

Your Patient Participation Group (PPG)

The PPG is a group of registered patients who work with Millview Medical Centre to help improve services, communication, and patient experience.

PPGs give patients a direct voice in how the practice runs – sharing feedback, highlighting issues, suggesting improvements, and helping ensure information is clear and accessible.

They also help shape patient surveys, support health campaigns, and act as a link between the practice and the wider community.

About Millview Medical Centre

Millview Medical Centre is a two-site practice (main site in Heckington with a branch site in Sleaford). Some services run at the main site due to space and staffing, but you can contact the practice through the same routes.

Tel: 01529 460213
www.millviewmedicalcentre.co.uk



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Struggling to hear? Help is available

Hearing loss is common and can develop gradually, but support is available through the NHS.

If you are finding it harder to hear conversations, TV, or everyday sounds, your GP can refer you for a **free** NHS hearing assessment.

If suitable, you may be offered hearing aids on the NHS, which:

- Make sounds clearer and louder
- Help you follow conversations more easily

- Improve confidence and reduce social isolation.

Hearing aids:

- Are fitted and adjusted to your needs
- Come with follow-up support and advice
- Should be considered early – do not wait for your hearing to get worse.

Early support can make a big difference to your quality of life.

Speak to Millview practice staff about your hearing.



Keep Hydrated

Dehydration can affect anyone, but older adults, young children and people with long-term health conditions are more at risk.

Signs of dehydration

- Feeling thirsty
- Dark yellow urine or passing urine less often
- Headaches or dizziness
- Dry mouth or lips
- Feeling tired, confused or lightheaded

Preventing dehydration

- Drink plenty of fluids throughout the day, even if you do not feel thirsty – water is best
- Do not wait until you feel thirsty
- Reduce alcohol and caffeine in hot weather
- Eat foods with high water content, e.g. fruit like melon, berries and oranges
- Try to carry a bottle of water with you when you are away from home.



Insect Bites & Summer Skin Infections

Spot the signs & get help quickly if needed

Insect bites are more common during the summer and are usually harmless, settling within a few days. However, some bites can become irritated or infected and may need treatment.

Common symptoms

- Redness, swelling or itching around the bite
- Mild pain or warmth in the area.

Many bites can be treated at home by:

- Keeping the area clean
- Avoiding scratching (to prevent infection)
- Using a cold compress to ease swelling.

When to get advice

Speak to a pharmacist if:

- It becomes very red, swollen or painful

- There is oozing, crusting or signs of infection
- Symptoms are getting worse rather than improving.

Under the **NHS Pharmacy First** service, pharmacists can assess and treat infected insect bites for patients aged one year and over.

Urgent advice

See medical help (GP, NHS 111 or urgent care) if you develop:

- Spreading redness or swelling
- Fever or feeling unwell
- Signs of an allergic reaction, e.g. difficulty breathing, swelling of face or lips.

For most insect bites, your local pharmacy is the quickest place to get advice and treatment, and medication if needed.

Plan Ahead to Stay Well

If you are planning a holiday, making sure you have the right medication and health essentials with you is an important part of preparing for your trip.

- Order your repeat prescriptions in advance
- Check you have enough medication for your whole trip
- Pack a small first aid kit
- Check travel vaccinations if you are going abroad. If you are unsure what you need, speak to practice staff.
- Know how to access healthcare away from home.



Self Care
Care for
yourself at
home



Pharmacy
Local expert
advice



NHS 111
Non-emergency
help



GP Advice
Out of hours:
Call 111



UTCs
Urgent
Treatment
Centres



A&E or 999
For
emergencies
only

Protect your Child for School

As the new school year approaches, check that your child's vaccinations are up to date.

Vaccinations protect children from serious illnesses and help prevent infections spreading.

If your child has missed a vaccine, it is not too late to catch up. Speak to Millview practice staff to arrange an appointment.

Key vaccines for school aged children:

- MMR vaccine – protects against measles, mumps and rubella and is available at any age
- HPV vaccine – offered in year 8 – protects against HPV-related cancers
- MenACWY – offered to teenagers to protect against meningitis and septicaemia

If unsure check your child's Red Book or look on the NHS App.

Get the right care first time

When you are feeling unwell or worried about symptoms, it can be sometimes difficult to know which NHS service to use.

Choosing the right option helps you get care more quickly and ensures that emergency services are available for those who need them most.

There are now even more ways than ever to access the right care to suit your needs:

- Local pharmacies can treat many minor illnesses quickly and suggest the right treatment

- NHS 111 can guide you to the right service
- Urgent Treatment Centre can deal with a range of illnesses and injuries
- Your GP practice remains the best place for ongoing or complex conditions.

Urgent Treatment Centres

You can use Urgent Treatment Centres for:

- Minor burns or scolds
- Suspected infections or illnesses needing same-day advice
- When you are unsure where to go.

When to use A&E

You can use A&E for:

- Chest pain or suspected heart attack
- Difficulty breathing
- Severe bleeding that will not stop
- Loss of consciousness
- Signs of a stroke e.g. face drooping, arm weakness, speech problems

Top tips

- For minor illnesses, think Pharmacy First
- For urgent advice, use NHS 111
- For ongoing non-urgent issues, contact your GP practice.

Do you know where to go for care?



Pharmacy First: Minor illnesses



NHS 111: Urgent advice



Urgent Treatment Centre: Minor injuries/illness requiring same-day care



GP: Routine or ongoing issues



A&E/999: Life-threatening emergencies



Supporting Parents & Giving Babies the Best Start

World Breastfeeding Week, held each year from 1st to 7th August, is an opportunity to raise awareness of the benefits of breastfeeding and to support patients in making informed choices about feeding their babies.

Breastfeeding provides important health benefits for both babies and mothers, but it can sometimes be challenging – especially in the early days. This week highlights the importance of support, encouragement and access to good-quality advice.

If you would like advice or support with feeding your baby, speak to your midwife, health visitor or Millview practice staff.

July: Good Care Month

Recognising the people who care for others

July marks Good Care Month, a national awareness campaign that celebrates the dedicated people working across the social care sector

From care home staff and domiciliary carers to those supporting family members at home, this month is about recognising the vital role that paid and unpaid carers play in helping people live safely, independently and with dignity.

Why Good Care Month Matters

Care workers provide essential support every day, including:

- Helping with personal care and daily activities
- Supporting people with long-term conditions
- Providing companionship and emotional support.

Despite this, care work can often go unseen. Good Care Month helps to:

- Raise awareness of the importance of social care services
- Recognise the skill, compassion and dedication of carers
- Encourage more people to consider a career in care.

Supporting our Community

You do not have to work in care to take part; small gestures can make a big impact:

- Say thank you to someone who provides care
- Check in on a neighbour, friend or relative who may need support
- Share positive stories about care in your community
- Consider volunteering or supporting local services.

If you are concerned about a friend, family member or neighbour, listening without judgement and encouraging them to seek help can make a big difference.

This July, take a moment to recognise the people who care for others – their work makes a real difference every day.

Millview Practice would like to thank all carers working within our local communities.

