

## EASY READ LEAFLET

Eve Hill Medical Practice – Spring 2026

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### About This Leaflet

This leaflet tells you:

- What you told us
  - What we have changed
  - How we can help with mental health
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### You Told Us



### We Listened



### Prescriptions

You said:

- Prescriptions were slow
- Repeat requests were confusing

We changed:

- Work goes to the whole team
  - Staff check details carefully
  - Staff explain things more clearly
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### Appointments and Waiting

**You said:**

- **Appointments were confusing**
- **Waiting times were unclear**

**We changed:**

- **We explain appointment choices better**
  - **We try to tell you if clinics are running late**
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### **Feeling Listened To**

**You said:**

- **You wanted staff to listen**
- **You wanted clear answers**



**We changed:**

- **Staff training uses real patient stories**
  - **Staff are kinder and clearer**
  - **Doctors use computer help to write better notes**
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### **Mental Health Matters**

**Mental health is as important as physical health.**

**You may feel:**

-  **Worried**
-  **Sad**

- 😞 Stressed
- 😴 Tired

**You are not alone.**

**Help is available.**

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### **Mental Health Practitioner**

**We have a Mental Health Practitioner called Clifton.**

**Clifton works in the surgery.**

**Clifton can help with:**

- Anxiety
- Low mood
- Stress
- Big life changes
- Bereavement
- Finding local support

**This help is:**

- ✓ Quicker
  - ✓ In a familiar place
  - ✓ Linked to your GP if needed
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### **When Should I Ask for Help?**

**Ask for help if:**

- You feel low most days
- You cannot sleep
- Worry affects daily life

**You do not need to wait.**

**Early help is good.**

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### **How to Get Help**

- Speak to reception
  - Book online
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### **If You Feel Unsafe**

- Call NHS 111 and press 2
- Crisis Team: 01922 607000

**Emergency: Call 999**

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### **Patient Group**

**Have your say**

**We have a Patient Group.**

**The group helps us:**

- Listen to patients
- Improve our services

- **Make changes that matter**

**You do not need special skills.**

**Everyone is welcome.**

**👉 Please speak to reception**

**They can tell you more.**

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### **📅 Surgery Closed – Bank Holidays**

**The surgery will be closed on:**

- **✗ Friday 3rd April**
- **✗ Monday 6th April**
- **✗ Monday 4th May**
- **✗ Monday 25th May**

**These are Bank Holidays.**

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### **🚨 If You Need Help When We Are Closed**

- **📞 Call NHS 111**
  - **🚑 If it is an emergency, call 999**
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### **🌸 Spring Health**

**Hay Fever**

**Hay fever is an allergy.**

**It is caused by pollen.**

**About 1 in 5 people get hay fever.**

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### **Hay Fever Symptoms**

**You may have:**

- **Sneezing**
  - **Runny nose**
  - **Blocked nose**
  - **Itchy or watery eyes**
  - **Itchy throat, mouth, nose or ears**
  - **Headaches**
  - **Asthma can get worse**
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### **Top Tips to Help Hay Fever**

**You can try to:**

- **Check pollen levels**
- **Go outside less when pollen is high**
- **Wear sunglasses outside**
- **Shower after being outside**
- **Change your clothes**
- **Keep windows closed (morning and evening)**
- **Put a small amount of petroleum jelly around your nose**

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## Hay Fever Treatment

You can get help from a pharmacy.

Pharmacists can give:

- Non-drowsy antihistamine tablets
- Nasal sprays
- Eye drops

Ask the pharmacist for advice.

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## Hay Fever and Asthma

Hay fever can make asthma worse.

If you have asthma:

- Use your inhaler correctly
- Go to asthma reviews
- Follow your asthma action plan

 Ask for help if your symptoms get worse.

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## Abtrace

Helping Look After Your Health

We now use Abtrace.

Abtrace helps us:

- Keep track of your care

- **Check when tests and reviews are due**
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## **How Abtrace Helps You**

**With Abtrace:**

- **You get reminders for health checks**
  - **Blood tests are not missed**
  - **Medicine reviews stay up to date**
  - **Care is safer and more organised**
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## **Your Information Is Safe**

- **Abtrace is made for the NHS**
  - **Your information is private**
  - **It is only used to support your care**
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## **Patient Portal**

**You can:**

- **Check your health reviews**
  - **See what is due**
  - **Use the Abtrace patient portal online**
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## **Why We Use Abtrace**

**We want to:**

- **Make your care easier**
- **Help you stay well**
- **Contact you at the right time**

 **Stay in Touch**

**Website: [www.evehillmedicalpractice.com](http://www.evehillmedicalpractice.com)**

**Facebook & X: Eve Hill Medical Practice**

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 **We are here to help you.**

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