
OCTOBER PATIENT NEWSLETTER



GREENSAND
Health Centre

*"We aim to improve our community's health
and wellbeing and exceed their expectations"*

www.greensandhealth.co.uk

Welcome to our patient newsletter, which we hope you will find useful and informative.

Also, please don't forget we regularly post all our current news on our website and Facebook page, so be sure to take a look every now and again to stay up-to-date.

SURGERY CLOSURE DATES



Staff Training Dates

Please note all our surgeries will be closed from 1pm on the below dates for Protected Learning Time. Normal surgery hours resume the following morning. The Acute Hub at Linton will also be closed to enable our clinicians some much needed training time.

- Thursday 15th October 2026
- Wednesday 11th November 2026

We do understand an afternoon closure can be an inconvenience for some patients, but please be mindful that this protected time is invaluable for busy GP surgeries. It gives all staff, clinical and non-clinical, time to undertake formal mandatory training which cannot be completed in normal surgery hours. Patients are still able to use the 24 hour automated services, check and cancel appointments, use the mental health service, and the repeat prescription service.

In this newsletter
you can expect:

World
Menopause Day

September's PLT

World Mental
Health Day

September
Achievements

The Nursing
Team

Macmillan
Results

WORLD MENOPAUSE DAY



World Menopause Day takes place every year on 18th October, providing an opportunity to raise awareness of the menopause, improve understanding and encourage open conversations about the changes that many women experience during midlife.

The menopause is a natural stage of life that occurs when a person's ovaries stop releasing eggs and hormone levels, particularly oestrogen, change. It marks the end of menstrual periods. Menopause usually occurs between the ages of 45 and 55, although it can happen earlier or later. If menopause occurs before the age of 45, it is known as early menopause, and when it occurs before the age of 40, it is known as premature menopause.

Before reaching menopause, many women experience perimenopause. This is the transition towards menopause, when hormone levels begin to fluctuate and symptoms can start to appear. Perimenopause can last for several years and periods may become irregular, lighter, heavier or less frequent before eventually stopping.

Everyone experiences menopause differently. Some women may have very few symptoms, while others can experience a wide range of physical and emotional changes that have a noticeable effect on everyday life.

Common symptoms can include:

- 🔥 Hot flushes and night sweats
- 😴 Difficulty sleeping and tiredness
- 🧠 Brain fog and difficulty concentrating
- 💬 Changes in mood, anxiety or low mood
- ❤️ Palpitations
- 🤕 Headaches and migraines
- 🦴 Joint and muscle aches
- 🌙 Changes to periods
- 💧 Vaginal dryness or discomfort
- ❤️ Changes in sexual wellbeing
- 🚽 Urinary symptoms

Not everyone will experience the same symptoms, and symptoms can change over time. They can also affect women in different ways, with some finding that they have a significant impact on their work, relationships, sleep, confidence and general quality of life.

Although menopause is a completely natural part of life, it has historically been a subject that people have been reluctant to talk about. Embarrassment, stigma and a lack of understanding can sometimes prevent people from discussing their symptoms or seeking support. World Menopause Day helps to change this. By talking openly about menopause, we can help women recognise possible symptoms, understand that they are not alone and feel more confident about asking questions or seeking help.

Raising awareness is also important for partners, families, friends, colleagues and employers. A better understanding of menopause can help those around someone experiencing symptoms provide appropriate support and create more understanding environments at home and at work.

Menopause is a natural process, but that doesn't mean you should feel that you simply have to put up with symptoms that are affecting your everyday life. There are a range of options that may help manage symptoms, including lifestyle changes, non-hormonal treatments and hormone replacement therapy (HRT) where appropriate.

The right option will be different for everyone, which is why it is important to discuss your symptoms and individual circumstances with a healthcare professional. They can help you understand what may be happening and discuss the support and treatment options that may be suitable for you.

It is also important to remember that menopause is not just about periods and hot flushes. Changes in hormones can affect many different areas of health and wellbeing, and looking after your health during and after the menopause remains important.

World Menopause Day is a reminder that conversation and awareness matter. The more we understand about menopause, the easier it becomes to recognise symptoms, support one another and make sure people know where to turn for help.

Whether you are experiencing menopause yourself, supporting a partner or family member, or simply want to understand more about this stage of life, taking the time to learn about menopause can make a real difference.

This World Menopause Day, let's break the silence, encourage open conversations and help make sure nobody feels they have to navigate menopause alone. 💜

September's PLT

Last month, our team took part in a range of training sessions tailored to different roles across Greensand Health Centre. We believe that ongoing training and development are an important part of providing safe, effective and high-quality care for our patients.

Respiratory Training for Our Clinical Team

Our clinical staff took part in dedicated respiratory training, helping to further develop their knowledge and skills in recognising, assessing and managing respiratory conditions.

Respiratory problems are among the most common reasons patients seek medical advice, from everyday coughs and chest infections to longer-term conditions such as asthma and COPD. Keeping our clinical team up to date with the latest guidance and best practice helps them to identify symptoms, assess patients appropriately and provide the right advice and treatment.

This training also supports our clinicians in recognising when a patient may need further investigation, treatment or specialist support. By continuing to develop these skills, we can help ensure our patients receive safe and appropriate care when they need it.

Supporting Our Team Leaders

Our team leaders also took part in training focused on effective staff management and leadership. Good leadership plays an important role in creating a supportive, organised and positive working environment.

The training provided our team leaders with further tools and guidance to support their colleagues, manage challenges effectively, communicate clearly and help their teams work towards shared goals. By investing in strong leadership, we can support our staff to perform at their best and ensure that everyone across Greensand is working together to provide the best possible experience and care for our patients.

Patient Excellence Training

Our remaining staff took part in Patient Excellence training, focusing on the importance of providing a positive experience for every patient who contacts or visits Greensand.

Providing excellent patient care is about more than clinical treatment. It also includes how we communicate, how we listen, how we respond to questions and concerns, and how we make patients feel when they interact with our team.

This training helps our staff understand the different experiences and expectations patients may have and provides practical ways to improve communication, build trust and deliver a more consistent service across all three of our sites. Whether you speak to a receptionist, clinician, administrator, member of our pharmacy team or another member of staff, every interaction matters. We want our patients to feel listened to, respected and supported.

Continuing to Learn and Improve

Training is an ongoing part of life at Greensand Health Centre. By continuing to invest in our staff and their development, we can strengthen our teams, improve the services we provide and, most importantly, continue working towards delivering excellent care and experiences for our patients.

World Mental Health Day

World Mental Health Day takes place every year on 10 October. It is a day dedicated to raising awareness of mental health, encouraging conversations and reminding people that looking after our mental wellbeing is just as important as looking after our physical health.

Mental health is something that affects everyone. Just as our physical health can change throughout our lives, our mental health can change too. There may be times when we feel happy, confident and able to cope with whatever life brings, while at other times we may feel worried, stressed, overwhelmed, lonely or low. Experiencing difficult emotions does not mean that something is wrong with us. It is a normal part of being human, and everyone can experience periods when they need a little extra support.

Why do we celebrate World Mental Health Day?

World Mental Health Day helps to put mental health at the forefront of conversations around the world. One of its most important purposes is to reduce the stigma surrounding mental health.

For many years, people have felt uncomfortable talking openly about their mental health because of fear of judgement, embarrassment or misunderstanding. This can sometimes mean that people keep their feelings to themselves and don't ask for help when they need it.

By talking more openly about mental health, we can help create an environment where people feel comfortable saying, "I'm not feeling okay" without feeling ashamed.

It is important to remember that asking for help is not a sign of weakness. Speaking to someone you trust, talking to a healthcare professional or accessing mental health support can be an important step towards feeling better.

Looking after your mental wellbeing

There is no single way to look after your mental health, and what works for one person may not work for another. However, small changes to our everyday lives can sometimes make a positive difference.

Stay connected. Spending time with friends, family, colleagues or other people we trust can help us feel less isolated. Even a short conversation or telephone call can make a difference.

Make time for yourself. Our lives can become busy, and it can be easy to put our own needs at the bottom of the list. Making time for activities you enjoy, whether that is reading, listening to music, gardening, exercising or simply having a quiet cup of tea, can give you an opportunity to switch off.

Keep active. Physical activity can benefit both our physical and mental wellbeing. You don't have to join a gym or run miles – going for a walk, doing some gentle exercise or simply getting outside can be a good place to start.

Look after your sleep. Getting enough good-quality sleep is important for our overall wellbeing. Try to maintain a regular sleep routine and give yourself time to wind down before bed.

Talk about how you feel. If something is worrying you, talking to someone you trust can help. You don't have to wait until things become overwhelming before asking for support.

