
JUNE PATIENT NEWSLETTER



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 11th June 2026
- Wednesday 8th July 2026
- Wednesday 19th August 2026
- Tuesday 15th September 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.

In this newsletter you can expect:

Carers Week

Oliver McGowan Training

Mental Health Awareness Week

May Achievements

Daffodil Standards

The Home Visiting Team

My MHealth

CARERS WEEK



Carers Week 2026, taking place across the UK in June, is an important annual campaign dedicated to recognising and celebrating the incredible contribution made by unpaid carers. Millions of people throughout the UK provide care and support to family members, friends, or neighbours who may be living with illness, disability, mental health conditions, or age-related needs, often alongside their own work, studies, and personal responsibilities. According to Carers UK, there are an estimated 5.7 million unpaid carers across the UK, with many providing round-the-clock support while balancing employment, education, and family life. Without unpaid carers, the health and social care system would struggle to cope, with carers contributing support estimated to be worth billions of pounds each year.

Carers Week gives us the opportunity to raise awareness of the challenges carers face, including emotional pressure, financial strain, exhaustion, and social isolation, while also highlighting the vital role they play within our communities and healthcare system. Many carers do not recognise themselves as carers and may go years without accessing the support available to them. For example, someone caring for an elderly parent with dementia may spend hours each day helping with medication, appointments, meals, and emotional support while also trying to maintain their own job and wellbeing. Over time, this can have a significant impact on both physical and mental health, which is why recognising and supporting carers is so important.

Celebrating Carers Week helps ensure carers feel seen, valued, and appreciated for the compassion, dedication, and selflessness they show every day. It also encourages organisations, workplaces, and communities to offer greater support, understanding, and recognition to those who spend so much of their time caring for others. There are also many charities and organisations that provide support to carers throughout the UK, including Carers UK, Carers Trust, YoungMinds, and Age UK. Donations to these charities can help provide advice services, respite opportunities, mental health support, and practical assistance for carers and their families.

If you are a patient registered with Greensand Health Centre and you are an unpaid carer, please let us know by completing our Carer Registration Form. You may be eligible for additional support and health services, including regular health check-ups and mental health support, helping us to better support your wellbeing while you care for others.

Oliver McGowan Mandatory Training



As most of you know, we had a PLT (Protected Learning Time) day in May, for the Oliver McGowan Mandatory Training on Learning Disability and Autism. The Oliver McGowan Mandatory Training on Learning Disability and Autism was created following the death of Oliver McGowan, an 18-year-old autistic young man with a mild learning disability from England, whose family said he repeatedly experienced a lack of understanding from healthcare professionals about his autism, communication needs, and the importance of listening to him and those who knew him best.

In 2016, Oliver became seriously unwell in hospital and was given antipsychotic medication despite warnings from both him and his parents that he had previously reacted badly to it. He later developed severe complications and died, leading to national attention on the gaps in training and awareness within health and social care services. Following a campaign by his mother, Paula McGowan, the UK government introduced this mandatory training to help healthcare and social care staff better understand learning disabilities and autism, improve communication, make reasonable adjustments, recognise individual needs, and provide safer, more compassionate, and person-centred care. The training is important because it aims to reduce health inequalities, prevent avoidable harm, and ensure that autistic people and people with learning disabilities are treated with dignity, listened to properly, and supported in ways that help them feel safe, understood, and respected when accessing healthcare services.



MENTAL HEALTH AWARENESS WEEK



In May, we had Mental Health Awareness Week to raise awareness about mental health and the importance of looking after our well being. Mental health affects how we think, feel, and cope with everyday life - and just like physical health, it deserves care, support, and understanding.

Every year, millions of people silently struggle with anxiety, depression, trauma, loneliness, and other mental health conditions while appearing “fine” on the outside, which is why raising awareness is so vital. In the UK alone, more than 7,100 suicides were registered in 2024, and around three in four of those deaths were men, showing the devastating impact mental health struggles can have when people feel unable to speak openly or seek support. Middle-aged men continue to have the highest suicide rates, with many suffering in silence due to stigma, social pressure, or fear of appearing weak. At Greensand Health Centre, we run a Men’s Mental Health Support Group that meets on the third Tuesday of every month. The group provides a safe and supportive environment where men can connect with others who may be facing similar challenges, helping them realise they are not alone. It also gives our male patients the opportunity to build new friendships, share experiences, gain support from one another, and grow in confidence by stepping outside of their comfort zones. If you’re interested in joining, please look at our website for more information:

<https://www.greensandhealth.co.uk/groups-and-clubs/>

One of the most heartbreaking realities surrounding mental illness is that families and friends are often unaware that their loved one is struggling until it is too late. Many people become experts at masking emotional pain, continuing with work, socialising, and daily routines while privately battling overwhelming feelings of hopelessness. Mental health charities and support organisations frequently report that loved ones are left shocked and devastated after a suicide because there were few visible warning signs or because the individual never felt safe enough to open up. Awareness campaigns help break this silence by encouraging honest conversations, challenging harmful stereotypes, and teaching people how to recognise signs of emotional distress in others. They also remind people that seeking therapy, counselling, or medical help is not a sign of weakness but an act of courage. By promoting understanding and empathy, Mental Health Awareness Week helps reduce stigma, encourage earlier intervention, and ultimately save lives. It also highlights the importance of community support, because something as simple as checking in on a friend, listening without judgement, or asking someone if they are truly okay can make an enormous difference. Raising awareness ensures that fewer people suffer alone and more families are equipped to notice when someone they love may be struggling in silence.

Our Mental Health Practitioner kindly gathered some resources that our patients can use to get support.

- Men’s Mental Health - [Men2 Group](#)
- Support after losing a loved one through suicide - [Amparo](#)
- Domestic Abuse Support - [Domestic Abuse Volunteer Support Services](#)
- Pregnancy trauma, baby loss & miscarriage support - [Making Miracles Counselling Support / Abigail's Footsteps](#)

We would also like to highlight [KM Talking Therapies](#) - a free NHS service providing confidential talking therapies and support for people experiencing stress, anxiety, depression, low mood, and other mental health challenges. You can self-refer or speak to your GP for more information.

You can also call them on 0333 091 0414 to start your referral, they will then be in touch to arrange an assessment.



May Achievements



We're excited to introduce a brand-new section in our newsletter dedicated to celebrating the achievements and successes of our team from the previous month. This segment will highlight 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.



A huge congratulations to both Sarah Yeulet and Julie Griffin on successfully completing the Primary Care Pharmacy Education 18-month pathway programme.

This comprehensive pathway is designed to enhance pharmacists' knowledge, clinical skills and practical experience when working in patient-facing roles within primary care settings. Throughout the programme, participants develop greater confidence in supporting patients as part of multidisciplinary healthcare teams, helping to deliver high-quality, person-centred care across a range of clinical areas.

Completing this pathway is a significant achievement and reflects Sarah and Julie's dedication to their professional development and continued commitment to providing excellent care and support to patients and colleagues alike. Well done to them both on this fantastic accomplishment!



Our IT Team are now registered NHS App Ambassadors! This means they are available to support patients, assist colleagues, and host drop-in sessions to help patients get the most out of the NHS App. The NHS App is a fantastic online service that allows patients to view their medical records, order repeat prescriptions, request GP appointments, and much more. We understand that learning to use new systems can sometimes feel overwhelming, so our IT Team are happy to help with any questions or issues patients may have. Simply email itsupport.greensand@nhs.net with as much detail as possible, and a member of the IT Team will get back to you as soon as they can.



On 26 April 2026, our very own Louise Judge took on her third London Marathon - but with a unique twist. This year, she ran it in reverse! Starting at one minute past midnight, Louise joined around 2,000 fellow runners setting off from Buckingham Palace and heading back towards the official start line in Greenwich. She completed the race in an impressive 4 hours, 32 minutes and 35 seconds, achieving a new personal best. Louise ran in support of Marie Curie, which was also the official charity partner of the 2026 TCS London Marathon. She raised £430 for the charity and would like to thank everyone who donated to help support people living with terminal illnesses and their families.



Daffodil Standards



Greensand Health Centre has taken an important step towards improving the care of patients with advanced serious illness and those needing end of life care.

The Royal College of General Practitioners Daffodil Standards are a framework designed to improve the quality of end-of-life and bereavement care provided by GP practices across the United Kingdom. Developed in partnership with Marie Curie, the standards aim to ensure that patients with advanced serious illnesses receive compassionate, coordinated, and person-centred care during the final stages of life. They provide guidance for healthcare professionals on how to support not only patients, but also their families and carers through difficult emotional and practical challenges.

