

Patient Participation Group

Newsletter



Incorporating the

Friends of the Badgerswood and Forest
Surgeries

October 2011

Issue 3

Chairman and Vice-Chairman's Report

Thank you everyone who so kindly donated towards the new cardiograph machine for Badgerswood Surgery. The response was tremendous and I hope when this newsletter is issued, we shall have reached our goal. With regards to Forest Surgery, the path from Forest Road needs upgrading and we shall soon be looking for funds for this.

We need more input from you, the patients. On the next page is a form for you to fill out if you have any constructive thoughts or any concerns. Just tear it out, fill out the form and hand it in to either surgery reception, we'll pick it up and we'll be back in touch with you. What did you think of our July Issue of the Newsletter? Have you anything you want to put into the Newsletter. The education article by Sister Henderson has been very well received. Dr Rose has kindly updated us in this issue on 'Flu' a very topical article at this time of year. Should you be having your flu vaccine?

The PPG committee meets 6 weekly, alternately in Badgerswood and Forest Surgeries. The Group is a member of the National Association (NAPP) and there is a report from the Annual meeting in June. Maureen Bettles has taken on as our fund-raiser and Ian Harper is our treasurer. Both have outlined their activities later in the newsletter. We will be holding our first AGM and official elections on 23rd November in Lindford Village Hall, mid-way between Headley and Bordon and we hope you will come. We are fortunate to have a speaker from Hampshire Air Ambulance which we hope will attract a good audience.

Part of our remit is to review practice standards. The practice is accruing a cohort of patients to critically assess timing of appointments and running of clinics and we will be assisting them with this important work. In the last issue we put in contact details for the surgeries. In addition in this issue, we give advice about who to contact with certain emergencies, put in a note clarifying the protocol to follow for obtaining repeat prescriptions, and inform you about the 'NHS Health Checks' which the Practice are about to introduce.

Since the last newsletter, we have lost our secretary who has been with us since the PPG was first established last year. We thank him very much for all the effort and time he spent helping to establish our PPG



**Badgerswood Surgery
Headley**



**Forest Surgery
Bordon**

PATIENT PARTICIPATION GROUP

Name:

Contact details (address, phone no, or E-mail)

(You only need to provide name and contact details if you wish and they will remain private to the group)

Details of issue or suggestion you wish to bring to our attention

How do you think we could help to resolve this issue?

Have you discussed this already with the GP practice?

Do you wish us to discuss this with the GP practice?

We will acknowledge your request initially but may take some time to respond to your issue as we will have to discuss this within the Patient Participation Group and perhaps also within the GP practice

Dates Original request Acknowledge Response

Issues raised through the PPG

Issue 1 - Footpath Forest Surgery

We are still in discussion with EHDC about the footpath from Forest Road to Forest Surgery. The path needs upgrading to be easier for wheel-chair users. We have confirmed that we do not need planning permission for this. After obtaining advice on how to upgrade the path with minimal tree disruption, we will obtain costing and will be looking for funds for this project.

Issue 2 - Disabled parking bays at Badgerswood Surgery

We have received a complaint that the disabled bays at Badgerswood Surgery are being used by non-blue badge holders, and on occasion when disabled patients come to the surgery, no disabled spaces are available for their use.

Resolution

This item was discussed at the PPG meeting in August. It was felt that there were many drivers who may justify using these bays apart from blue-badge holders eg:

- a) friends, relatives, voluntary care drivers who were bringing disabled patients to the surgery
- b) patients who were disabled but did not have a blue badge especially those with an acute problem which may make walking from the main car-park difficult
- c) drivers picking up patients who were disabled or who had had some procedure performed and would not easily be able to walk to the main car-park.

Obviously some people do use these bays unjustifiably simply for convenience but it was felt these may be few.

Action

Sue Hazeldine will discuss with the Practice about putting up larger signs to ask people to act more responsibly.

If you do not have a justifiable reason for using a disabled bay in front of Badgerswood Surgery, we would be grateful if you could leave these spaces vacant for disabled patients who need to park near the Surgery entrance at all times.



Maureen Bettles

I have lived in Bordon since 1983. I am a registered nurse working in a local nursing home as a nurse manager on an elderly mental frail unit. My special interest is in the care of people with all forms of Dementia.

Fund-raiser

One of the main aims of the PPG is to raise funds for specialised equipment to enhance the care given by the GPs of both surgeries and I have taken on the task of fund raiser for the committee.

