

NEWSLETTER

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Health Talk - Social Prescribing



Social prescribing is a way of linking patients in primary care with sources of support within the community. It provides GPs with a non-medical referral option that can operate alongside existing treatments to improve health and well-being.

The next Health Talk will be held at the surgery on Tuesday 21st June at 6.30 p.m.

All are very welcome to come and hear

Sarah Richards,

**Healthy Lifestyles Co-ordinator for
Tunbridge Wells Borough Council**

and

Sharon Morris,

Health & Social Care Co-ordinator

**explain more about social prescribing and
its benefits**

PPG Committee Members

Sue Stanbridge (Chairman); Mary Chamberlain (Vice Chairman); Margaret Hagger (Secretary); Joanne Adam (Treasurer); Pippa Doran; Ruth Ellis; Mike Everest; Elizabeth Malik; Stephen Parris, & Fiona Pring.

The aim of the PPG is to give patients an opportunity to become actively involved with the doctors and staff in planning and developing new services and to take an active interest in their own healthcare.

Kingswood Virtual Group

Would you like to get involved in consultations on the future shape of local health services? We are really pleased that around 50 patients have now joined our 'Virtual Group'.



Group members are contacted by email from time to time asking if they would be interested or able to comment or be consulted on any proposed changes to general or specialist NHS services. If the particular subject is not relevant to the individual then there is no need to respond. Recent subjects on which the group has been asked to comment include Wheelchair Services and Diabetes Services. **If you are interested in joining the Virtual Group, please email the PPG Chair, Sue Stanbridge on sue.stanbridge@ymail.com, stating your willingness to participate. Thank you!**

A full house for our last Health Talk

As can be seen from the picture below, the surgery was packed full for the recent Health Talk in March which was given by Dr Bob Bowes on the subject of 'Side Effects - both good and bad - of Medication'. It was a lively and informative session, with plenty of time for questions afterwards. Our series of talks is becoming increasingly popular with our patients - so do come and join us at the next one on 21st June! (see panel on left)



You can have your cake and eat it!

Thank you to everybody who supported our Cake Bake day on 20th May by baking a cake or coming to buy some. We raised the magnificent sum of £100 for Macmillan Cancer Support whilst enjoying a sweet treat - it was enough to make Mary Berry jealous!



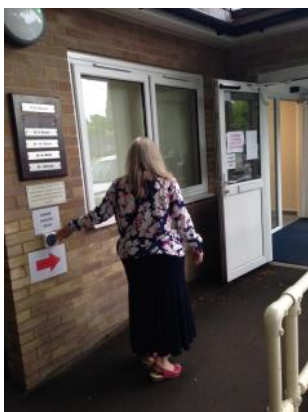
Open Sesame!

Automatic doors installed



Access to the surgery has recently been made a whole lot easier with the installation of an automated door opening system.

There has been a really positive response, particularly from some of our less mobile patients, to the new system which opens both of the front doors with the push of a button.



Blood Pressure Checks



When was the last time you had your blood pressure checked? Did you know that we have a self-operated blood pressure machine in the waiting room?

You can use it whilst you are waiting to be seen by the doctor or nurse, or alternatively just drop in when convenient during surgery opening hours to take your blood pressure - you can leave a note of the results which will be entered into your medical records.

Stay Safe in the Sun

Yes - summer really is on the way and as we start to enjoy the warmer weather, don't forget to follow a few simple guidelines to keep you and your family safe in the sun.

Although we all benefit from a small amount of sun each day to absorb enough vitamin D to keep our bones healthy, we can do this by being out in the sun daily for short periods - about 10 to 15 minutes is enough - with our forearms, hands or lower legs uncovered and without sunscreen from March to October, especially from 11am to 3pm. Apart from this exposure, remember it's not just sunbathing that puts you at risk, but being in the sun without adequate protection. If you regularly take part in outdoor hobbies or sports, or work outdoors you could be at greater risk.

Make sure you use all of the 5 S's of sun safety and NEVER BURN!

1. **SLIP** on sun t-shirt
2. **SLOP** on SPF 30+ broad spectrum UVA sunscreen
3. **SLAP** on a broad brimmed hat
4. **SLIDE** on quality sunglasses
5. **SHADE** from the sun whenever possible



Coming soon - non-obstetric Ultrasound Service

Arrangements are being finalised for the provision of a monthly non-obstetric ultrasound service at the surgery. This will enable some patients who require ultrasound investigations to have these carried out at the surgery, rather than having to go to the local hospital.



Staff Training Day



From time to time the practice staff undertake training, with the support of the CCG, to ensure that the services we offer are as effective as possible.

Our next training session is as follows:

Wednesday June 8th - surgery CLOSED from 1 p.m.

