



SONNING COMMON HEALTH CENTRE

NEWSLETTER

Winter 2016, Issue 98



APPOINTMENTS AT SONNING COMMON HEALTH CENTRE.

We are continuously looking for ways to improve our service and regularly review the way we offer appointments to you. One of our key objectives is to improve access to primary care services for patients and to therefore ensure that patients with a medically urgent need to see a doctor or nurse can get an appointment that same day, and that routine appointments with a doctor are available within seven days of the request being made.

We generally do very well in this area but in order to ensure we do even better we have invested in additional time for doctors and nurses to see patients. **Dr Shams Aljiboori**, making a welcome return, will be available to see patients on Tuesday mornings and **Dr Claire Webster**, already providing locum cover on Tuesdays and Fridays, will now be here on Thursdays too. We are also providing more appointments with our practice nurses.

- ♦ **Routine appointments** - 10 minute appointments available for patients to book in advance via our online services or by calling our Reception team.
- ♦ **Urgent appointments** - problems that patients feel are medically urgent and cannot wait until the next available routine appointment.

♦ **Nurse appointments** - these might be a suitable alternative to a GP appointment and can be booked for minor illnesses such as eye problems, coughs and colds, earache, tonsillitis, urinary tract infections, rashes and emergency contraception. Nurses will consult with the doctors if necessary and prescriptions can be issued if needed.

♦ **Telephone appointments** - in certain circumstances it can be appropriate for doctors to speak to patients over the telephone. The patient can receive an answer to their query without having to come into the surgery and this in turn saves time for the doctor. Telephone appointments are available towards the end of the morning surgery, so please ask the receptionist if you feel this would be of help.

We fully understand that patients do not always like to be asked why they need to see a doctor and we will continue to respect that by not asking those kind of questions at Sonning Common. It is however helpful to understand the urgency of your problem and a little information can help us ensure you are seen by the most appropriate clinician at an appropriate time.

Please let us know if you experience any particular difficulty in getting the appointment you feel you need and we will do our utmost to put that right. **Mike Hall**

FLU CAMPAIGN UPDATE. We hope you found our first "mini" newsletter, dedicated to the flu campaign, useful. At the time of writing, our campaign goes well and we are on target to have vaccinated our eligible and at risk patients:

- ♦ September 848 patients vaccinated
- ♦ October 1,134 patients vaccinated
- ♦ November 470 patients vaccinated.

These figures increase every day as we receive information from local pharmacies, the district nurses and primary schools for those patients vaccinated outside the surgery.

You are eligible for a free flu vaccination if you fall into any of these categories:

- ♦ Children aged 2 to 4 years;
- ♦ Pregnant women;
- ♦ Care home residents;
- ♦ Aged 6 months to under 65 years and clinically at risk (because you have heart disease, chest disease, liver disease, neurological diseases or other immune problems).
- ♦ Aged over 65;
- ♦ Registered carers;

(If you are unsure of your eligibility, please speak to your Nurse or GP - Ed.)

NHS HEALTH CHECK. We wrote about the NHS Health Check campaign in the summer edition, which offers a free health check every five years for our eligible patients and assesses the risk of developing heart disease, type 2 diabetes, kidney disease and stroke.

The appointment lasts 20 to 30 minutes and at the end the nurse will give you personalised advice on how to lower any risk and maintain a healthy lifestyle, based on the results of the Health Check.

Since April 2016, 224 patients have seen our nurses and had their free NHS Health Check.

We would encourage all those eligible patients who have received an invitation, whether verbally, by text/e-mail or letter, to contact Reception and book their Health Check appointment at your convenience.

MOBILE TELEPHONE NUMBERS. Please

make sure that we have your current contact details on our records, including mobile telephone numbers. This means that we can contact you, if we need to, as we use the details we have on record to contact our patients.



THE OXFORDSHIRE COMET. A new

transport service has been launched by Oxfordshire County Council, for anyone without access to suitable public transport, wheelchair users and those with mobility issues. For further information, please call 01865 323201 or visit www.oxfordshire.gov.uk/comet.

PREMISES UPDATE. Improving patient experience continues with our ongoing initiatives:

- Installation of push-button automated door from the foyer to reception.
- We have had new fence panels installed by the patient car park spaces. We are very pleased with the fence, thanks to our local contractor M Eaton.

We would be pleased to hear from you if you have any suggestions or ideas, or you can speak to a member of our patient participation group.

THE WAR MEMORIAL HOSPITAL, HENLEY-ON-THAMES.

In the Summer edition of the newsletter, we mentioned the Lest We Forget Project and the naming of the new Townlands Hospital in Henley.