Because the Badgerswood and Forest Surgeries may on occasion have different equipment needs due to the different types of patients demographically, we have set up 2 sub-groups, a 'Friends of the Badgerswood Surgery' and a 'Friends of the Forest Surgery', each with their own bank account.

I am eager to form a **Fund-raising sub-committee** and am now looking for 2 volunteers, one from each surgery, to help with this task. While I appreciate everyone has busy lives, an occasional 1–2 hours could make the difference between a good and an excellent service.

If you would be prepared to help me, please notify me by handing in a note at either reception desk to:

**Maureen Bettles
Patient Participation Group**

with your name and contact details.

Thank you



Ian Harper

I have lived with my wife Barbara in Arford for 26 years and have been a patient of the practice for that time. I took early retirement last year after 36 years working for one of the world's leading gas companies. I now pursue my interests in aviation, steam railways, motor racing, blues music and gardening. I am an active member of the Mill Chase gym and attend a Pilates class to help an ageing hip.

Treasurer

When asked at a routine check at Badgerswood if I would join the PPG, I was embarrassed to say I had never heard of Forest Surgery. At my first meeting all was clarified when I found the group was called the Patient Participation Group of Badgerswood and Forest Surgeries. A couple of months later I was persuaded to become Treasurer.

As mentioned by Maureen, we have opened a bank account for the PPG but separate accounts for each of the Friends sub-groups. The PPG account will be our account for administrative and running costs. Items such as postage, posters, fliers, stationary, and AGM costs (hall, speaker, etc) will come from this. Each of the Friends accounts will be for donations for specific projects with no administrative charges coming from these eg funding for the ECG machine at Badgerswood Surgery. We have also taken out "Small Charity Status".

We now hope to enrol a membership of the PPG from the patients of the surgeries. Are you prepared to join us? For an annual subscription of £5, you would help the practice achieve even greater standards than it is at present. We would send you a copy of our quarterly newsletter which would keep you informed of all that is happening. And we hope this would allow you to have an even greater input to the running of your practice. Subscriptions could be by cash or by standing order and we enclose a mandate form for you if you wish to use this.

Dr Rose has kindly agreed to write our educational article for the October issue of the Newsletter on **Flu**, to coincide with the vaccination programme for this coming winter.



Dr Rose was born in Purley in Surrey and educated at the primary school in Coudon and the Whitgift Secondary School in Croydon. He went to medical school at Kings College in London, and after his GP training he took up his GP post in Lindford in 1987 before moving to the Headley surgery in 1995. He is married with 4 children – a lawyer, a dental student, a medical student and a schoolgirl. His interests outside family and medicine include gardening, entomology, trout fishing and running.

'FLU' by Dr John Rose

'Flu' is an abbreviation for 'Influenza'. What exactly is it and what is its relevance to our local population?

Influenza is a viral infection normally inhaled. There are a large number of flu viruses known as Orthomyxoviridae, a horrible word that medical students have to remember for their exams then promptly forget (try testing your doctor!) and they are divided into 3 main groups – A, B and C. 'A' is the commonest and most virulent. In nature, these viruses tend to be harboured in aquatic birds but 'A' can spread to poultry and on to humans, then from human to human. Normally if we are infected by a specific virus, we develop immunity to that virus. However flu viruses continually change, evolve and mutate or alter their genetic makeup, which causes a problem to our body's immune system. Therefore if the viruses circulating one winter differ from those last winter, we will not have immune memory and thus be susceptible to repeat infection.

Symptoms Flu is characterised by high temperature, sore throat, muscle aches, chills, feeling rotten, cough and headache. Compared to a common cold, the symptoms are more intense and last longer – typically 1 to 2 weeks. These symptoms usually start 1 to 2 days after catching the infection and people are infectious for 5 – 7 days after initial symptoms.

How is the virus spread? The virus is present in the nasal and lung secretions of people infected with flu and therefore coughing or sneezing projects these viruses into the air as an aerosol. Flu is highly infectious – it spreads very easily.

How can I reduce the risk of spreading flu? Avoid contact with other people if possible. If you cough or sneeze, catch secretions in a tissue and dispose of it hygienically. Frequent hand washing also helps. Think carefully of whether you need to attend a busy surgery waiting room or crowded tube train.

How can I reduce the risk of catching flu? Don't get sneezed at. Try to avoid contact with people who seem to have flu. Frequent hand washing helps. For many, vaccination is sensible and safe. If you catch flu, vaccination is no help.