The Daffodil Standards are based on the belief that every person deserves dignity, respect, and comfort at the end of life. They encourage GP practices to identify patients who may require palliative care at an early stage so that support can be planned effectively. Early identification allows healthcare teams to discuss patients' wishes, preferences, and concerns regarding their future care. This can help patients feel more involved in decisions and improve their quality of life.

The framework is organised around several key areas, including communication, symptom management, care coordination, support for carers, and bereavement care. Effective communication is one of the most important aspects of the standards because patients and families often need clear and sensitive discussions about treatment options, emotional support, and future planning. The standards also stress the importance of teamwork between GPs, nurses, hospices, hospitals, and community services to provide joined-up care.

Another important feature of the Daffodil Standards is the recognition of carers and family members. Caring for someone who is seriously ill can be physically and emotionally demanding, so the standards encourage practices to provide carers with advice, reassurance, and access to support services. Bereavement support is also highlighted, ensuring that families continue to receive care and guidance after the death of a loved one.

The Daffodil Standards also promote continuous improvement within GP practices. Healthcare teams are encouraged to reflect on the quality of the care they provide, identify areas for development, and make gradual improvements over time. Because communities and patients have different needs, the framework is flexible and can be adapted to suit local circumstances.

In conclusion, the Daffodil Standards play a significant role in improving end-of-life care in the UK. By focusing on compassion, communication, dignity, and teamwork, they help ensure that patients receive respectful and supportive care during one of the most vulnerable periods of life. At the same time, they provide valuable support to families and carers, helping them cope with the challenges of illness, loss, and bereavement.



The Home Visiting Team

By May Crosby



I am the Home Visiting Coordinator at the surgery, supporting a newly established Home Visiting Team designed to provide continuity of care for our housebound and extremely frail patients. The aim of the service is to ensure these vulnerable patients are consistently reviewed by the same clinical staff, while also proactively identifying any outstanding health checks, reviews, or support they may be eligible for.

The team consists of a dedicated GP, a Paramedic Practitioner, and myself in a coordination and administrative role.

The overall goal of the Home Visiting Team is to provide personalised, consistent, and proactive healthcare to patients who are often at risk of being overlooked within traditional primary care pathways. The Home Visiting Team also places a strong focus on ACP (Advanced Care Planning). This involves having supportive and sensitive conversations with patients and, where appropriate, their families, to understand their values, preferences, and wishes for future care should their health or condition worsen. Advance Care Planning helps ensure that patients' choices are respected and that care is delivered in line with what matters most to them.

The Home Visiting Team manages the majority of the surgery's palliative care patients. By supporting these patients within their own homes, the team is able to provide compassionate, personalised care while also offering reassurance and support to families and carers during a very difficult time. Continuity of care from familiar clinicians helps to build trust, promote dignity, and ensure patients receive appropriate symptom management and support in accordance with their wishes.

In addition, our Home Visiting GP provides dedicated care to three local care homes, carrying out weekly visits to review and manage residents' health needs. Regular GP input allows strong clinical relationships to develop with both patients and care home staff, helping to promote continuity, early intervention, and high standards of care.

Due to the complexity and vulnerability of the patients under the Home Visiting Team, it is important that we apply clear and consistent criteria regarding eligibility for home visiting and housebound status. Patients are considered housebound when they are unable to leave their home for medical appointments, shopping, or social activities due to frailty or certain medical conditions that significantly limit their mobility or independence.

Patients who are usually able to attend appointments, go shopping, or participate in social activities, but are temporarily unable to do so because of lack of transport, or inconvenience, would not normally meet the criteria for being classed as housebound. This approach aligns with the eligibility criteria used by community healthcare services and support teams. Maintaining consistent criteria is essential to ensure patients receive the most appropriate level of support. A patient may be recorded as housebound within the practice, but if they are later attending appointments or social activities independently, community services, like District Nurses, may decline referrals or withdraw support on the basis that they do not meet their threshold for housebound care. Applying a unified and evidence-based approach helps ensure patients can access the full range of services and ongoing support.

If you feel you may be eligible for support from the Home Visiting Team and would benefit from being under our care, please contact our reception team for further information and assessment.



