

**The Green House Surgery**  
**Winter 2024 Newsletter**  
**[www.thegreenhousesurgery.co.uk](http://www.thegreenhousesurgery.co.uk)**



**We wish all our patients a very Merry Christmas, and  
a healthy New Year 🦌**

**Welcome to our Winter 2024 Newsletter**

We would encourage our patients to read our newsletter as it contains some useful information, some of which you may not be aware of. You are welcome to take a copy home with you. However, an electronic copy is available on The Green House Surgery Website [www.thegreenhousesurgery.co.uk](http://www.thegreenhousesurgery.co.uk)

**Surgery Christmas openings times:**

Monday 23 <sup>rd</sup> December	8 – 6 pm
Tuesday 24 <sup>th</sup> December 2024	8 – 6 pm
Wednesday 25 <sup>th</sup> December 2024	CLOSED
Thursday 26 <sup>th</sup> December 2024	CLOSED
Friday 27 <sup>th</sup> December 2024	8 – 6 pm
Monday 30 <sup>th</sup> December 2024	8 – 6 pm
Tuesday 31 <sup>st</sup> December 2024	8 – 6 pm
Wednesday 1 <sup>st</sup> January 2025	CLOSED
Thursday 2 <sup>nd</sup> January 2025	8 – 6 pm
Friday 3 <sup>rd</sup> January 2025	8 – 6 pm

**Medical care and advice can be accessed by contacting NHS 111  
when the Surgery is closed**

### Flu and Covid Booster vaccinations

We anticipate that the Covid Booster campaign will finish at the end of December 2024 so if you are not booked in for your covid vaccination and you are eligible please contact the Practice.

The flu Campaign will continue until the end of March 2025. Again, if you are eligible and have not been given your flu vaccination, please contact the Practice to book an appointment before the 31 March 2025.

### Carer Friendly Accreditation

We are very proud to announce that The Green House Surgery has recently been awarded Carer Friendly Accreditation by Teesside Mind.



## **Keeping yourself and your home warm over Winter ...**

Keeping warm over the winter months can help to prevent colds, flu and more serious health problems such as heart attacks, strokes, pneumonia and depression.

Age UK and UKHSA suggest heating your home to a temperature that is comfortable for you. This should be at least 18°C in the rooms that you frequently use such as your living room and bedroom. Low indoor temperatures can have a serious impact on your health, especially if you have a medical condition or are older.

With the rising cost of living, there are some simple changes that can help to keep you and your home warm:

- Try to reduce draughts – fit draft excluders around doors or otherwise use an old towel to cover a gap under the door.
- Keep your bedroom windows closed at night.
- Wear several layers of thinner clothing – this will keep you warmer than one thick layer.
- Ensure you are eating enough and having hot drinks.

Check that your heating and cooking appliances are safe. Contact a Gas Safe registered engineer to make sure they're operating properly. Visit [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk) and [www.nationalfirechiefs.org.uk](http://www.nationalfirechiefs.org.uk) for more information. If you live in rented or social accommodation, you can check that your landlord is meeting minimum standards around energy efficiency, damp and mould.

## **Check your medicine cabinet ...**

To manage winter illness symptoms at home, you should keep warm, rest, drink plenty of fluids, have at least one hot meal a day to keep your energy levels and use over-the-counter medicines to help give relief. For more information speak to your local pharmacist; find yours at [www.nhs.uk/findapharmacy](http://www.nhs.uk/findapharmacy)

Ask your pharmacist what medicines should be in your medicine cabinet to help you and your family this winter.

Many over the counter medicines (including Paracetamol and Ibuprofen) are available to relieve symptoms of common winter illnesses such as colds, sinusitis or painful middle ear infection (earache).

### **Look out for other people ...**

Remember that older neighbours, friends and family members, may need added help over the Winter.

Keep in touch with them especially if they live alone.

Make sure they're stocked up with enough food supplies for a few days, in case cold, ice or snowy weather stop them going out. If they do need to go out in the cold, encourage them to wear shoes with a good grip and a scarf around the mouth to protect them from cold air and to reduce their risk of chest infections.

Make sure they get any prescription medicines before the Christmas holidays start and if bad weather is forecast.

