

Patient Participation Group

Newsletter



Incorporating the
Friends of the Badgerswood and Forest
Surgeries

July 2011

Issue 2

Chairman's Report

The **Patient Participation Group of the Badgerswood and Forest Surgeries (PPG)** was set up towards the end of last year with the initial aim of promoting constructive ideas from patients to the practices, monitoring standards, relaying information to you on a regular basis, helping the practice to deal with your concerns, and fund-raising for practice funded initiatives.

It has taken some time to set the wheels of all of this in motion but many of these are now almost in place.

Constructive ideas Initially suggestion forms and Email addresses were made available and although the response to this has been slow, we have had some contacts from you and I have listed these further in this newsletter.

Monitoring standards We have set up a sub-group, entitled the **Patient Representative Group (PRG)** and in the next month or 2 we will be obtaining a representative cross-section of patients to help us analyse practice standards and how these can be improved. We think (and know) our surgeries have high standards already, compared to the Regional and National average, but it would be nice to have hard data and to see how these can be improved.

Relaying information to you This newsletter will now come out 3-monthly. It will provide you with information about patient's queries and comments, how our studies are going, what funding initiatives are in place, information about members of the PPG committee, some aspect of health education (this edition is on diabetes), changes happening within the practice, and other information

Fund-raising initiatives We have set up 2 sub-groups - 'Friends of Badgerswood Surgery' and 'Friends of Forest Surgery'. Each practice site has its own unique problems and will need its own funding initiatives. At present we have set up a fund-raising effort for an ECG machine for Badgerswood Surgery. At Forest Surgery, there is a problem with the access path from Forest Road and we may need to seek funding to help improve this.

For each Group, the PPG, and each of the 2 'Friends' groups, we have taken out 'Small Charity' status. At present we have not had a formal open meeting having taken time to set up this group and stabilise it. However we plan to hold an AGM in the autumn with formal elections and plan to announce this in our next newsletter.

David Lee

With each issue of the newsletter, we plan to introduce ourselves and members of the practice to you.



Chairman

After a spell of ill-health, David Lee, retired consultant surgeon from Edinburgh, moved to Headley 4 years ago with his wife, Jenny, to be near to his family. They have 2 sons and 2 grandchildren. Having had experience of medical care from both aspects, he feels well placed to represent the opinions of both the public and the medical profession



Vice-Chairman

Sue Hazeldine

Sue was appointed as Practice Manager for Badgerswood and Forest in March this year and is predominantly based at Badgerswood. She was a Practice Manager for 10 years and has worked in the IT industry for 18 years. She currently lives in Arford with her husband and son

Issues raised through the PPG

Issue 1

A change was made in the booking system at Badgerswood Surgery where patients were being held in a queue if the next clinic was full pending a possible cancellation. If a cancellation occurred, a booking was then made at extremely short notice resulting in problems with a Voluntary Care car booking, often on the day of the appointment.

Resolution

The PPG brought this to the notice of the Surgery and those patients who require Voluntary Care cars should be highlighted at the time of the first booking.

Issue 2

A patient wrote to the PPG about delay in the diabetic clinic because of finger prick blood sugar testing in the middle of the clinic. She suggested this being done in all cases at the start of the clinic to ease run through of all patients.

Resolution

Dr Leung confirmed that not all patients required this test and it was only carried out selectively. The patient was thanked for her constructive suggestion

Issue 3

Ice at the Badgerswood Surgery was a major problem over November / December.

Resolution

Discussion between the PPG and Dr Rose has resulted in 2 local farmers (one a member of the PPG committee) and 3 patients (2 members of the PPG committee) volunteering to assist on those days when there is snow and ice.

Issue 4

A patient has complained to the PPG about wheelchair access and hedge-trimming at Forest Surgery

Resolution

Having confirmed that the pathway from Forest Road is on Chase Hospital / Forest Surgery grounds, discussions are now underway to see whether permission can be obtained to improve this pathway to make it suitable for wheelchair use. If this can be approved, the PPG may be involved in a fund-raising effort to acquire money to assist in this upgrade.

Education Article

We feel, as part of the contribution of the Group to the activity of the Practice, that we should produce an article in each issue of the newsletter which some educational value. This may be aimed at some aspect of preventative medicine, how to spot if you have some diagnosis which you are unaware of, how to get the best out of the facilities in the practice, or some other such theme.

This issue is aimed at Type 2 diabetes written by Sister Paula Henderson who is one of the practice nurses here at both Badgerswood and Forest Surgeries. She has a broad knowledge of practice nursing with 11 years experience and specialises in diabetes.



She is married with two children and has lived in Bordon since 1989. She is a member of the Phoenix Players amateur dramatics theatre

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I wonder if I'm Diabetic?

What is diabetes?

A condition where the level of sugar in your blood becomes too high. For the body to work properly, the blood sugar must remain within a certain range. Whenever we eat something, we absorb sugar and our blood sugar level tends to rise. In response, the body releases a hormone called **insulin** from the pancreas gland which keeps the sugar level down.

There are 2 types of diabetes. Type 1 is where the body does not produce any insulin. This occurs mostly in young people. Type 2 where the body does not make enough insulin or the cells of the body are unable to use the insulin properly ("insulin resistance").

There are many people with Type 2 diabetes who are unaware that they are diabetic!

What are the symptoms?

Many people with Type 2 Diabetes simply dismiss their symptoms as insignificant because they tend to develop very slowly.

The most common symptoms are:

- Increased thirst
- Passing large/frequent amounts of urine
- Weight loss
- Tiredness
- Repeated bacterial and/or fungal infections
- Generally feeling unwell

Who are most at risk of developing Type 2 Diabetes?

Rare under the age of 30

More common in:

- people who have a close relative with Type 2 diabetes, especially a first degree relative
- people who are overweight (waist >80cm F : >94cm M)
- Asian or Afro-Caribbean nationality
- people with a known "impaired glucose tolerance", where a previous test has shown that the body has responded poorly to handling of a glucose rise in the blood
- women who became diabetic or had impaired glucose tolerance during pregnancy
- a woman with Polycystic Ovary Syndrome

Diagnosis

If you suspect you may have Type 2 Diabetes, it is very important to know for certain. Make an appointment to see your GP or practice nurse. A consultation will decide whether you need further tests. After a 12 hour fast your blood sugar level should be low. If high, you definitely have diabetes.

Why is it important to treat diabetes?

If untreated, eventually certain tissues in the body may be damaged. Not all people have problems but the chances are reduced if the diabetes is treated. In addition patients feel better with more energy and strength.

The main problems tend to be heart, kidney and eye problems, and hardening of the arteries especially causing problems with circulation to the feet.

What should I do to reduce my risks of developing Type 2 diabetes

Lifestyle modifications can reduce your chances of developing Type 2 diabetes:

Eating less sugar, salt and fat, but more fruit and vegetable reduces

the total sugar load to the body

If you are overweight, losing weight reduces the demand for insulin

Increased exercise helps to burn off the sugar circulating in the system

Treatment of Type 2 Diabetes

The above preventative measures also form a major part of the treatment, especially omitting sweets, sugar in tea, biscuits, cakes etc.

Some patients require anti-diabetic tablets. Unfortunately Type 2 diabetic patients are getting younger and because we are living longer a good number even end up on insulin injections.

Take the diabetes risk score on line

For more information on diabetes, or to take the

'diabetes risk on line score test'

to see if you are at risk of developing type 2 diabetes, you can visit Diabetes UK at www.diabetes.org.uk or

Diabetes UK careline careline@diabetes.org.uk or call

0845 120 2960 for general advice

SO, Do you seem to be excessively thirsty most of the time?

Are you passing lots of urine frequently?

Are you losing weight for no reason?

Are you excessively tired?

Are you prone to repeated bacterial or fungal infections?

Do you have a close relative with type 2 diabetes?

Are you very over-weight?

Do you have Asian or Afro-Caribbean genes?

Do you think many of these symptoms might describe you?

DO YOU THINK YOU MIGHT BE DIABETIC?

IF SO. DON'T HESITATE. GET IT CHECKED.

This article written by: Sister Paula Henderson
Practice Nurse and Diabetic Lead Nurse
Badgerswood and Forest Surgeries

Planned surveys

We hope in time to set up some studies to look at practice standards with a view to seeing if there are areas for improvement. Already the practice is keeping a very close eye on things but we wish to look at some things independently.

For those of you who attended the Voluntary Care meeting on March 17th at Headley Church Centre, you will recall that Dr Leung gave some impressive figures:

For instance, this practice performed better in patients seeing a doctor within 24 hours, or 2 days over a weekend, (96%) compared to the rest of Hampshire (88%) and the rest of England (84%), and also did better in getting you to see the doctor you wanted (76% compared to 68% for Hampshire and 63% for the rest of England). However there were some areas where the practice did not start too well such as patients frequently felt they waited too long after their appointment times to be seen (up to 49% compared to 34% for the rest of Hampshire and 35% for England) and also had difficulty in contacting both doctors and nurses by telephone.

Initially we plan to sit in on some clinics in the waiting areas to speak to some patients to ask if they will help us. We hope to find about 1000 patients if possible. We want to build up a group of patients who come fairly frequently to the surgeries, are a fairly representative cross-section of the community, and who will be willing to help us with some studies to see if there are problem areas which we can constructively address together with the practice to make things even better for all of you. We have therefore set up a sub-group, the Patient Representative Group (PRG), and will be working very closely with Sue Hazeldine, practice manager and our Vice-Chairman, on this.

If you can see a problem which you think we should be looking at, let us know.

Electrocardiograph Machine

The electrocardiograph machine (ECG) at Badgerswood Surgery is broken and is beyond repair. At present patients from Headley are having to travel to Forest Surgery in Bordon for this test and the machine there is now being used to excess. A replacement machine is desperately needed. This will cost £1800 and is not covered by NHS funding.

The Friends of Badgerswood Surgery, a sub-group of the Patient Participation Group, is looking for funds to help purchase a machine. Any donations however small would be most welcome. Cheques to be made out to "Friends of Badgerswood Surgery". All gifts to be donated to reception at Badgerswood Surgery. (Please leave your name and contact details so we can acknowledge your gift).

Blood pressure monitor Forest Surgery

The Liphook and Bordon Charity recently donated funds to the Forest Surgery for the purchase of a blood pressure monitor. Many of you will know this charity which has been in existence for many years and runs a charity shop in the Bordon shopping centre. All donations come from Bordon residents, are converted into funds which are then used for the benefit of Bordon residents. The Forest Surgery and PPG would like to thank 'The Charity' very much for their kind donation which will be used to detect and control the blood pressure of patients in Bordon.

Annual Meeting of the National Association of Patient Participation Groups (NAPP)

The Annual Meeting of NAPP took place on Saturday 11th June. Two members of the committee, David Rhys-Vivien, Secretary, and Geoff Lewis, attended and were able to cover all the sessions. The next issue of the newsletter will detail those aspects of the meeting which are of importance to our group.

Recent Changes in the Practice

The combined practice of Badgerswood and Forest Surgeries has undergone a steady expansion. Patient numbers have steadily risen in the past 4 years at Badgerswood from 4,500 to 5,100 and at Forest from 5,500 to 6,100. Recently however, the practice has had to take over the care of patients at Highview Surgery in Bordon at short notice, taking on an extra 1100 patients. Some of these patients have re-registered directly with the practice but most have stayed at Highview at the moment. Their care is officially now under our doctors who are running clinics there together with supervised locum help.

The medical staff complement has increased with Dr Laura Clark and Dr Susie Cooper each working part-time, but between them covering a full session, at Forest Surgery. Dr Cooper is a specialist in rheumatoid disorders. Dr Anna Chamberlain now works 2 days / week at Badgerswood.

Nursing staff numbers have also expanded and the practice is very fortunate to have found Sister Paula Henderson, who specialises in Diabetes.

Management staff has changed with Moira Clark leaving at the end of last year replaced initially by Julia Lunn who covered both sites. Recently Sue Hazeldine has joined as Practice Manager and Julia is now based mainly in Forest Surgery with Sue spending most of her time at Badgerswood although both cover both sites.

The pharmacies, based at each site, are about to have a new chief pharmacist, Mr Kevin Wood, and we hope to approach him to write one of our educational articles for us once he has settled into his new post.

Practice Details

	Badgerswood Surgery	Forest Surgery
Address	Mill Lane Headley Bordon Hampshire GU35 8LH	60 Forest Road Bordon Hampshire GU35 0BP
Telephone Number	01428 713511	01420 477111 01420 477333
Fax	01428 717593	01420 477749
Web site	www.headleydoctors.com	www.bordondoctors.com
G.Ps	Dr John Rose Dr Anthony Leung Dr Elizabeth Burrin Dr Anna Chamberlain (2days/wk)	Dr Geoff Boyes Dr Charles Walters Dr Elizabeth Burrin Dr Laura Clark(3days/wk) Dr Susie Cooper (2days/wk)
Opening hours	Mon Tues/Wed/Thurs Fri	8.30 – 7.30 8.30 – 6.30 7.30.-.6.30
Out-of-hours cover	Thamesdoc 0208 390 9991	
Practice Team	Practice Manager Sue Hazeldine Deputy Practice Manager Julia Lunn 1 nurse practitioner 3 practice nurses 1 phlebotomist	

Both surgeries have a pharmacy and full chemist shop attached to each building.

The practice has recently been asked to offer support to Highview Surgery that has been facing some difficulties. This has been highlighted in the practices' website. During this difficult period, the practices' main concern has been to ensure that all patients continue to receive optimum care until this issue is resolved.

Committee
of the
Patient Participation Group
of the
Badgerswood and Forest Surgeries

Chairman
David Lee

Vice-chairman
Sue Hazeldine

Secretary
David Rhys-Vivien

Treasurer
Ian Harper

Committee
George Watt
Yvonne Parker-Smith
Maureen Bettles
Geoffrey Lewis

Email addresses

ppg@headleydoctors.com

or

ppg@bordondoctors.com

or

contact us

via forms available at the surgery reception desk