NHS Property Services own the lease on the hospital building and after consulting with Henley Town Council they announced in October that the new hospital will be called "Townlands Memorial Hospital" in support for a name change from the local community.

Lest We Forget Project



AGE AND MEMORY. As a patient of a certain age, I had a baseline memory test with Dr Ronay as part of my routine monitoring. This was OK, but it made me ponder about the possible future memory deterioration. I read some research indicating that mental exercise might be useful for Those No Longer Young, in addition, of course, to physical exercise. One suggestion was the regular memorisation of poetry.

I decided to try this. Over the last few months I have memorised "The Raven", "The Lady of Shalott", "The Lotos-Eaters" and other examples of long narrative verse. Tested by my patient wife, I have greatly enjoyed, and

retained, a total of about 80 verses. Unfortunately it does not seem to have helped much with the "Now, why did I come into the kitchen?" aspect of memory, which has always been quite bad in my case!

So why fill ones head with Tennyson, Poe and Betjeman? Well, I can say that subjectively, I feel much brighter and more alert; more energised for planning projects. But the main result is the discovery that it is very enjoyable and satisfying. If the musicality of verse appeals to you at all, I can recommend giving it a try!

Robin Horne

(printed with Mr Horne's permission - Ed.)

TalkingSpace PLUS

We talked about the TalkingSpace Plus service in our summer edition, a new service offering help for people aged 18 upwards with disorders and depression.

Since April, TalkingSpace Plus has received over 6,000 referrals. In January, TalkingSpace are starting their next Step 3 Cognitive Behavioural Therapy (CBT) group programme, for example:

- * overcoming low mood group
- * OCD Group
- * overcoming anxiety group
- * building self esteem
- * GAD group
- * mindfulness (recurrent depression)

- * mindfulness (long-term physical health conditions)
- * CBT for dementia carers

TalkingSpace also help people to stay well, offering a range of wellbeing activities and short courses for people whose problems with anxiety and depression are very mild, or who are well on the way to recovery and who want to stay well. People will be offered an initial appointment to consider which option is suitable for their needs, and will be followed up afterwards. This service is open to all ages from 16 upwards.

Patients can refer themselves by:

- ⇒ Calling TalkingSpace Plus on 01865 901222 or
- ⇒ via the TalkingSpace Plus website www.talkingspaceplus.org.uk



CAR PARK.

Thank you for your continued patience whilst our neighbours, the dentists, have the builders in and are undergoing an extension. Once complete in the New Year, the car park will have less space for dental patients using the dental surgery's section of the car park.

Can we remind any of you who use our car park when you are NOT visiting the Health Centre to park elsewhere and leave the car park spaces for patients? This deprives our patients of valuable parking spaces, and causes unnecessary stress.

Please park with thought and consideration for others, leaving the disabled parking spaces for our disabled patients.

VITAMIN B12 (aka cobalamin).

Vitamin B12 or folate deficiency go hand in hand. If you do not absorb enough, the body might not produce fully functioning red blood cells, which can result in anaemia (but also neurological symptoms). Do you know which foods B12 is present in?

Dr Ellen has written a very interesting article on vitamin B12, which we can not include due to space in this edition. It is on our website. Please click on the Practice News page and read the full article, which includes a report from a patient recently diagnosed with vitamin B12 and how he has been affected - Ed.



BEFRIENDING SERVICE.

You would be surprised if you knew how many very lonely people live in Sonning Common and the surrounding villages. FISH (known for their car service and the FISH bus) became increasingly aware that some elderly people could not get out and were incredibly lonely, so they have started a befriending service.

Volunteers are matched with someone with whom they share an interest and accompanied on their first visit. You can offer what time you have but most volunteers drop in once a week for an hour. I have been doing it for several months now and feel it is a real privilege to have met the lady with whom I am linked.

I really enjoy my time with her and always come away with MY spirits lifted. I also know I have made a difference to her life. She tells me of her life, we chat about what is going on in the world - whatever comes up!

If you would like to know more or you are someone who would like a visitor, please get in touch initially with the FISH Office (open weekdays between 9.30 and 11.30 am or telephone 0118 9723986). The office volunteers will pass on your message to Sue Nickson, the befriending co-ordinator, at her home.

Jennifer McLean, Chair of SCHC's Patient Participation Group



STAFF NEWS.

We welcomed our new registrars **Dr Sam Muncey** and **Dr Imran Khan** at the beginning of August, many of you will have met them already. **Dr Muncey** is supervised by **Dr McKinlay** and has enjoyed settling into working here, previously working at the Royal Berkshire Hospital in the A&E, renal and ophthalmology departments. Dr Muncey has a keen interest in football and his church which keeps

him busy outside of work.