If they need help over the holiday period when the surgery is closed NHS 111 can help. The Service is available online at <https://111.nhs.uk/> and also by phone

### **Mental Health Support ...**

We all feel down from time to time, no matter our age. You can find information and tips on keeping mentally healthy at [www.nhs.uk/every-mind-matters](http://www.nhs.uk/every-mind-matters)

You can self-refer to NHS Talking Therapies if you are feeling anxious, depressed or struggling to cope by visiting [www.nhs.uk/talk](http://www.nhs.uk/talk)

If you live with serious mental illness, you are entitled to a free annual health check – please contact the Practice to book an appointment.

If you or a loved one are experiencing a mental health crisis, you can call NHS 111 and press Option 2 for 24 hour mental health advice and support. Information and contact details are available on [www.nhs.uk/urgentmentalhealth](http://www.nhs.uk/urgentmentalhealth)



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## **Pharmacy First**

**Did you know you can access help for a wide range of symptoms at any Pharmacy using the Pharmacy First Service?**

If you go to a Pharmacy with one of the conditions listed below the Pharmacist will offer you advice, treatment or refer you to a GP or other healthcare professional if needed.

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- **Earache (aged 1 to 17 years)**
  - **Impetigo (aged 1 year or over)**
  - **Infected insect bites (aged 1 year and over)**
  - **Shingles (aged 18 years and over)**
  - **Sinusitis (aged 12 years and over)**
  - **Sore throat (aged 5 years and over)**
  - **Urinary tract infections or UTIs (women aged 16 to 64 years)**
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If you are not within these age ranges a Pharmacist can still offer advice, but you may need to see a GP for treatment.

## **Winter Wellness Directory**

### **Helplines:**

Advice for everyone	NHS 111
The National Domestic Abuse (24/7)	0808 200 0247
Men's Advice Line	0808 801 0327
National Stalking	0808 802 0300
Galop (LGBT Advice )	0800 999 5428
Mind	0300 123 3393
National Breastfeeding	0300 100 0212
National Debt Line	0808 808 4000
Childline	0800 1111
Silverline	0800 470 8090
Samaritans	116 123
NSPCC	0808 800 5000
National Help to Claim Line	0800 1448 444
Age UK	0800 678 1602
Veterans Gateway	0808 802 1212

### **Local Helplines:**

Citizens Advice Bureau	01642 030000
Universal Credit Help Line	0800 328 5644
Carers Together	01642 488977
Debt Advice	07902674692
Samaritans Teesside	0330 094 5717
Redcar Mind	01642 296 052
Redcar & Cleveland Voluntary Development Agency	01642 440571
Beyond Housing	0345 065 5656
Thirteen Group	0300 111 1000
RSPCA	0300 123 4999
Redcar & Cleveland Adult Access Team	01642 065070
Multi-Agency Children's Hub	01642 130700
Social Services	01642 524552

### **Local Substance Misuse:**

We Are With You	0300 303 3781
FRANK <a href="http://www.talktofrank.com">www.talktofrank.com</a>	0300 123 6600
Alcoholics Anonymous <a href="mailto:help@aamail.org">help@aamail.org</a>	0800 917 7650
UKNA	0300 999 1212

## **Local Domestic Abuse helplines:**

**If you are experiencing domestic abuse, and at immediate risk:** Call the police on **999**

If you've called 999 but cannot speak, you can cough or dial 55 once the call is connected and operators are trained to know this means you need assistance. Do not simply stay silent.

**If you are experiencing domestic abuse, but are not at immediate risk:** Call the police on **101**

**If you are experiencing domestic abuse, but do not want to contact the police, you can seek confidential support from Harbour Support Services (part of the THRIVE partnership) on 0300 303 3781, email THRIVE.WithYou@NHS.net or <https://www.myharbour.org.uk/>**

Harbour	0300 303 3781
EVA Woman's Aid	01642 490677
HALO Harbour based abuse, Forced Marriage and FGM	01642 683045
Sexual Assault Referral Centre (people who have experienced Rape or Sexual Assault)	01642 516888
Arch North East for Victims of Sexual Violence	01642 822331
LGBT Hart Gables	01429 236790
Victim Care and Advice Service	0303 040 1099

## **Local Food Banks/Community Grocery:**

Newcomen Methodist Church	23/12/24 & 30/12/24
St Peters Church	02/01/2025
Next Step Shop Queen Street	17/12/24 and 18/12/24 9:30 and 13:00

**Thanks for reading our Winter newsletter. We look forward to providing a further newsletter in the Spring. Please keep checking in with us via our website at [www.thegreenhousesurgery.co.uk](http://www.thegreenhousesurgery.co.uk) as things change constantly.**

