre
East Quay
Bridgwater
Somerset
TA6 4GP

Reception: 01278 444666
Prescriptions: 01278 446006

www.eastquaymedicalcentre.com

Onsite Opticians: 01278 440440
Onsite Pharmacy: 01278 423015
Onsite Dentist: 01278 411141

Disabled parking bays located at the Front of the surgery

Please remember when parking in the surgery car park that the yellow disabled parking bays are only to be used by blue badge holders.

The bays are **NOT** for dropping off, or to be parked in without displaying a blue badge.

Not all disabilities are visible but please respect the people who do park in

these parking bays who are blue badge holders .

Thank you