Relevance to us? For most people flu is unpleasant but they then recover. For some, flu can be very serious and even life-

threatening. Flu peaks during the winter months and 'at-risk' people should be protected as far as possible. Who are these people? Those with lung disease (asthma, emphysema, cystic fibrosis, bronchitis), heart disease, kidney disease, immune suppressed (on chemotherapy or steroids), diabetes, liver disease, previous strokes or neurological diseases, and weakened immune systems (HIV, AIDS).

Pregnant women seem particularly at risk from swine flu.

What is flu vaccine? Can I catch flu from it? Flu vaccine is made from the external particles of those viruses most likely to cause flu this year. Our bodies make antibodies against these particles so when the real virus comes along, the body recognises and kills the virus before it causes any infection. Since the vaccine is not a live virus, it is IMPOSSIBLE to catch flu from it. Some patients say they don't want a vaccine because they or someone they know got flu after a vaccination. Perhaps they did but not from the vaccine.

How safe is a vaccine and should I have it? Very safe. Mild muscle aches may last for a couple of days only. Initial swine flu vaccines contained a booster which caused more side-effects but this is now not added so the vaccine has less problems. Everyone in the group listed above, pregnant women, the over 65s, those in residential care, those who work in residential care or care for the elderly and disabled, and front-line workers, should all be vaccinated every year.

Is there any treatment if I catch flu and haven't had the vaccine? Yes, but there are side-effects and it is uncertain whether the risk of serious side effects is reduced. Recommended treatment is rest, maintain hydration, stop smoking (reduces chest infections), reduce alcohol intake. Paracetamol for muscle aches and high temperature. **Teenagers should avoid aspirin (risk of a liver disease called Reye's syndrome, with this)**

So, vaccination will begin for the at-risk groups in October 2011 and thousands of people in the Bordon / Headley area will be vaccinated this autumn.

Chase Hospital

We hope to provide a regular update on the Chase Hospital in this Newsletter via our committee member, Yvonne Parker-Smith, who is a member of the **Chase Stakeholder Group**. Membership of this Group consists of:

- Local community leaders
- The League of Friends
- Councillors (town, district and county)
- Local MP
- Representatives from local groups

At present the **services provided** by the hospital include:

- In-patient ward for respite and 'End of life' care
- Out-patient clinics include rheumatology, ophthalmology, psychiatry, family planning, GU.
- Child health services
- Physiotherapy
- Occupational therapy
- Radiology
- Podiatry
- Midwives, school nurses, and health visitors
are based here
- Medical centre for the elderly
- Musculo-skeletal clinic

'**Thamesdoc**', the out-of-hours GP emergency service, is based here and either see patients here who have called as emergency and are able to come to the hospital, or do their call outs from here. There is no casualty department.

Yvonne's report tells us:

"The Stakeholder Group meets on a regular basis and is now run by Southern Health. With the recent changes in the NHS, patients can still choose which hospital they wish to attend.

The Physiotherapy refurbishment is now complete with more space, improved environment and new equipment.

A recent public survey between 16/5 and 24/6 resulted in 209 responses which will be fed-back to the hospital and ideas expressed will be discussed at a future workshop."

NAPP Annual Conference

The National Association of Patient Participation Groups (NAPP) held its Annual Conference on 11th June in Bracknell. Mr David Rhys-Vivien, our previous secretary, and Mr Geoff Lewis, attended the meeting. There were 4 workshops held during the day, and each member attended 2 of these. The following is the title of each workshop and a brief summary.

Mr Rhys-Vivian attended:

a) *The PPG MOT. How healthy is your PPG?*

This workshop considered whether the PPG was involved in performing studies and interviewing patients. Handouts and articles from the website give us advice.

b) *Putting patients first – PPGs as partners in responsive commissioning*

This refers to clinical commissioning. In our case we are looking specifically at the A3 corridor and transfer of patients whether to Guildford or Basingstoke. This may make a good article for inclusion as an article in a future Newsletter.

Mr Lewis attended:

c) *Good quality care in general practice: Meeting the new GP contract participation requirement*

Three items of importance were raised here:

- i) Continuity of care
- ii) Regular Health checks
- iii) Advocacy

It is of interest that the practice is about to put in place regular health checks for patients aged 40 – 70 unless they are on regular health checks for another reason eg diabetes

d) *The Patient Revolution – greater choice and control, the importance of high quality information*

This workshop highlighted the important role of the PPGs in communicating and providing information.

