



KINGSWOOD SURGERY
Patient Participation Group
NEWSLETTER

Issue 36

April 2016

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.

Easter Closing

The surgery will be **CLOSED** for Easter on **Friday 25th March and Monday 28th March**

Please remember to order your repeat medication in good time.

When the surgery is closed, please call NHS 111 for urgent medical advice

Enjoy your Easter eggs, but don't eat too many!



The next Health Talk will be held at the surgery on **Tuesday 21st June at 6.30 p.m.** All are very welcome to hear **Sarah Richards, Healthy Lifestyles Co-ordinator for Tunbridge Wells Borough Council** and **Sharon Morris, Health & Social Care Co-ordinator** give a talk about

Social Prescribing



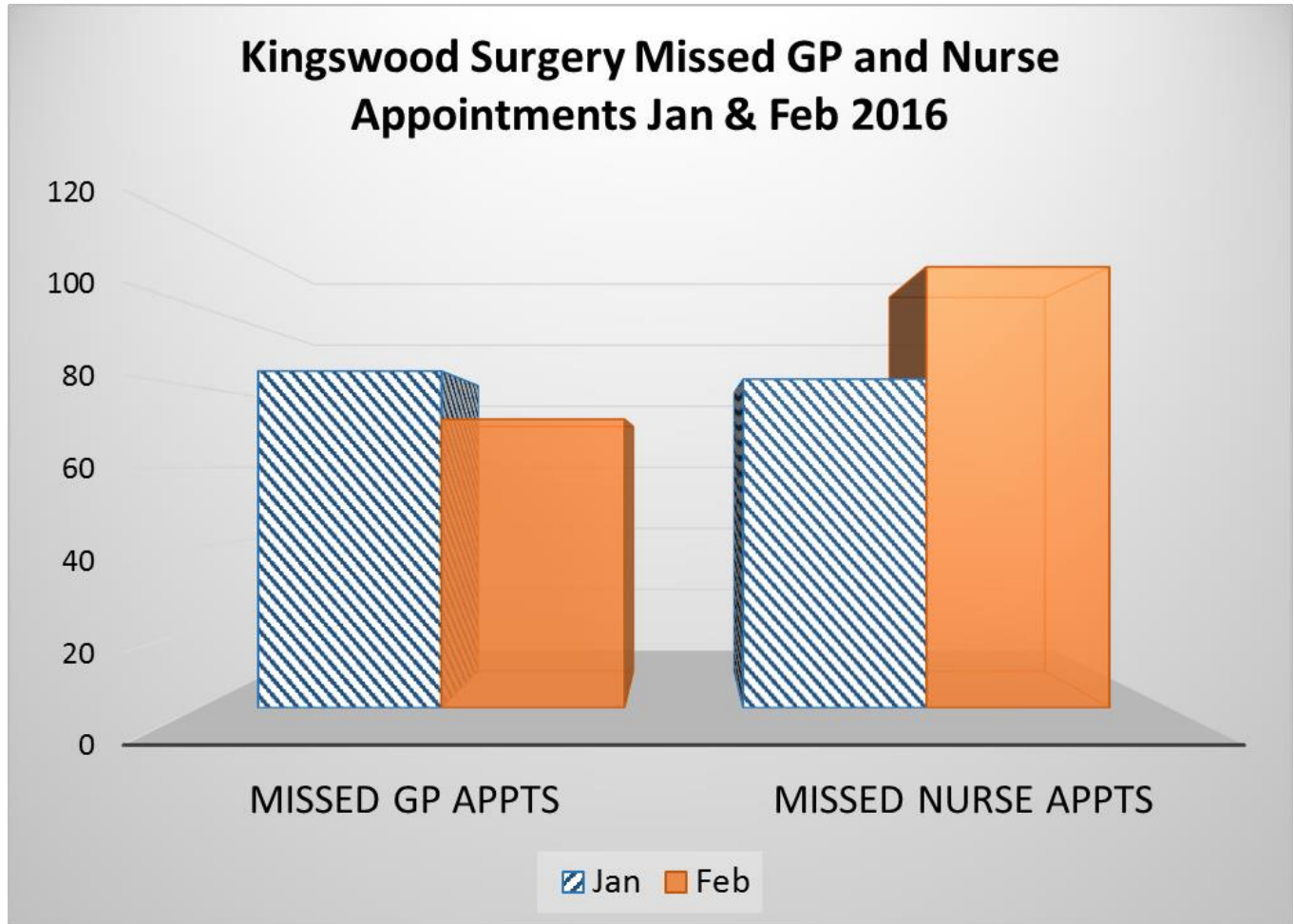
We want to get better at communicating with our patients. We want to make sure you can read and understand the information we send you. If you find it hard to read our letters or if you need someone to support you at appointments, please let us know. We want to know if you need information in braille, large

print or easy read. We want to know if you need a British Sign Language interpreter or advocate. We want to know if we can support you to lip read or use a hearing aid or communication tool. Please tell the receptionist when you arrive for your next appointment, or call us on **01892 557273** between 9.00 a.m. and 2.00 p.m. Thank you.



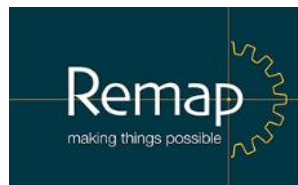
Help us to help you - if you are unable to keep your appointment, please let us know!

We know that it can be frustrating if we are not able to offer you an appointment at a time to suit you. However, as shown in the graph below, in the first two months of this year, patients did not turn up for a total of 156 GP appointments and 192 nurse appointments. On some days there were over 18 appointments missed. We do understand that there may be occasions when you are not able to attend for your appointment, but PLEASE let Reception know - that way your appointment can be reallocated to another patient. We can often reallocate appointments even if it is at short notice.