It's okay not to be okay

One of the most important messages of World Mental Health Day is that you don't have to face things alone.

Sometimes we may be able to manage difficult feelings ourselves, while at other times we may need additional support. If you notice that you have been feeling low, anxious, stressed or overwhelmed for some time, or that your mental health is affecting your everyday life, consider speaking to someone.

You could start by talking to a family member, friend or someone else you trust. You can also speak to your GP or another healthcare professional who can listen to your concerns and help you understand what support may be available.

It is equally important to look out for the people around us. You don't need to have all the answers if someone tells you they are struggling. Sometimes simply listening, showing that you care and letting them know that they are not alone can mean a great deal.

A reminder for everyone

World Mental Health Day isn't just about people who are currently experiencing mental health difficulties. Mental health is everyone's business.

Just as we take steps to protect our physical health before we become unwell, we can also take steps to protect and maintain our mental wellbeing. Checking in with ourselves, making time for the things we enjoy, staying connected with others and recognising when we need support can all play a part.

This World Mental Health Day, take a moment to check in with yourself and the people around you.

Ask yourself: How am I really feeling?

And if the answer isn't "I'm okay", remember that you don't have to deal with everything on your own. Reaching out and asking for help is an important first step. ❤️

September Achievements



Welcome to the section in our newsletter dedicated to celebrating the achievements and successes of our team from the previous month. This segment highlights the outstanding contributions of individual staff members, departmental accomplishments, and positive milestones across the surgery.

Our aim is to give patients a greater insight into the hard work, dedication, and teamwork that takes place behind the scenes every day. From professional achievements and training successes to improvements in patient care and team accomplishments, we want to recognise the people who help make our surgery a welcoming and supportive environment for everyone.

By sharing these positive staff wins, we hope to keep our patients informed, connected, and engaged with the ongoing efforts being made to continually improve the care and service we provide.



In September, we were delighted to host our very own Macmillan Coffee Morning, bringing together our patients, staff and local community to raise money for such an important cause.

The morning was a fantastic success, with plenty going on throughout the event. We had a wonderful selection of homemade cakes and bakes, a mini market featuring arts, crafts and other goodies, as well as a fantastic raffle with some brilliant prizes up for grabs. There was a lovely atmosphere throughout the morning, and it was fantastic to see so many people getting involved and supporting the event.

Thanks to the incredible generosity of everyone who donated, purchased raffle tickets, enjoyed a cake, browsed the market or simply came along to show their support, we are incredibly proud to have raised an amazing £844 for Macmillan Cancer Support.



Last month, our IT Team headed to ExCeL London to attend HETT – Health Excellence Through Technology. The event gave our team the opportunity to meet with a wide range of technology and software developers, including the NHS App team, and discover some of the latest innovations in healthcare technology.

Our team spent the day attending exhibition talks, exploring new systems and learning more about how technology could help improve healthcare services in the future.

It was particularly interesting to hear about NHS England's plans for the future of digital healthcare and how technology will continue to play an important role in improving the way patients access and receive care.

We're always looking for ways to make our services easier and more accessible for our patients, so events like HETT are a great opportunity for our team to see what's out there and consider what could benefit our practice in the future.

The Nursing Team

Our nursing team plays an incredibly important role in caring for patients across Greensand Health Centre. Every day, our nurses provide a wide range of appointments, health checks, treatments and preventative care to help patients stay well, manage long-term conditions and identify potential health concerns as early as possible.

Many of these appointments are essential for monitoring a patient's health and helping to prevent more serious problems from developing.

Supporting Patients with Long-Term Conditions

Our nurses provide asthma and COPD reviews, helping patients manage these long-term respiratory conditions. These appointments give patients the opportunity to discuss their symptoms, review how well their medication is working and ensure they understand how to manage their condition. Regular reviews can help identify changes in a patient's health and reduce the risk of serious flare-ups.

Our team also carries out asthma and COPD diagnostic testing, which can help clinicians understand how well a patient's lungs are functioning and support the diagnosis and management of respiratory conditions.

Diabetic reviews are another important part of the care provided by our nursing team. During these appointments, a range of health checks may be carried out, including blood pressure monitoring, blood tests, height and weight measurements, and foot checks. Diabetes can affect different parts of the body, so regular monitoring helps identify potential problems early and supports patients in managing their condition and maintaining their overall health.

We also provide monitoring and support for patients with conditions such as fatty liver disease, helping to keep track of their health and identify any changes that may require further attention.