Each of these workshops was discussed in some detail at our committee meeting following the conference and we hope to bring relevant points forward as our PPG develops.

Who do I contact when?

Bookings can be made by contacting the receptionists at either surgery or via on-line booking using EMIS. See Badgerswood or Forest Surgery website for information on how to register onto this system.

Practice details are available on the following page including telephone and out-of-hours numbers.

With regard to emergency calls, there are 2 situations which are so urgent that it is vital that the situation is dealt with by a 999 call rather a call to the surgery which may delay the rapid treatment necessary and affect outcome. These are:

1. ACUTE CHEST PAIN

2. OBVIOUS ACUTE STROKE

- remember F - Facial weakness
- A - Arm - unable to raise
- S - Speech affected
- T - Time is vital

ACUTE TRAUMA requiring more than a steristrip or paper suture should be transported direct to casualty or if severe, dealt with by a 999 call.

DO NOT CALL THE SURGERY IN THESE SITUATIONS

Recent changes at the practice

The 1100 patients from Highview Surgery are being managed by the medical and nursing staff from Badgerswood and Forest Surgery and can now be seen at any of the 3 surgeries for doctor or nursing appointments.

Kevin Wood, Principal Pharmacist, who was mentioned in the July newsletter, has now joined from Midhurst. He is in charge of both Pharmacies but will be based primarily at Chase. Jenny White has joined the Headley Pharmacy as a counter assistant.

The practice has been chosen as a pilot site for a study into heart failure which should be starting soon.

Practice Details

	<u>Badgerswood Surgery</u>	<u>Forest Surgery</u>
Address	Mill Lane Headley Bordon Hampshire GU35 8LH	60 Forest Road Bordon Hampshire GU35 0BP
Tel Number	01428 713511	01420 477111
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)
Practice Team	Practice Manager Deputy Practice Manager 1 nurse practitioner 2 practice nurses 2 phlebotomists	Sue Hazeldine Julia Lunn
Opening hours	Mon Tues/Wed/Thurs Fri	8.30 – 7.30 8.30 – 6.30 7.30 - 6.30
Out-of-hours cover	Thamesdoc 0300 130 1305 (note change of number)	

Repeat prescriptions

Try to avoid ordering your repeat prescriptions at the last moment.
REPEAT PRESCRIPTION REQUEST - tick medications needed then

- EITHER - drop "repeat" section of prescription into surgery
(there is a letter box outside for out of hours)
- OR - Fax the repeat prescription to the surgery
- OR - sign up for EMIS access at the surgery and order
on-line

State whether you wish to collect the script or for the script to go straight to pharmacy to be prepared, and at which pharmacy.

MEDICATION SHOULD BE READY WITHIN 3 WORKING DAYS

FOR URGENT REPEAT PRESCRIPTIONS, DROP REPEAT SECTION INTO SURGERY OR COME AND REQUEST MEDICATION IN PERSON EXPLAINING THAT IT IS URGENT.

Requests before 2pm, green paper script will be ready by 5pm

Requests after 2pm, green paper script will be ready the following day.

REPEAT PRESCRIPTION REQUESTS CAN NOT BE TAKEN BY PHONE

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

Chairman

David Lee

Vice-chairman

Sue Hazeldine

Secretary

Yvonne Parker-Smith

Treasurer

Ian Harper

Committee

Maureen Bettles

Geoffrey Lewis

Dill Williamson

Contact Details of the PPG

www.headleydoctors.com

www.bordondoctors.com

or

via forms available at the surgery reception desk



**Next to Badgerswood Surgery
OPEN TO ALL**

**NOT JUST A
PRESCRIPTION DISPENSARY
BUT
OVER-THE COUNTER MEDICINES
CHEMIST SHOP
RESIDENT PHARMACIST
CALL IN FOR ADVICE**

Tel : 01428 717593

Opening hours

Mon – Fri 09.00 – 13.00
14.00 - 18.00
Sat 09.00 - noon



**Next to Forest Surgery
OPEN TO ALL**

**PHARMACY TO
FOREST SURGERY
AND
CHASE HOSPITAL**

**-
PRESCRIPTION DISPENSARY
OVER-THE-COUNTER MEDICINES
CHEMIST SHOP
RESIDENT PHARMACIST
LIPOTRIM WEIGHT-MANAGEMENT SERVICE**

Tel : 01420 477714

Opening Hours

Mon-Fri 09.00 – 18.00