Dr Khan is supervised by **Dr Emerson**.

October saw a welcome return to the surgery of **Dr Shams Aljoboori** on Tuesday mornings.

During November, we welcomed **Jennifer Gray** as our new midwife.

Dr Claire Webster continues as our locum.

Dr Morgen Farrington continues her training, and will be with us until the end of March 2017.

At Christmas-time, we will say farewell to receptionist **Julia Holtom**, who has decided to leave us and depart our shores for a four month trip of a lifetime to Australia and New Zealand.

A warm welcome to **Rosie Taylor** who joined us in mid-November to take over Julia's role.

ADVANCED CARE PLANNING UPDATE.

Since last issue, we have had two of the four special Advanced Care Planning workshops in the Village Hall. In September, 35 people attended a session by Blandy & Blandy (solicitors) who came to talk about 'Wills, Probate and Power of Attorney'. Our speakers enjoyed giving the talk and were pleased to have so many genuinely interested people attend.

The second session was in October on 'First Aid for Older People', also a great success, with 40 people attending. First Responders Chris Brook and Sue Abbott explained and demonstrated many First Aid procedures and several people took the chance to practice resuscitation at the end!



On 16th November, our workshop was about Funerals

'Talking about death does not bring it closer ... it's about planning for life'

'What are my choices and where do I start?' We will report on that in the next newsletter issue.

On 7th December we are again in the Village Hall with a workshop about 'Bereavement, Grief, Family Support and Befriending' with speakers Chaplain Ken Blanton and Alison Clements from Sue Ryder Hospice and Sue Nickson from FISH.

We are holding a regular Advanced Care Planning Workshop on 18th January 2017, 10.30 to 12.00 noon, in the Village Hall when we will explain how you can plan ahead about your future care. We also briefly explain about Resuscitation and when Not to Resuscitate, and share ideas for how to start the difficult conversation. There will be time for questions at the end of the session and we have several useful handouts for you.

We will continue with these sessions monthly if there is enough interest.

Dr Ellen, Pam and Rika



CHRISTMAS AND NEW YEAR OPENING. This year, Christmas and New Year fall over the weekend. The surgery will be open as normal in the run up to Christmas. We will be closed on Christmas Eve, Christmas Day, Boxing Day and Tuesday 27th December and then on New Years Eve, New Years Day and Monday 2nd January. We will be open as normal on the days in between Christmas and New Year.

Please ensure you have adequate repeat medication for the festive period - we recommend that you submit any repeat prescriptions by 6.00 pm Friday 16th December for collection by Friday 23rd December. If you need medical advice whilst the surgery is closed please contact the out of hours service on NHS 111.



*Wishing you all a very Merry Christmas
and a Happy New Year!*



SHINGLES VACCINATION. You could be one of the additional people in their 70's now eligible for the shingles vaccine. If you were born on or between:

02/09/1942 and 01/09/1946

02/09/1936 and 01/09/1938

talk to your GP or practice nurse today!

Shingles can be uncomfortable, and for some people it can be very painful and last a long time. A one-dose vaccination can help prevent shingles.

Visit www.shinglesaware.co.uk for more information.

900 DNA's = 150 HOURS. There have been over 900 DNA's so far this year. That means more than **900 patients** did not attend their appointment at the surgery. This equates to at least **150 hours** of wasted time and NHS money.

We can look at the DNA statistics using the appointment book on our computer system. There does not seem to be a pattern throughout the year: at least 90 people DNA each month, but it is slightly weighted towards a female DNA'ing over a male.

If you know you cannot keep your appointment - please contact reception to let them know. Even half an hour beforehand will help us!



ON YOUR BIKE 2017. A date for your 2017 diary!

On Your Bike 2017 will be held on Sunday 2nd April. Please visit www.onyourbikesonningcommon.co.uk for further information as we move nearer to April.

INTERESTING FACTS FROM YOUR SURGERY!

We currently have 8,743 patients registered here at Sonning Common Health Centre and during the last 5 months (July to November) 290 patients have registered and 229 patients have left the surgery.

There are 24 families at our practice celebrating the safe arrival of their new born baby with 8 girls and 16 boys born! Congratulations to all the new parents.

20 patients celebrated their 80th birthday since the last newsletter; 6 patients were congratulated on reaching their 90th birthday and 7 patients reached the admirable age of 100 years or older. Our warmest wishes to them all.

During the last 5 months, 479 patients did not attend their appointments.

NB: If you cannot keep your appointment, please let us know.

* We appreciate that at times it is hard to reach us on the telephone.

* If we have your mobile number on record, you can reply to the text message reminder to cancel, or you can also e-mail us on schreception@nhs.net.