

Springfield Patient Participation Group (PPG)

We are the Patient Participation Group, a group of volunteers who represent the patients of the Springfield Practice. Independent from the surgery, we are here to represent your interests to the practice so they can best meet all our needs. We produce this newsletter for the benefit of all surgery patients.

Any suggestions as to what you want to hear more about in future editions then please email us at:

springfieldppg@yahoo.com.

Canalside Health
Care Centre,
Bingley Telephone:
01274 567991

Patient NEWSLETTER



MENOPAUSE SPECIAL EDITION

This special edition of the Newsletter has been produced due to the level of interest in this subject

In medical terms 'The Menopause' is the time in a woman's life AFTER her periods stop (which can be harder to determine if contraception is in use that stops a period). The average age is 52.

However, in society, most of the time people talk about the Menopause, they are talking about the **PERI**-Menopause; which is the time leading up to periods stopping & when many women start to have symptoms because their oestrogen levels are lowering.

For most women this will start in their 40's or 50's, but for every woman this phase in their life is different and not every woman will struggle with symptoms; just as some will have uncomfortable symptoms.

For some women it can be a very challenging time and also scary if you are experiencing a significant change from usual.

No tests are required to 'diagnose' it if you are of expected age and usual symptoms; however sometimes blood tests are done to exclude the causes of things with similar symptoms that may be experienced. Symptoms include...
(cont.)

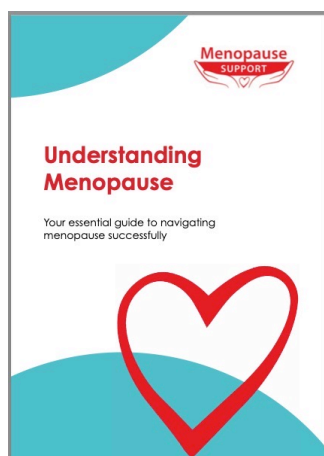
- Hot flushes, when you have sudden feelings of hot or cold in your face, neck, in fact anywhere which can make you dizzy.
- Difficulty sleeping, which may be a result of night sweats and make you feel tired and irritable during the day.
- Palpitations, when your heartbeats suddenly become more noticeable.
- Headaches and migraines that are worse than usual.
- Muscle aches and joint pains.
- Changed body shape and weight gain.
- Skin changes including dry and itchy skin.
- Reduced sex drive.
- Anxious and/or emotional.
- Vaginal dryness and pain, itching or discomfort during sex.
- Recurrent urinary tract infections (UTIs).
- Sensitive teeth, painful gums or other mouth problems.

ALL women should think about a healthy approach to life at this time with a good diet, reducing alcohol and taking plenty of exercise. Taking an over-the-counter calcium and Vitamin D supplement should be considered as bones become less strong. There is more specific diet advice within the web links below.

There's a lot of useful information on the web – our preferred site to suggest people look has the following link:

www.menopausematters.co.uk

FURTHER INFORMATION



Contents	
What is menopause?	4
Diagnosing menopause	6
Menopause symptoms	7
Menopause support symptom checker	9
Genitourinary symptom checker	14
Periods	16
Managing menopause	17
Treatment options	20
Long-term health	30
Contraception	34
Menopause after cancer treatment	35
Menopause myths	36
Talking to others about menopause	39
Resources	40
About Menopause Support	42
A final word	43

Confidential advice by email



Our **email advisory service** offers confidential, evidence-based information and support.

This 43 page booklet, produced by Womens Health Concern is available from https://www.womens-health-concern.org/wp-content/uploads/2023/08/MEN0921351544-005_Menopause-Support-Booklet-5-3.pdf

It is free of charge and a great source of help and advice. It is linked with the British Menopause Society.

COPING WITH MENOPAUSE

Do

- ✓ get plenty of rest, including keeping to regular sleep routines
- ✓ eat a healthy diet
- ✓ have calcium-rich food like milk, yoghurt and kale to keep bones healthy
- ✓ exercise regularly, try including weight-bearing activities where your feet and legs support your weight like walking, running or dancing
- ✓ do relaxing things like yoga, tai chi or meditation
- ✓ talk to other people going through the same thing, like family, friends or colleagues
- ✓ talk to a doctor before taking herbal supplements or complementary medicines

Don't

- ✗ do not smoke
- ✗ do not drink more than the recommended alcohol limit

How to ease hot flushes and night sweats

You can:

- wear light clothing
- keep your bedroom cool at night
- take a cool shower, use a fan or have a cold drink
- try to **reduce your stress level**
- avoid or reduce potential triggers, such as spicy food, caffeine, hot drinks, smoking and alcohol
- **exercise** regularly
- **lose weight** if you're overweight
- Cognitive Behavioral Therapy can also help manage hot flushes.



