



Boultham Park Medical Practice Newsletter



Summer 2025

Editorial

Welcome to this Summer 2025 edition of the Boultham Park Medical Practice newsletter which we encourage you to read as it contains lots of 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 also available on the **Boultham Park Medical Centre webpage** for you to download.

We keep advising patients to use the Boultham Park Webpage and there has been an increase take up to using it but there are still some who are still reluctant. Importantly, there is a blue button entitled **Who Do I See?** I would recommend that you take a look at the section as it breaks down familiar conditions which you can select and receive advice on who to contact. There is also another area on the webpage that is extremely useful and saves you having to spend time waiting on the telephone. Scroll down the first page to see an area entitled **Contact Us Online**. This area allows you to advise the Practice of either a medical or non-medical issue you wish to discuss. It will save you having to ring up the Practice with a query. The Practice will then view your query and contact you with the correct way forward. If it is a medical issue, you can even add photographs (where possible), to show better what the issue is.

Currently, after the demise of NHS England, there is a big push by the local Integrated Care Board (ICB) for you to have more of a say in your health care services with responding to surveys they put on their webpage. Some of these we include in this newsletter for those who don't regularly access the internet, but there is other information that may interest you. Consequently, I advise you to keep a look out on the following webpage: <https://lincolnshire.icb.nhs.uk/lets-talk-health-and-wellbeing-lincolnshire/>

Do not forget to check out our surgery Facebook and web page for more useful information.

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Boultham Park Respiratory Stroll



What is the Boultham Park Respiratory Stroll?

The stroll is designed to help people recovering from Long Covid and other respiratory problems but is open to all.

It is a stroll around Boultham Park, and there are various routes depending on walker's capability, with plenty of benches to rest. The length of the stroll depends on which route is taken so could last between 20-40 mins.

There is a cafe where we meet so if anyone cannot go any further they can rest up there. It is a lovely area to watch the wildlife around the lake and see the seasons change.

When is it?

They happen every two weeks and the next one is due on the 5th June 2025

Start time: 1:30 pm
Estimated finish time: 2:10 pm
Duration: 40 minutes
Starting Point: Outside Linkage Cafe, Boultham Park, Lincoln

It is free to join and is in association with the:



For further information look at the following webpage: [Boultham Park Respiratory Stroll](#)

Or contact **07803 827878**

You have nothing to lose – it is free and will help you towards that healthier lifestyle!



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Taking Care in the Heat

Most of us welcome the warmer weather, however when it is too hot for too long there are health risks, especially when going overseas.

- We need every single person to take responsibility of their health in this hot weather and to take steps to keep themselves well – this means drinking water, staying in the shade, and doing what they can to stay cool.
- Look out for any elderly or vulnerable neighbours in your community. Older people over the age of 75, babies and young children are at a greater risk of harm from the high temperatures
- Please use NHS services wisely – if life is not at threat, please don't call 999, there are better ways to get the right care. There are a wide variety available including self-care, your local pharmacy, your GP practice, visit <http://111.nhs.uk>, calling 111 and your local Urgent Treatment Centre.

If you or someone else feels unwell with a high temperature during hot weather, it may be heat exhaustion or heatstroke. Heat exhaustion is not usually serious if you can cool down within 30 minutes. If it turns into heatstroke, it needs to be treated as an emergency.

Check for signs of heat exhaustion which include:

- a headache
- dizziness and confusion
- loss of appetite and feeling sick
- excessive sweating and pale, clammy skin
- cramps in the arms, legs and stomach
- fast breathing or pulse
- a high temperature of 38C or above
- being very thirsty



The symptoms are often the same in adults and children, although children may become floppy and sleepy. If someone is showing signs of heat exhaustion, they need to be cooled down. Follow these 4 steps:

1. Move them to a cool place.
2. Get them to lie down and raise their feet slightly.
3. Get them to drink plenty of water. Sports or rehydration drinks are OK.
4. Cool their skin – spray or sponge them with cool water and fan them. Cold packs around the armpits or neck are good too.

Stay with them until they're better. They should start to cool down and feel better within 30 minutes.



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Call 999 if:

You or someone else have signs of heatstroke including:

- fast breathing or shortness of breath
- a fit (seizure)
- loss of consciousness
- not responsive

Heatstroke can be very serious if not treated quickly. Put the person in the Recovery Position if they lose consciousness while you're waiting for help.

Contact 111 if:

You or someone else have signs of heatstroke including:

- feeling unwell after 30 minutes of resting in a cool place and drinking plenty of water
- not sweating even while feeling too hot
- a high temperature of 40C or above
- feeling confused

You can call 111 or [get help from 111 online](#).

Preventing Heat Exhaustion and Heatstroke

There's a high risk of heat exhaustion or heatstroke during hot weather or exercise. To help prevent heat exhaustion or heatstroke:

- drink plenty of cold drinks, especially when exercising
- take cool baths or showers
- wear light-coloured, loose clothing
- sprinkle water over skin or clothes
- avoid the sun between 11am and 3pm
- avoid excess alcohol
- avoid extreme exercise



This will also prevent dehydration and help your body keep itself cool.

Keep an eye on children, the elderly and people with long-term health conditions (like diabetes or heart problems) because they're more at risk of heat exhaustion or heat stroke.



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Boultham Park Medical Practice Bids Farewell

It is with a sad note that the Practice bids farewell to Doctor Damian J Jackson who retires from full time at the end of May.



A very popular doctor with the staff and patients he has been with the Practice since 1995 as a Partner. He qualified with a MB ChB at Leicester University registering in the same city in 1987. He is a Member of the Royal College of GPs (MRCGP) and holds a Diploma in obstetrics and gynaecology (DRCOG). He also has a special interest in Dermatology and Minor Surgery.

The good news is that he will still be attending the Practice a few days a week.





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Dealing with loneliness

Loneliness. It's a part of life. Let's talk about it.

We're all affected by loneliness at times in our lives. We can feel lonely in a busy city or rural location, on social media or spending time on our own or with others. Try not to feel embarrassed or ashamed if you do. Sometimes admitting we feel lonely can be hard. It's important to remember that lots of people experience similar feelings of loneliness, and that they can pass.

Understanding our own reasons for feeling lonely can help identify and manage these feelings.

Find out about possible signs of loneliness, reasons we feel lonely and ways to manage it. There are also links (written in blue) to more support if you or someone else needs it.

On the following pages:

1. [What is loneliness?](#)
2. [Signs or symptoms of loneliness](#)
3. [What causes loneliness?](#)
4. [Loneliness at university](#)
5. [Tips on dealing with loneliness](#)
6. [More help and support for loneliness](#)

What is loneliness?

Everyone's experiences of loneliness are different. It's very subjective and personal to us. You should not blame yourself for feeling lonely now or at any other time, and it's also really important to remember that loneliness and difficult feelings can pass.

Some ways loneliness can be experienced are:

- emotional loneliness – a lack of emotional attachment to someone like a close friend or partner
- social loneliness – a lack of friends to go out with, or who share our hobbies or interests
- existential loneliness – a sense of being in a room of people you know and still feeling alone

Some people experience loneliness occasionally – perhaps only at certain times, like Sundays or Christmas – while others feel lonely all the time, which is sometimes called chronic loneliness.



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Signs or symptoms of loneliness

We often talk about feelings of loneliness, such as feeling isolated or not feeling connected, but we can also have physical symptoms of loneliness, and it can also affect our behaviour. For instance, you may:

- get nervous about or avoid going to social events
- change your daily routines, like stop cooking for yourself, caring about your appearance or getting up early
- find it difficult to get to sleep or stay asleep.

Loneliness and our health

If loneliness is very severe or lasts a long time, it might increase the risk of some physical conditions such as dementia and mental health conditions such as [stress](#), [anxiety](#), [low mood](#) or depression.

What causes loneliness?

There can be many reasons for our loneliness – and sometimes there is no obvious cause and it's just how we feel. However, things that happen to us in life, like losing a loved one, perhaps through a bereavement or break-up, can make us feel lonely.

Other life changes, especially those that take us away from home or may cause us to be more socially isolated, can also make us lonely, including:

- leaving to go to university
- staying at home to look after a newborn baby
- a long-term health condition that results in either long stays in hospital or being unable to leave home
- becoming a full-time carer for someone we live with

Find out more about what can make us feel lonely and what support is available for dealing with life's challenges.



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Loneliness at university

Going to university or entering higher education is a significant life change for lots of people. And for many, it can bring about feelings of loneliness or isolation. These feelings are completely normal, as research has shown that young people aged 16 to 34 are one of the most [at-risk groups for experiencing loneliness](#).

Your college or university may offer wellbeing or mental health support. Student services or the students' union (or other student body) can give you information about what's available – make sure you check the university or college website too.

If you or someone you know is feeling lonely at university, the following organisations can also help.

Student Space

[Student Space](#) is a mental health and wellbeing platform designed to bridge any gaps in support for students. It also has a specific section hosting resources focusing on [friendships and social life](#).

The Mental Health Foundation

[The Mental Health Foundation](#) works to prevent mental health problems across the UK. Students can learn more in the [student guide to loneliness](#), and read about top tips and advice by accessing the [Behind the Books](#) resources.

There is also a range of mental health advice and information on the website.

Tips on dealing with loneliness

If you are feeling lonely, or know someone else who is, there are plenty of simple, affordable actions you can take.



1. Keep in touch with people

Regular chats with friends and family can help to combat loneliness. Just talking to someone in that moment can really help when you feel alone – and help the person you contact.

Try to do this regularly, as most of us love hearing from others. Being more sociable might also make it easier to reach out when you notice any signs of loneliness.

Messaging old friends and colleagues, or creating a group chat on apps like WhatsApp or Messenger, are good ways to feel more connected.



2. Join a group



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2. Being Part of a Group

Being part of a group or club is a great way to connect with and meet people. Look for groups to join in person or online that focus on things you like or activities you would like to try.

If you're in a group, remember to always welcome others and involve them, as it can really help anyone who might be shy or lack confidence when meeting new people.



3. Do things you enjoy

Filling your time doing things you like might be a way to stop you from focusing on your loneliness, which can improve your wellbeing. Spending time outdoors in green spaces, exercise or sport, reading, and listening to podcasts and radio shows are great ways to boost your mood and occupy your mind.



4. Share your feelings

Talking more openly about how loneliness affects you can really help. Hearing a familiar voice or seeing a friendly face can also make us feel less isolated. Try not to compare yourself with others. Some people only share the good things happening to them, especially on social media, so comparing yourself to others can make you feel lonelier.

Plus, we can never be sure of what someone else is going through.



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5. Connect with others or volunteer to help

Think about people you know who might be feeling lonely and try to connect with them. This might also make you feel less lonely too. If you pass someone you recognise, try smiling and saying hello. And if you start chatting, could you swap phone numbers or suggest joining or setting up a local group together?

Getting to know people in your area can help with social isolation, especially when moving somewhere new. Arranging to meet new friends in a safe, public place for a walk outside, or inviting someone out for a cup of tea or coffee can be a great way to help lift each other out of loneliness.

It might be harder for people who have been lonely for a while to be open to connecting, so give them time to respond to your friendly contact. Volunteering is also a great way to meet people, and seeing the benefits of your actions can really help to boost your mental wellbeing.

Find out about volunteer roles on [Do-it-life.org](https://www.do-it-life.org)



6. Invite someone along to activities near you

There are many free and low-cost activities you can take part in throughout the year. Invite someone to come along to explore hundreds of free and affordable events happening across the country.

See [what's on in your local area](#), from affordable theatre tickets and free exhibitions to fun family activities at your local library.



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Create your own free Mind Plan

Answer 5 quick questions to get your plan with practical tips to help you deal with stress and anxiety, improve your sleep and feel more in control.

More help and support for loneliness

The [NHS mental health hub](#) has advice, audio guides and practical tools to help you. Plus check our [urgent support page](#) if you need help now. If you are feeling lonely, or think that someone you know might be, the organisations listed here can offer advice and help.

Information and Support

Mind

Mind has information about dealing with loneliness and offers tips and advice on coping with these feelings.

- visit the [Mind website](#)

Campaign Against Living Miserably (CALM)

CALM runs a phone line and web chat that's open 5pm to midnight everyday. Chats are free, confidential and anonymous.

- call 0800 58 58 58
- visit the [CALM website](#)

NSPCC

NSPCC offers a free 11 week course to help young people understand and manage loneliness with a trained befriender:

- visit the [NSPCC Building Connections programme](#) to find out more





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Silverline

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Silverline is a free 24-hour confidential telephone helpline offering information, friendship and advice to people over 55:

- call 0800 4 70 80 90
- visit the [Silverline website](#)

Befriending Networks

Find information on befriending, including an online directory of UK befriending services that you can refer yourself or someone else to.

- visit the [Befriending website](#)

The Mix

The Mix offers free confidential help for under-25s to get support online and via a helpline:

- call 0808 808 4494
- text "THEMIX" to 85258
- visit [The Mix website](#) for a free online chat service

Marmalade Trust

Marmalade Trust is a charity that raises awareness of loneliness. Their website can help you understand more about loneliness, how to talk about it and the physical effects it can have.

- visit the [loneliness advice on the Marmalade Trust website](#)





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Introducing the PCN Acute Hub – Faster Access to Urgent Care

We are excited to introduce the **PCN Acute Hub**, based at **Birchwood Medical Practice**, as part of a national pilot program aimed at improving access to urgent care within Apex PCN where Boultham Park Medical Practice is part of.

Staffed by experienced Advanced Nurse Practitioners (ANPs) and Advanced Clinical Practitioners (ACPs), the hub offers same-day appointments for patients with acute but non-life-threatening health concerns, ensuring they receive the appropriate care.

To ensure patients receive the most appropriate care, the reception team will assess whether pharmacy services can meet your needs as the first port of call. If suitable, you will be referred to a pharmacy for expert advice and treatment. For those requiring further clinical support, the reception team will refer patients to the Acute Hub. We are actively working to improve this process to enhance access and efficiency across the practice.

If you think you might need support from the hub, please speak to your surgery's reception team for guidance on accessing this service.

The poster features a central white circle with the text 'Acute Service Hub' in a green script font. A curved banner around the circle reads 'Here when you need a same-day appointment!'. Below this, the text states: 'We are part of a joint group of practices known as APEX Primary Care Network', 'As part of an initiative to improve Same Day Demand the PCN has implemented the Acute Service Hub', and 'This Hub is located at the address below and from Monday 7th April you may be directed to this location in order to meet your request'. At the bottom, it lists 'Birchwood Medical Practice, Jasmin Road, Lincoln, LN6 0QQ'. The APEX logo is on the left and a tree icon is on the right.

Acute Service Hub

Here when you need a same-day appointment!

We are part of a joint group of practices known as
APEX Primary Care Network

As part of an initiative to improve Same Day Demand
the PCN has implemented the Acute Service Hub

This Hub is located at the address below and from
Monday 7th April you may be directed to this location
in order to meet your request

Birchwood Medical Practice
Jasmin Road, Lincoln, LN6 0QQ

APEX



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Share your views on Pain Management Services in Lincolnshire



Lincolnshire's pain management service supports individuals with long-term (chronic) pain by addressing both physical and emotional aspects of their condition. Patients are typically referred by their GP after experiencing persistent pain that hasn't improved. The service focuses on helping patients manage pain, improve quality of life, engage in meaningful activities, and cope with emotional challenges. Support options include pain management programs, medication reviews, and evidence-based treatments.

We are reviewing the pain management service to ensure it is commissioned based on clinical evidence for treatment and provides the services our population needs.

If you or someone you know has experience of the pain management services in Lincolnshire then please help us by sharing your feedback and views of pain management services in Lincolnshire to help shape how they are delivered in the future; even if you haven't used these services before, we would still like to hear you. Click the link below to access the survey or scan the QR code.

https://nhslincolnshire.qualtrics.com/jfe/form/SV_dccqgpZY75qYKAS



Help us improve Palliative and End of Life Care Services

At NHS Lincolnshire, we understand how important it is to learn from the experiences of those who have sadly passed away.

Whether you are a carer, family member, friend, or neighbour, we truly value your feedback.

Your experiences can help us improve palliative and end-of-life care services, ensuring that your loved ones' voices are heard.

Click on the link below

https://nhslincolnshire.qualtrics.com/jfe/form/SV_6EhzXoonytaZskm





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Experiences of using NHS services

Patients are our best witnesses of healthcare. Being centre of the healthcare process, you observe almost the whole process of care, meaning that you can provide invaluable insights into the quality and delivery of care. By telling us about your experiences it can help improve services for both you - the patient, and those delivering services

Have you or someone you cared for recently used NHS services? We would like to hear from patients and groups from all communities, towns and villages across Lincolnshire to help us understand your experiences in using NHS services.

Click this link: https://nhslincolnshire.qualtrics.com/jfe/form/SV_000zPdJTfAvrhFs

Healthwatch Lincolnshire Survey

Healthwatch Lincolnshire are the independent champion for people who use health and social care services. Healthwatch Lincolnshire make sure that those running services, put people at the heart of care.

Their sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

They focus on ensuring that people's worries and concerns about current services are addressed.

Healthwatch work to get services right for the future.

Complete the Healthwatch survey to share your own experiences of health or social care services.

Click this link: <https://www.healthwatchlincolnshire.co.uk/have-your-say>

Carer's Views

Carers play a vital but often invisible role in society, helping people to live safely and independently. But many carers face challenges in getting the support they need - both for themselves and for the person they care for.

Unpaid carers across Lincolnshire filling out this short survey will help us to better understand:

- The real-life experiences and challenges that carers face daily
- Barriers to support and services, including social care
- What support works well, and where improvements could be made
- Your experiences of accessing care for the person you support

Click this link: <https://www.healthwatchlincolnshire.co.uk/news/2025-05-16/we-want-hear-carers>





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Using digital technologies to improve productivity in the NHS

How do you feel about the use of digital tools to support service improvements in the NHS?

Improving productivity in healthcare by using digital and Artificial Intelligence (AI) tools will be explored at an Innovation Exchange event in September 2025. The event will showcase promising innovations that could solve key challenges in our local health organisations.



Following the event, Health Innovation East Midlands (HIEM) will help organisations to test and use these innovations to improve patient care.

We want to showcase health innovations in areas where you think productivity improvements could be made. You are welcome to share your thoughts on where digital and AI solutions could help and give your feelings about using these sorts of innovations to help provide your health care.

We'd like to invite you to give us your views by completing this short survey.

Click here:

https://forms.office.com/pages/responsepage.aspx?id=7qe9Z4D970GskTWEGCkKHqFDqNfu4chDsxq5dGp_1xtUNzRRRjIWUVRVWjhYSDYzMk9BOTBJQVhGNC4u&route=shorturl





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Useful Links

Voluntary Centre Services - supports volunteers and voluntary and community organisations across West Lincolnshire. Click this link or google:

[Voluntary Centre Services: Lincoln, North Kesteven and West Lindsey](#)

Lincolnshire Recovery College - are you finding life challenging or supporting someone who is? If so, the Lincolnshire Recovery College could be for you. The Lincolnshire Recovery College offers free educational courses about mental health, recovery and wellbeing. Click this link or google:

[Recovery College \(lpft.nhs.uk\)](#)

Carers First - If you're an unpaid carer, aged 16 and over, supporting someone in Lincolnshire, Carers First are there to help with online help and advice, as well as 1-2-1 practical and emotional support. Please call the Carer Wellbeing Hub on 01522 782224 or access the support request form via the enclosed link:

[Request for support form](#)

How Are You Lincolnshire - a family of websites that bring together everything in the local community that boosts wellbeing. Click this link or google:

[How Are You Lincolnshire | H.A.Y. Home \(haylincolnshire.co.uk\)](#)

Connect to Support Lincolnshire - an online information and advice library, community directory and marketplace for adults in Lincolnshire. Click this link or google:

[Connect to Support Lincolnshire](#)