Tests, Monitoring and Ongoing Care

Our nurses carry out a variety of important tests and monitoring appointments, including ECGs, INR monitoring and blood tests.

An ECG records the electrical activity of the heart and can provide important information when investigating certain symptoms or monitoring heart health.

INR monitoring is particularly important for patients taking certain anticoagulant medications. Regular checks help ensure that medication levels remain within a safe range, reducing the risk of complications. Blood tests are also a valuable part of patient care and can help clinicians monitor existing conditions, investigate symptoms and check a patient's general health.

Treating and Preventing Health Problems

Our wound clinics provide ongoing care for patients with wounds that require professional assessment and treatment. Regular wound care can support healing, reduce the risk of infection and allow our nurses to monitor progress closely.

Our nurses also provide a range of injections, including B12, Prostag and Depo injections. These appointments allow patients to receive important ongoing treatments safely and ensure their care is regularly monitored.

Protecting Patients Through Vaccination

Vaccinations are one of the most effective ways of protecting people against serious illnesses. Our nursing team provides baby immunisations, adult immunisations and travel vaccinations, helping to protect patients at different stages of life.

Baby and childhood immunisations provide important protection against a number of serious diseases, while adult vaccinations can help protect those who may be at greater risk from certain infections.

Travel vaccinations are also available to help patients prepare for trips abroad and reduce the risk of catching illnesses that may be more common in other parts of the world.

Screening and Preventative Care

Our nurses also carry out cervical screening, commonly known as smear tests. These appointments are an important way of helping to prevent cervical cancer by identifying certain changes early, often before they develop into something more serious.

Although some health appointments may feel routine, they can play a vital role in protecting long-term health and identifying concerns at an early stage.

Here for Our Patients

From monitoring long-term conditions and carrying out important tests to providing treatments, vaccinations and preventative care, our nursing team supports thousands of patient appointments. Their work helps patients manage their health, receive the treatment they need and identify potential problems as early as possible. We are incredibly grateful for the dedication, knowledge and care our nursing team provides every day and for the important difference they make to the health and wellbeing of our patients.

Macmillan Coffee Morning

Last month, we were delighted to host our very own Macmillan Coffee Morning at Greensand Health Centre in support of Macmillan Cancer Support. It was a fantastic day, and we were incredibly pleased to raise £854 for this wonderful cause!

The event was a great opportunity for staff, patients and members of our community to come together, enjoy some refreshments and support an organisation that provides such valuable help to people living with cancer, as well as their families and loved ones.

As part of the morning, we held a mini market featuring a fantastic selection of arts and crafts, many of which had been lovingly made and donated by members of our own staff. We were so grateful to everyone who took the time to create something for the event. There was a wonderful variety of handmade items available, and it was lovely to see how popular they were with everyone who came along.

We were also extremely grateful to Laney's Care Farm, who very kindly donated a selection of items made by the students to our mini market. These proved to be particularly popular, and we really appreciate their generosity and support in helping us raise as much as possible for Macmillan.

Of course, no fundraising event would be complete without a raffle! Our raffle was a huge success, with lots of people getting involved and hoping to be one of our lucky winners. We had some fantastic prizes up for grabs, and we're pleased to say that our winners were very happy with their prizes!

Most importantly, the morning gave us the chance to raise money for a charity that makes such a difference to so many people. Macmillan Cancer Support offers practical, emotional and financial support to people affected by cancer, and every donation helps them continue this important work. We would like to say a huge thank you to everyone who helped make our Macmillan Coffee Morning such a success - from our staff who organised the event and made items for the market, to Laney's Care Farm for their generous donation, and of course everyone who donated, bought something, entered the raffle or simply came along to show their support.

Thanks to everyone's generosity, we were able to raise over £800, which is a fantastic achievement. We are incredibly grateful for every contribution, no matter how big or small.

It was a lovely morning, a great success and, most importantly, all for a very worthwhile cause. Thank you to everyone who supported us - your generosity is greatly appreciated!

Don't forget we regularly post all our current news on our website and Facebook page, so be sure to take a look every now and again to stay up-to-date.



Greensand Health Centre



www.greensandhealth.co.uk

Finally, we would be interested to hear any constructive feedback on what you think of our newsletter, and if you have any ideas of articles or information you feel would be useful to share in the future, please email us at knicb.ghcfeedback@nhs.net