EXPLAINING MENOPAUSE TO OTHERS

Explaining menopause to others can be approached by focusing on the biological changes and their potential impact. Here's a breakdown of key points:

- **It's a natural biological process:** Menopause is a normal part of ageing for women, marking the permanent end of menstruation (periods). It occurs when the ovaries gradually reduce and eventually stop producing oestrogen and progesterone, the hormones that regulate the menstrual cycle.
- **The transition: Perimenopause:** Before menopause, there's a transitional phase called perimenopause, where hormone levels fluctuate. This can last for several years. During perimenopause, periods may become irregular, and various symptoms can arise.
- **Menopause defined:** Menopause is officially reached when a woman has gone 12 consecutive months without a menstrual period.
- **Key Changes and Symptoms: Hormonal fluctuations:** Explain that the decrease in oestrogen can lead to a range of physical and emotional symptoms.
- **Common symptoms:** These were listed earlier in this document.
- **Varied experiences:** Emphasize that every woman's experience with menopause is different. Some women may experience mild symptoms, while others may have more severe symptoms.
- **Understanding and Support: Emotional support:** Highlight the importance of empathy and understanding during this time. Mood swings and emotional changes are a common part of menopause, and support can make a significant difference.
- **Open communication:** Encourage open and honest communication about symptoms and needs.
- **Healthy lifestyle:** Explain that healthy lifestyle choices, such as regular exercise, a balanced diet, and stress management techniques, can help alleviate some symptoms.
- **Medical information:** It is important to understand that there are medical treatments available to help with menopause symptoms, and that consulting a doctor is always a good idea.
- By focusing on the biological changes and emphasizing the importance of support, you can help a man understand what menopause is all about.

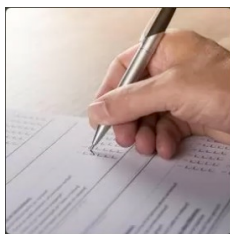
One comment made during the discussions into the composition of this Newsletter, was the common situation whereby a menopausal mother was dealing with not only her own problems, but also those teenager anxieties of her children or even elderly parents or friends. Such a difficult time.

**Menopause
matters**



Menopausematters.co.uk is an award winning, independent website providing up-to-date, accurate information about the menopause, menopausal symptoms and treatment options. Here you will find information on what happens leading up to, during and after the menopause, what the consequences can be, what you can do to help and what treatments are available.

SPRINGFIELD PATIENTS SURVEY REPORT 2025



The SPPG met to look at the Patient Survey analysis of responses, particularly in the comment section to discuss and decide on any questions and/or recommendations to the GP practice on how to improve the patient experience.

Recommendations:

Comment Number 1

Some respondents of the survey reported disappointing responses from one or more receptionists.

The SPPG inquired if anyone at the surgery has oversight/monitors the receptionists when they are making and receiving calls to patients?

The practice explained that both the Office Manager and Practice Manager are often able to hear these interactions as they happen. Where needed, the Management team can also listen back to call recordings to support with any follow-up or clarification.

Comment Number 2

Some patients found difficulty in booking non forward/advance appointments and were unaware of the 3 weeks (not 2) due to a drop down menu option.

The SPPG spoke to the practice about booking forward/advance appointments.

The practice confirmed they're happy for the booking process to be shared in the next edition of the SPPG newsletter to help raise awareness. They also noted a recent increase in the number of missed appointments (DNAs), which could be another useful topic to include in the newsletter.

Comment Number 3

Some respondents wished to know if it was possible to choose a particular GP for their appointment?

The SPPG spoke to the practice about choice of GP.

The practice advised that patients can call at 8am and request to see a particular GP. If that GP is available that day, they'll do their best to accommodate. If not, the reception team will let the patient know when that GP is next available. Details of each GP's regular working days are displayed on the SPPG noticeboard in the surgery and are also available on the Springfield Surgery website under the Patients section.

Comment Number 4

Some respondents wished to know if it was possible to book appointments with the Nurse/s in advance?

The SPPG spoke to the practice about advance appointments with the Nurse/s

The practice explained that due to the wide range of treatment types and consultation lengths, it's not appropriate to offer nurse appointments more than 6 weeks in advance

Comment Number 5

Question 8b - 48% chose the option 'Other' which was unhelpful when trying to analyse. Revision of this question and providing a narrative in order to choose alternative answer options was a suggestion for next year. Also to look at some of the N/A options and if they are required on some questions.

The SPPG, in light of this comment, have agreed to revise some of the question wording and options as well as other questions and options provided in future surveys.

The practice is not asked to respond to this matter.

Following discussion with the Doctors it was decided to remove the doctor details from the Newsletter and prepare a gallery of the Springfield Surgery staff and have this presented on the SPPG Notice Board on the Waiting Room wall for ease of identifying everyone.

Why does the receptionist need to ask what is wrong with me?

- A receptionist connects the patient with the most appropriate service for their needs.
- It may be more appropriate to see a different clinician.
- The GPs have asked reception staff to ask certain questions when booking to help the smooth running of our clinics.
- It is important to ensure you see the most appropriate clinician.
- This can help us save a GP appointment for you when you really need it.

Future Topics

- Bowel Cancer Screening
- Cholesterol Screening
- Prostate Screening
- Cervical Cancer Screening
- Scarlet Fever Vaccinations
- Testicular Cancer Screening

Let us know what subjects you want to have help with
Email
springfieldppg@yahoo.com



If the heart of someone you love stopped beating, would you know what to do?

Springfield Surgery

PATIENT PARTICIPATION GROUP

CPR TRAINING AS DEVISED BY THE



We will be organising a series of training sessions for both our surgery patients and the general public in the near future. If you would like to add your name to the list of those interested in such training please indicate your interest by contacting Springfield Surgery reception or by emailing springfieldppg@yahoo.com with your name, address, email and telephone number.



TO JOIN SPRINGFIELD PPG :

Please complete this form and hand into reception.

Name :

Address :

Post Code :

Telephone :

Mobile/Text :

Email :

What is your preferred method of contact?:

Telephone

Mobile

Text

Email

Best meeting times?: