



The Practice would like to send our best wishes for a happy and healthy 2022 to all our Patients

Reminder – Coronavirus

Dear Patients,

We would like to remind you if you have any of the following symptoms

- **a high temperature**
- **a new, continuous cough**
- **a loss of or change in smell or taste**

Visit NHS 111 ONLINE for advice or to book a test by following this link:

<https://111.nhs.uk/service/covid-19>

Covid Booster Programme

We are currently holding clinics on a Wednesday and Thursday throughout January for all patients aged 18+ to receive their Booster vaccination. You should have received a text message with a link to book. If you have not received this please ensure we have your up to date mobile number and we will invite you to book.

Flu Vaccines

We are still in a position to administer flu vaccines to all patients aged 50-64 or those at risk. Please contact the surgery to book your appointment.

FEELING LOW?

The festive period can be a difficult time. If you feel low, stressed, anxious or just need someone to talk to, the Samaritans offer a free, confidential listening service for people 24 hours a day, 365 days a year. Talk at a time to suit you, in your own way, and off the record – about whatever's getting to you. **Call 116 123 for FREE OR visit www.samaritans.org**

Alternatively, there are a number of organisations, listed below, who can offer help & support around your mental health & wellbeing

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|--|--|---|---|
| <p>EMOTIONAL WELLBEING HUB</p> <ul style="list-style-type: none"> Provides Information, advice, and guidance for anyone up to the age of 25 for emotional wellbeing and mental health concerns. Access to the Emotional Wellbeing Hub is through the Multi-Agency Safeguarding and Support Hub (MASSH), 0161 217 6028. Open 8.30am to 5pm Monday to Thursday and 8.30am to 4.30pm on Friday. <p>Ages up to 25</p> | <p>BIG WHITE WALL www.bigwhitewall.com</p> <ul style="list-style-type: none"> Provides 24/7 anonymous support via a digital emotional wellbeing and mental health service. It is available for anyone over the age of 16 living in Stockport. It offers peer support alongside a range of helpful tools and resources and is supported by trained clinicians. To register you just need your Stockport postcode. <p>Ages 16+</p> | <p>SILVERCLOUD gm.silvercloudhealth.com</p> <ul style="list-style-type: none"> Offers free online therapy for all Greater Manchester residents to help with stress, anxiety, low mood and depression. Provides a number of online programmes to help ease stress levels, improve sleep or build resilience. To find out more and to sign up, visit the Greater Manchester Silver Cloud website. <p>Ages 18+</p> | <p>KOOTH www.kooth.com</p> <ul style="list-style-type: none"> All children and young people in Greater Manchester can now access free online counselling and emotional well-being support. Kooth online counselling and emotional wellbeing platform is available to any young person who may be struggling with their mental health - and particularly during the COVID-19 outbreak. Kooth is for young people aged 11-18 and offers a variety of resources, including: A live chat function that allows young people to contact a qualified counsellor, chat forums with other young people, crisis information and Self-help resources. <p>Ages up to 18</p> |
| <p>OPEN DOOR opendoorstockport@makingspace.co.uk</p> <ul style="list-style-type: none"> For anyone over the age of 18 in Stockport. Provides emotional support, practical advice, guidance and telephone support for the Stockport residents with mental health needs, whether referred to services or not. Support to those who are experiencing extreme emotional distress or are nearing crisis point and feel that there is nowhere else to turn (0800 138 7267). Commissioned by Stockport NHS CCG and provided by the charity Making Space. <p>Ages 18+</p> | <p>SHOUT www.giveusashout.org/get-help</p> <ul style="list-style-type: none"> SHOUT is a 24/7 UK crisis text service available for times when people feel they need immediate support. By texting 'SHOUT' to 85258 a Texter will be put in touch with a trained Crisis Volunteer (CV) who will chat to them using trained techniques via text. The service is designed to help individuals to think more clearly and to take their next step to feeling better. To get help or find out more about how SHOUT works, visit our get help page. <p>All Ages</p> | <p>42ND STREET 42ndstreet.org.uk</p> <ul style="list-style-type: none"> One-to-one counselling therapy, psycho-social support and advocacy therapeutic issue-based, identity-based groups and peer support projects, creative projects and approaches to wellbeing and mental health via The Horsfall Residentials. 42nd Street takes referrals from young people themselves and from parents, carers and professionals. <p>Ages 11-25</p> | <p>OTHER SERVICES Stockport Staying Well</p> <ul style="list-style-type: none"> The services listed here are some of the newer resources that are available to Stockport residents. It is not an exhaustive list of all available support. For more information on what is available please click on the link above or use your phone camera to scan the QR code.  <p>All ages</p> |

Stockport Council also has a dedicated coronavirus helpline where additional emergency support can be discussed.

