
JULY 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.

- 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:

World Hepatitis
Day

Safeguarding
Children &
Adults Training

International
Self-Care Day

June
Achievements

Dietitian

The Greenery
Cafe

WORLD HEPATITIS DAY



Every year on 28th July, people around the world come together to mark World Hepatitis Day, a global awareness campaign dedicated to increasing understanding of viral hepatitis, improving access to testing and treatment, and encouraging action to prevent infection. The day is recognised by the World Health Organisation (WHO) and provides an important opportunity to highlight the impact hepatitis has on millions of people worldwide.

Hepatitis is a term used to describe inflammation of the liver. The liver plays a vital role in filtering toxins, processing nutrients, storing energy, and fighting infection. When the liver becomes inflamed, its ability to function properly can be affected. Hepatitis can be caused by viruses, alcohol misuse, certain medicines, or autoimmune conditions, but viral hepatitis remains one of the most significant global health concerns. The most common types are hepatitis A, B and C. Hepatitis A is usually spread through contaminated food or water and is typically short-term, while hepatitis B and C are spread through infected blood and bodily fluids and can lead to long-term liver damage if left untreated.

According to NHS England, hepatitis B and C are among the leading causes of serious liver disease and liver cancer. Hepatitis B can be prevented through vaccinations, which is offered routinely as part of the UK childhood immunisation programme and to those at higher risk. The NHS also highlights that modern treatments can cure most cases of hepatitis C, making early diagnosis more important than ever. However, many people with hepatitis B or C experience no symptoms for years, meaning they may be unaware they are infected. Symptoms, when they do occur, can include tiredness, abdominal pain, nausea, dark urine and jaundice (yellowing of the skin and eyes).

World Hepatitis Day is celebrated to raise awareness, reduce stigma, and encourage people to get tested if they may be at risk. The date of 28th July was chosen in honour of Dr Baruch Blumberg, who discovered the hepatitis B virus and helped develop the first hepatitis B vaccine. The campaign also supports the World Health Organisation's goal of eliminating viral hepatitis as a major public health threat by 2030.

By increasing awareness, promoting vaccinations, encouraging testing, and supporting those affected by the condition, World Hepatitis Day helps communities take positive steps towards preventing liver disease and improving health outcomes. This year, take a moment to learn more about hepatitis, share information with others, and help spread the message that early detection and treatment can save lives.

Safeguarding Children & Adults Training

On 11th June, all three of our surgeries were closed for the afternoon to allow staff to attend the mandatory Safeguarding Level 3 Protected Learning Time (PLT) training. The session focused on safeguarding children and adults, reinforcing the knowledge and skills needed to recognise potential concerns, respond appropriately, and help ensure the safety and wellbeing of those who may be vulnerable.

Safeguarding is a fundamental responsibility within healthcare and plays a vital role in protecting children, young people, and adults who may be at risk of abuse, neglect, exploitation, or other forms of harm. Healthcare professionals regularly interact with individuals and families in a variety of settings and are often in a unique position to recognise signs and indicators that may not be apparent to others. For this reason, it is essential that all staff have the knowledge, skills, and confidence to identify concerns, respond appropriately, and take action when necessary.

Abuse and neglect can take many forms, including physical, emotional, sexual, financial, organisational, and discriminatory abuse, as well as neglect and self-neglect. In many cases, the signs can be subtle, and individuals may be unable or unwilling to disclose their experiences. Effective safeguarding relies on staff being vigilant, professionally curious, and aware of the procedures in place to support vulnerable individuals. Early identification and intervention can make a significant difference in preventing harm and ensuring people receive the help and protection they need.

It is important that all members of our team complete safeguarding training, regardless of their role or level of patient contact. Safeguarding is everyone's responsibility, and every member of staff has a role to play in creating a culture of safety and accountability. The training provides a clear understanding of how to recognise potential safeguarding concerns, how to respond sensitively and appropriately when concerns are raised, and how to report and escalate issues in line with local and national safeguarding policies.

Regular safeguarding training also ensures that staff remain up to date with current legislation, best practice guidance, and emerging safeguarding risks. It reinforces the importance of working collaboratively with colleagues and partner agencies to promote the wellbeing of vulnerable individuals and support effective information sharing where appropriate.

By maintaining up-to-date safeguarding knowledge and embedding safeguarding principles into our daily practice, we can help create a safe, supportive, and compassionate environment for our patients, service users, and colleagues. Together, we can ensure that those who are most vulnerable are protected, listened to, and provided with the care and support they deserve.

INTERNATIONAL SELF-CARE DAY



International Self-Care Day is celebrated every year on 24th July and is dedicated to raising awareness of the important role self-care plays in maintaining good health and wellbeing throughout all stages of life. The date, 24/7, was specifically chosen to emphasise that self-care is something we can practise 24 hours a day, 7 days a week, through the choices and habits we incorporate into our daily lives. Self-care refers to the actions individuals take to promote and protect their own physical, mental, and emotional health. This can include eating a nutritious and balanced diet, staying physically active, getting enough sleep, managing stress effectively, maintaining positive social connections, attending routine health appointments, and seeking support when needed. Self-care is not simply about relaxation or treating ourselves; it is a proactive approach to maintaining overall wellbeing and preventing illness.

The importance of self-care has become increasingly recognised in recent years, particularly as research continues to demonstrate the positive impact it can have on both physical and mental health. Studies have shown that regular physical activity can reduce the risk of heart disease, stroke, type 2 diabetes, and certain cancers, while good sleep habits are linked to improved concentration, mood, and immune function. Similarly, activities that support mental wellbeing, such as mindfulness, spending time outdoors, or connecting with friends and family, can help reduce stress, anxiety, and feelings of isolation. Even small changes to daily routines can have a significant effect on long-term health outcomes and quality of life.

International Self-Care Day is celebrated to encourage individuals to take an active role in managing their health and to recognise that many aspects of wellbeing are influenced by everyday choices. The day also highlights the importance of health literacy, empowering people to make informed decisions about their health and understand when professional medical advice may be needed. By promoting greater awareness of self-care practices, the campaign aims to support healthier communities, improve wellbeing, and reduce preventable illness.

The benefits of self-care extend beyond the individual. When people are equipped with the knowledge and confidence to manage minor ailments, maintain healthy lifestyles, and seek help at the right time, it can help reduce pressure on healthcare services and contribute to better public health outcomes. International Self-Care Day therefore serves as an important reminder that looking after our health is an ongoing responsibility and that small, consistent actions can make a meaningful difference. Whether it is taking a short walk, prioritising rest, drinking more water, connecting with loved ones, or setting aside time to relax and recharge, self-care is an essential part of living a healthier, happier, and more balanced life.



June 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.



Last month, our pharmacy team received some wonderful feedback and kind reviews from our patients, which was a fantastic recognition of the care and support they provide every day. As a thoughtful gesture of appreciation, the team were also delighted to receive flowers and chocolates from patients who wanted to say thank you for the kindness, compassion, and dedication shown during their consultations.

It is always incredibly rewarding to hear positive feedback about the experiences we create for our patients. Comments like these not only highlight what we are doing well, but also help us reflect on how we can continue to improve and enhance the services we provide.

We are grateful to our patients for taking the time to share their experiences and for recognising the hard work and commitment of our pharmacy team.



Our Friends and Family Feedback survey is sent each month to a random selection of patients following their appointment.

In May 2026, we received 148 responses. Thank you to everyone who took the time to share your feedback. Your comments help us reflect on what we are doing well and identify areas where we can improve.

We are pleased to share that 86% of responses were positive. Patients also have the opportunity to leave additional comments alongside the survey questions, and all feedback is shared with our staff team.

Some patients highlighted concerns about the availability of GP appointments. We understand how important timely access to care is and would like to share our year-on-year comparison to demonstrate the progress we have made. We also want to reassure patients that we are continuing to work hard to strengthen our GP team and increase appointment availability wherever possible.



We're proud to celebrate 2 amazing years of supporting our community through our Walk-In Clinic at our Linton site. Over the past two years, we've had the privilege of helping patients with quick, convenient access to healthcare when they need it most and we couldn't have done it without the continued support of our wonderful community and dedicated team.

- Average amount of patients seen per week = **275** (this equates to approximately **14,300** patient contacts per year!)
 - Average wait time: **62** minutes
 - 2/3rd of our patients are seen in the morning. This means we are statistically busier in the morning hence longer waiting times
-



What is a Dietitian?

Dietitians are qualified healthcare professionals who assess, diagnose, and treat dietary and nutritional problems. We use the latest evidence-based scientific research on food, nutrition, health, and disease to support individuals in making informed dietary and lifestyle choices that improve their health and wellbeing.

The title "Dietitian" is legally protected, meaning that only professionals registered with the statutory regulator, the Health and Care Professions Council (HCPC), can use this title. This provides reassurance that dietitians meet nationally recognised standards of education, training, and professional practice.

Dietitians work with people of all ages and across a wide range of healthcare settings. Historically, NHS dietitians have primarily worked within community services and secondary care settings such as hospitals. However, dietitians are increasingly becoming an important part of multidisciplinary teams within primary care, helping patients access specialist nutrition support closer to home.

How Can a Dietitian Help?