Living with a long-term health condition can affect many aspects of daily life. Managing symptoms, taking medication correctly, attending appointments, and making lifestyle changes can sometimes feel challenging and overwhelming. Having access to reliable information and support between healthcare appointments can make a significant difference to a person's confidence, wellbeing, and ability to manage their condition effectively.

The my mhealth platform has been developed to help support people living with long-term conditions by providing expert advice, educational resources, and practical self-management tools that can be accessed anytime and anywhere. The app supports people living with conditions including COPD, Asthma, Diabetes, and a range of heart conditions, helping patients become more informed and actively involved in their own care.

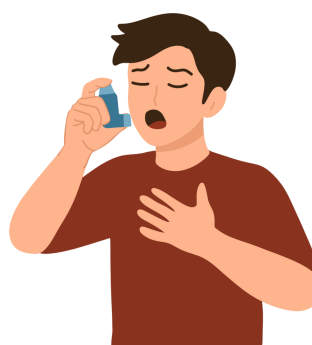
My mhealth is designed to work alongside the support provided by healthcare professionals, giving patients additional guidance and reassurance in managing their health from home. The platform can be accessed through a smartphone, tablet, or computer, making it convenient and easy to use for people of all ages and levels of digital confidence.

For people living with Chronic Obstructive Pulmonary Disease (COPD), symptoms such as breathlessness, coughing, fatigue, and reduced mobility can have a major impact on everyday activities. The my mhealth app provides educational information about COPD and offers guidance on breathing exercises, pulmonary rehabilitation, inhaler use, symptom monitoring, and managing flare-ups. Patients can learn how to recognise early warning signs of worsening symptoms and understand when to seek medical advice. The app also encourages healthy lifestyle changes, including support with physical activity and smoking cessation, both of which can play an important role in improving lung health and overall wellbeing.

The platform is also highly beneficial for people living with Asthma. Asthma symptoms and triggers can vary greatly between individuals, and understanding how to manage the condition effectively is essential for preventing asthma attacks and maintaining good symptom control. The my mhealth app offers practical advice on identifying triggers, improving inhaler technique, monitoring symptoms, and following personalised asthma action plans. Educational videos and easy-to-understand resources help patients feel more confident in managing their condition independently and recognising when symptoms may require further medical attention.

For patients living with Diabetes, self-management is an important part of maintaining good health and preventing complications. The app provides support and education around blood glucose monitoring, healthy eating, exercise, medication management, and lifestyle choices. It helps patients better understand how diabetes affects the body and how everyday decisions can influence blood sugar levels and long-term health outcomes. For people who are newly diagnosed, the app can also provide reassurance and guidance during what can often feel like an overwhelming time.

People living with heart conditions can also benefit greatly from the support available through my mhealth. Conditions such as heart failure, atrial fibrillation, and coronary heart disease often require ongoing monitoring and lifestyle adjustments. The platform provides information about managing symptoms, understanding medications, improving heart health through diet and exercise, and recognising signs that may require medical review. By increasing knowledge and awareness, the app can help patients feel more in control of their condition and support healthier day-to-day choices.



One of the main aims of my mhealth is to encourage self-management and empower patients to take an active role in their healthcare. While the app does not replace medical advice or routine appointments, it can provide valuable support between consultations and help patients feel more confident managing their symptoms at home. Many people find that having access to trusted information whenever they need it reduces anxiety and helps them feel reassured about their condition.

The app's flexibility and accessibility are especially helpful for patients who may find frequent appointments difficult due to mobility issues, work commitments, caring responsibilities, or travel challenges. Being able to access support remotely allows patients to learn at their own pace and revisit information whenever needed.

Digital health platforms such as my mhealth are becoming an increasingly important part of long-term condition management within healthcare. By supporting education, prevention, and self-care, the app helps patients build confidence, improve understanding of their condition, and make positive changes that can contribute to better long-term health and wellbeing.

If you live with COPD, Asthma, Diabetes, or a heart condition and would like to learn more about the my mhealth platform, please speak to your healthcare team who can advise whether the service may be suitable for you.

SCAN ME



1

Scan the QR code to sign up for your free my mhealth account

2

Check your inbox for an activation email to set your password. Then scan the QR code below for your device to go straight to the app.

Scan to download



Scan to download



3

Open the app and follow the on-screen prompts to finish your setup

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.



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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 kmicb.ghcfeedback@nhs.net