Remap

Are you prevented from doing what you want to by a medical condition or disability? Do you want more independence in your life?



Remap is a national charity working through local groups of skilled volunteers to help disabled people achieve independence and a better quality of life. They do this by designing and tailor making equipment for their individual needs. This helps them carry out essential daily tasks without having to ask for assistance, or take part in leisure occupations or sports that would otherwise be impossible for them. Remap gives people with disabilities the joy of independence. Everything is given free to the person being helped.

Remap concentrates on what you are trying to do not the illness or disability that prevents you from doing it. They come up with literally thousands of solutions every year and make no charge for the devices they make. Ask your occupational therapist or other healthcare professional about a referral to Remap. You or your carer can also contact them directly. There are no criteria to meet or forms to fill in, it's just a question of whether they have the knowhow!



01732 760209

Email: data@remap.org.uk

Cake Sale for Macmillan Cancer Support



On Thursday 12th May, the surgery staff will be selling cakes in aid of Macmillan Cancer Support. Whether you are attending the surgery for an appointment, or would just like to drop in, please do come along to buy one of our delicious cakes to help us support this great cause.

Staff Training Days



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 sessions are as follows:

Thursday 21st April - surgery CLOSED 1pm - 3.30pm

Wednesday June 8th - surgery CLOSED 1pm - 6pm

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

Return of the Tea Dance!

The tea dance is returning from Thursday 24th March, running from 2.00 p.m. until 4.00 p.m. at the Camden Centre in Tunbridge Wells. Music and refreshments are provided and you don't need to book. You can come alone, as a couple or in a group. It costs just £2.50 for entrance and refreshments so if you like to dance, listen to music or just get out to meet new people then pop along, no booking is required.



For more information call IMAGO on 01892 530330.

The dates for 2016 (all Thursdays) are as follows:

24th March	25th August
14th April	22nd September
26th May	27th October
23rd June	1st December
28th July	



Modern Life makes it hard to be healthy...

Without knowing it, by the time we reach our 40s and 50s many of us will have dramatically increased our chances of becoming ill later in life. Whether we are eating the wrong things, drinking more than we should, continuing to smoke despite everything we know, or just not being active enough, all of these small things can add up to an unhealthy you.



Making better choices today can have a huge influence on our health, and could prevent diseases such as type 2 diabetes, cancer and heart disease, and reduce our risk of suffering a stroke or living with dementia, disability and frailty in later life. But it's not easy in our busy lives – tempting treats in easy reach, bigger portions for everything we eat and technology that allows us to shop, stay in touch and be entertained without ever having to leave the sofa. Modern life is ganging up on us.

The good news is we can fight back.

One You is here to help you get back to a healthier you, supporting you to make simple changes towards a longer and happier life. One You provides tools, support and encouragement every step of the way, to help improve your health right away. You are not alone – One You can help you make small changes yourself, or with friends and family.

Take the free One You health quiz to see how you score and start the fight back to a healthier you.

Just search "One You" online - it only takes a few minutes and you get instant feedback!

What should I do in an Emergency?

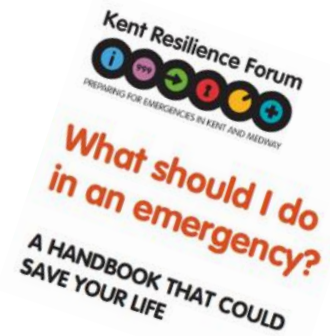
Flood, fire, high winds, heavy snow, extreme cold, summer heatwaves, infectious disease, loss of power and water, security incidents: no matter how careful you are, there are some things you can't control

And any one of them could hit you and your family hard, damage your home severely, or seriously harm your business.

Yet it's not hard to make sure you're properly prepared for an emergency.

The Kent Resilience Forum, which includes the emergency services, local authorities, health services and government agencies, has produced a booklet to tell you how to prepare and how to create your own household emergency plan.

To find out more about what to do in an emergency, download the booklet from the West Kent CCG website www.westkentccg.nhs.uk/services/emergency-handbook/



**Feeling the pressure?
Don't suffer
in silence.**

divorce
KNACKERED money
LONELY
WORRIED
BURNT OUT
STRESSED
TRAPPED
regret
NEGLECTED
GUILT
shame
CONTROLLED
feels
ANGRY
INSECURE
BEREAVEMENT

"I was in a really dark place. Talking helped me realise things would get better."

Bill, 40, from Kent*

0800 107 0160
releasethepressure.uk

Support is free and confidential, provided by an independent charity and funded by Kent County Council.
* Quotes are genuine, but names have been changed to protect confidentiality.

“Talking helped me believe things would get better” (Bill, 40*)

"I didn't know it was possible to feel that bad. I was in a really dark place, but talking helped me see that suicide wasn't the only way out. It stopped the confusion taking over. My marriage had broken up very suddenly and I just couldn't handle it. I felt so lost, confused and powerless that I didn't have a sense of future. It was only when I was so close to ending my life that I realised I needed to talk.

"I talked to lots of friends and professionals. It gave me a bit of hope and even though the bad feelings would come back, each time I talked, the hope grew and would last a little longer. Talking doesn't instantly make everything better, but it does help you believe that things will get better over time. These types of emotion can be strange for men but never feel guilty about asking for help – friends will want to help you get better. It took time but I'm over it now." **If you're feeling under pressure call 0800 107 0160 to get free advice from expert therapists and counsellors.**

** Quotes are genuine, but names have been changed to protect confidentiality.*