Dietitians play a vital role in the prevention, management, and treatment of many health conditions. We support patients with a variety of clinical concerns, including:

- Diabetes
- Irritable Bowel Syndrome (IBS)
- Malnutrition and nutritional deficiencies
- Kidney disease and kidney failure
- Weight management
- Cardiovascular disease
- Gastrointestinal disorders
- Food allergies and intolerances



By providing personalised dietary advice, dietitians help patients make sustainable changes that can improve symptoms, enhance quality of life, and support long-term health outcomes.

How Do Patients Access a Dietitian?

Most patients are referred to a dietitian by their GP, practice nurse, or another healthcare professional. Referrals may also come from secondary care services following a hospital admission or specialist consultation.

What Does a Typical Day Look Like?

No two days are ever the same in dietetics, which is one of the aspects that makes the profession so rewarding.

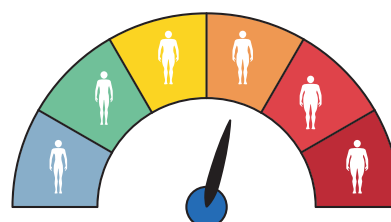
A typical day often begins by preparing for clinic and reviewing the list of patients scheduled for appointments. Before meeting each patient, we assess the reason for referral and review any relevant medical information to ensure the consultation is tailored to their individual needs.

Dietitians commonly use the ABCDE assessment framework, which provides a holistic understanding of a patient's nutritional status and health needs:

A – Anthropometry

This includes measurements such as:

- Height
- Weight
- Body Mass Index (BMI)
- Weight history and recent weight changes



These measurements help us assess nutritional status and identify any concerns relating to undernutrition, overweight, or obesity.

B – Biochemistry

We review relevant blood test results and other laboratory investigations that may influence nutritional management, such as:

- Blood glucose levels
- Kidney function
- Cholesterol levels
- Vitamin and mineral status
- C – Clinical Assessment

This involves understanding the patient's medical history and current health condition. Discussions may include:

Symptoms and diagnosis:

- Bowel habits
- Wound healing
- Medications
- Investigations and treatment plans
- D – Dietary Assessment

A detailed dietary history helps us understand what a patient typically eats and drinks. We may discuss:

- Eating patterns
- Food choices
- Nutritional intake
- Recent dietary changes

This allows us to identify areas where dietary modifications may support the management of their health condition.

E – Environment and Lifestyle

Nutrition is influenced by many factors beyond food alone. We therefore consider:

- Home and eating environment
- Employment and work patterns
- Physical activity levels
- Social circumstances
- Access to food and cooking facilities

Understanding these factors helps ensure that any recommendations are realistic, practical, and achievable for the individual.

A Diverse and Rewarding Profession

Every patient presents with unique circumstances and challenges, making each consultation different. Whether supporting someone newly diagnosed with diabetes, helping a patient recover from illness, or assisting with long-term weight management goals, dietitians have the opportunity to make a meaningful impact on people's lives every day.

To learn more about the role of a dietitian, visit:

<https://www.bda.uk.com/about-dietetics/what-do-dietitians-do/how-can-dietitian-help-you.html>
<https://www.bda.uk.com/resource/a-day-in-the-life-of-a-dietitian-clinical-and-industry.html>

The Greenery Cafe



We're excited to introduce our new range of homemade smoothies at The Greenery Café in Linton. Made with a variety of fruits and wholesome ingredients, our smoothies are packed with vitamins and natural goodness, making them a refreshing and healthy choice any time of the day.

Choose from our delicious Breakfast, Sunshine, or Exotic Smoothies, each carefully blended to provide great flavour and a nutritious boost.

Best of all, they're available for just £3.50 each!

Pop into The Greenery Café at our Linton site and try one today - a tasty way to enjoy more fruit and vitamins as part of a balanced lifestyle.

Breakfast Smoothie

Start your day with our delicious homemade Breakfast Smoothie, made with banana, mixed berries, oats, and your choice of coconut water or oat milk. Packed with flavour and natural goodness, it's a refreshing and satisfying option for breakfast or a healthy snack.

- Did you know? Bananas are a great source of potassium, a mineral that helps support normal muscle function and maintain healthy blood pressure.

Sunshine Smoothie

Brighten your day with our refreshing homemade Sunshine Smoothie! Made with banana, pineapple, lime, carrot juice, and ginger for a zesty kick (also available without ginger), this vibrant blend is packed with fruity flavour and natural sweetness.

- Did you know? Pineapple contains bromelain, a natural enzyme that helps break down protein and supports digestion.

Exotic Smoothie

Escape to the tropics with our homemade Exotic Smoothie! This refreshing blend combines mango, pineapple, papaya, ginger, and coconut water to create a vibrant, fruity drink bursting with tropical flavour. Prefer it milder? It's also available without ginger.

- Did you know? Papaya is rich in vitamin C, with just one papaya providing more than your daily recommended intake, helping to support a healthy immune system.



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