This can be accessed by calling 0161 217 6046 and is available:

- 9am – 5.00pm - Monday to Thursday
- 9am – 4.30pm - Friday

If you are struggling to feed yourself or your family over Christmas please contact

Stockport Foodbank for a voucher on 07483 115 349 or foodbank@stockportfoodbank.org.uk

Monday – Friday 9am -5pm

There are 7 centres open in Stockport, 6 days a week. Located in Offerton, Hazel Grove, Bredbury, Cheadle, Cheadle Heath, Heaton Norris & Reddish.



Christmas Opening Hours



Hillgate Surgery will close at 1pm on Friday 24th December and will reopen at 8.00am on Wednesday 29th December.

Offerton Health Centre will close at 6pm on Friday 24th December and will reopen at 8:00am on Wednesday 29th December.

New Year Opening Hours

Hillgate Surgery will close at 6pm on Friday 31st December and will reopen at 8:00am on Tuesday 4th January.

Offerton Health Centre will close at 1pm on Friday 31st December and will reopen at 8:00am on Tuesday 4th January.

If you need medical assistance whilst we are closed please call the practice number and you will be diverted to NHS 111. Alternatively, you can dial 111 or go online to 111.nhs.uk where you have access to urgent medical advice.

PLEASE ONLY GO TO A&E IF YOU HAVE AN ACCIDENT OR SERIOUS / LIFE-THREATENING CONDITION

In a genuine, life-threatening emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency. Call 999 when someone is seriously ill or injured and their life is at risk.



Local Pharmacy Christmas and New Year Opening Times

| | Sat 25 th Dec (Christmas Day) | Mon 27 th Dec (Bank Hol) | Tues 28 th Dec (Bank Hol) | Mon 3rd Jan (Bank Hol) |
|--------------------------|---|--|---|---------------------------|
| Hillgate Pharmacy | Closed | Closed | Closed | Closed |
| Well Hillgate | Closed | Closed | Closed | Closed |
| Well Hall Street | Closed | Closed | Closed | Closed |
| Offerton Pharmacy | 10am-2pm | 10am-2pm | 10am-2pm | 10am-2pm |
| Lloyds inside Sainsburys | Closed | 10am-4pm | 10am-4pm | 10am-4pm |
| Lloyds Cheadle | Closed | 10am-4pm | 10am-4pm | 10am-4pm |
| Heald Green Pharmacy | 4pm – 8pm | 8am – 6pm | 8am – 6pm | 8am – 6pm |
| Scorah Chemists | 12pm – 4pm | Closed | Closed | Closed |
| Boots Merseyway | Closed | 10am – 5pm | 10am – 4.30pm | 10.30am – 4.30pm |
| Asda Pharmacy | Closed | 10am – 4pm | 10am – 4pm | 10am – 4pm |



August Issue - Survey results

In our August newsletter, we asked for your feedback about us, as a practice and the service we provide, this is especially important to us as we faced the challenges of delivering a successful Covid vaccination programme whilst maintaining our service to you as a GP surgery.

The demographical breakdown of those patients responding to the survey were as follows;

The ages of those patients responding to the survey were;

Age 18-24 – 3%
 Age 25-34 – 0%
 Age 35-44 – 10%
 Age 45-54 – 15%
 Age 55-64 – 31%
 Age 65+ - 41%

Patients preferred method of communication from the practice was;

Website – 49%
 Email – 33%
 Facebook/Twitter – 18%

- We were pleased to hear that over **97%** of you had both doses of the vaccine, with the other **3%** having had 1 dose at the time.
- Of those patients **85%** would be having the booster in due course and **15%** were still undecided.
- When it came to the flu vaccination **95%** would be having it and only **5%** were still undecided.
- We asked whether you were happy with the way that the practice adapted to the Covid Pandemic and are delighted to report that **95%** of responses were positive, with only **5%** of patients unhappy with our new way of working. Comments included