We will reopen at 8.00 on Thursday 9th June

If you require urgent medical advice during these times please telephone NHS 111 for assistance. We apologise for any inconvenience caused.

Parking spaces - can you help us please?

Recently we have been pleased to report on the development of a number of new services at the surgery. However, one of the side effects of the expansion of our services at Kingswood is that we have more people working there on a daily basis. With all-day parking spaces extremely limited in the area our staff sometimes struggle to find a place to park their car. We are already very grateful to some local residents who have allowed us to use a parking space on their driveway to help to ease the congestion. However, we could do with more such spaces. If you live locally to the surgery and may be able to help us in this way please let Reception know. Thank you!



New Patient Transport Service Provider



West Kent CCG recently announced that G4S will be the provider of Patient Transport Services for Kent and Medway from 1 July 2016. Kent and Medway clinical commissioning groups have agreed to award the contracts for Patient Transport Services to the company because it came top on quality and top overall after a long and thorough procurement process. Patients were involved at every stage. They drew up a patients' charter, which sets out what they expect from a good patient transport service. Patients were also involved in the evaluation process, as part of the panel that quizzed bidders

and rated their bids. A patient representative, with other members of the evaluation panels, visited premises for all the bidders, went out with crews to watch them at work with patients, listened to how their call centres handle bookings and interviewed staff from hospitals using the service.

Ian Ayres, Chief Officer for NHS West Kent CCG which led the procurement on behalf of all the Kent and Medway CCGs, said: "We learned a great deal from the previous procurement of Patient Transport Services in 2012, undertaken when clinical commissioning groups were forming. This time the procurement process was much more thorough and we were advised throughout by an expert who had experience in running a patient transport service and, as a result, had a really good understanding of the operational issues that need to be addressed. "We also have much greater clarity about the requirements of the hospital trusts and much better data on patient journeys."

A Practical Guide to Healthy Caring - New leaflet available for carers

Most people see caring as part and parcel of life. Caring brings rewards but it can bring challenges as well that we're not always prepared for.

Caring for someone can help to give them the fullest life possible. This guide is designed to help get the best out of life for yourself and the person you care for.

Caring for someone can start gradually and creep up on you, or it can happen overnight. Some people have a lifetime of experience of caring. Over time, carers often become experts in the health conditions of the person being cared for and can understand needs of the person very well.

It can be difficult to find sources of support and navigate your way around your local health and care systems. But knowing about and using the support available, can help you feel more in control of your life and better able to cope with the ups and downs and stresses of caring.

As a first step it's important that you recognise that you are a carer. Even though you might see yourself as a wife, husband, brother or daughter, you are still caring for someone.

You are not alone. 1.2 million people aged over 65 in England are caring for relatives and friends right now.

Carers play a valuable role in society, however it is important to remember it is their choice. If you are not able to manage, talk to your GP, social services or local carers' organisation. This guide can help you get the right support and information to make the most out of life. It is available online, and supplies have been ordered for the surgery.



We're delighted to confirm that Tao Wilson from Carers First will be holding an advice clinic for carers on the 3rd Wednesday of every month between 9.30 & 11.30 at the surgery in the Kingswood Room. Patients can make an appointment in the surgery at Reception. Tao will be able to signpost carers towards the right sources of help and support on a range of subjects including money & finance; benefits; housing etc. Leaflets for carers are available in the waiting room and appointments can be booked at Reception.

New Community Mental Health Support Service

Live Well Kent, a new community mental health service aims to promote people's recovery from mental health challenges and their inclusion in day-to-day life. There is also targeted support to help individuals enjoy a better quality of life, gain greater independence and achieve economic wellbeing. Shaw Trust, a national disability, employment, learning and skills charity, will deliver the Live Well Kent contract, after being commissioned jointly by Kent County Council (KCC) and local clinical commissioning groups (CCGs). The support is designed to complement existing NHS mental health provision.

Dave Holman, head of mental health commissioning at West Kent CCG, said: "We signed up to this as we are committed to providing the best possible services and opportunities for people living with mental health conditions in west Kent. We are confident that Live Well Kent will help people to connect with a wide range of support and services, from a network of trusted

providers, to ensure people gain the information, support and skills they need to lead healthy and independent lives."

Shaw Trust offers services such as housing support, employment advice, arts and fitness activities, and personal development courses. Individuals will be assessed to determine which activities and support will help improve their wellbeing. Roy O'Shaughnessy, Chief Executive of Shaw Trust, said: "Live Well Kent is targeting community services where it is needed to achieve better outcomes and address mental health needs. By combining our knowledge of health, employment and skills, we are going to tackle isolation and help more individuals to feel part of their local community."

For more information about the support services in Kent, go to www.shaw-trust.org.uk/commissioners/live-well-kent/.