



HERSTMONCEUX INTEGRATIVE HEALTH CENTRE (HIHC)

Newsletter No.2

Spring 2019

We are very proud to say that in a recent article in the Sussex Express looking at the best and worst GP practices in Hailsham and Polegate, **Herstmonceux Integrative Health Centre came TOP.**

The information was collated by the NHS (the GP Patient Survey), and included questions relating to:

- patients' overall experience (94% of patients said very good)
- patients' experience of making an appointment (92% of patients were satisfied)

Following through from this, we would like to take the opportunity to say thank you for your efforts to phone us when you can't make an appointment - by doing that we are not wasting valuable appointments and it allows us to offer that slot to another patient.

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Patient Link Group (PLG)

Some patients have expressed an interest in becoming a member of our Patient Link Group but for many reasons are not able to come along to our meetings. They want to have a say in how we work together with the practice staff to make improvements and would like the outlet without committing themselves to a more formal group.

For this reason I am taking this opportunity to advise patients that they can still be part of us in our "virtual" membership group. They will be copied in via email to all the same correspondence as our full members are and will have the same chance to have input into the group, only via emails.

We have several members who have chosen this route to become part of a bigger 'club' and we welcome anyone who would like to join us. Please just email me and I will add you to my list. I am happy to have a conversation first if you would like more details.

I apologise to those of you who do not have email addresses – we are a voluntary group and it is not possible for me to print off and circulate *documents on a regular basis*. However, if you do have anything you would like to bring up, I am always willing to have a conversation over the phone or, if really important, to meet up.

Once the PLG minutes have been agreed, these are put on the Practice website for all patients to read if they wish. If you do not have access to the internet, then Reception staff will be able to provide you with a paper version. Also, a copy is pinned on the noticeboard in the entrance foyer.

Lynn Bowman, Chair of PLG plg.hmxihc@nhs.net

The dates of the next two PLG meetings are:

Monday 18th March 2019, at 7pm

Monday 29th April 2019, at 7pm

Current full PLG members:

Lynn Bowman, Chair
Helen Walsh, Vice Chair
Jo Angear
Sue Barrell
Leslie Green
Jennifer Halfhide
Janet McInnes
Lynda Primrose
Hilary Robinson
Andrea Wharam

Health Centre Representatives:

Dr John Simmons
Bea Simmons
Nicola Hone

Friends and Family Survey

We picked out one month at the end of 2018 to look at feedback from the website survey.

257 feedback responses were received - there were approximately 76 comments – all praising the Health Centre and saying it was excellent and effective and that they would not change anything. There were about 15 comments from patients with suggestions for improvement or highlighting where they had experienced a problem.

At our PLG we brought each of these comments to the attention of Dr Simmons who was able to respond to them in a constructive way and to the satisfaction of the group.

A lot of them were linked to access issues and since this survey we are encouraged to tell you that several new members of staff have started and the way the practice functions is likely to be improved with the employment of these new staff. We are positive that Nic Hone, our new Practice Manager (see all about Nic later in this newsletter) will also continue to take feedback and support us with our ideas for improvement.

One particular concern was around the car park with its steep slopes and steps being difficult to negotiate entering/ exiting the surgery. We wanted to alert you that it is possible to use the lift

to access the waiting room. Please speak to staff in advance if you are in doubt.

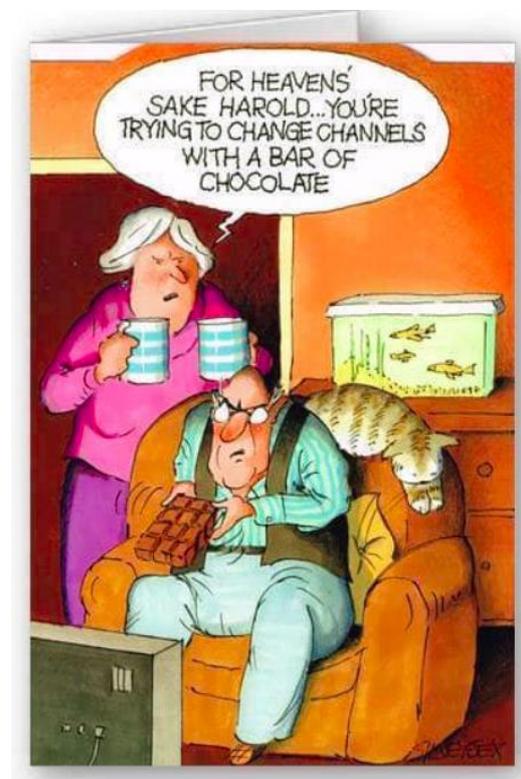
Another constructive comment was around the blood pressure equipment. Many patients do not know if their reading is good or bad - as a result, an information chart is now displayed by the machine which explains the figures and whether you have high or low blood pressure.

This way of feeding back to the practice gives us an excellent insight into the functionality of the practice and I would urge anyone who has used it recently to complete this online form.

Guess the member of staff

Which member of staff, when they were young, attended a very important football match at Wembley on the 30th July 1966? According to this member of staff “it was very noisy!”

[Answer on page 9.](#)



MEET OUR NEW PRACTICE MANAGER - NICOLA HONE

Hi,

I am the new Practice Manager for HIHC. I have worked in Primary Care across Hastings and Rother and Eastbourne, Hailsham and Seaford since 1992 when I joined a GP surgery in Bexhill as a receptionist. It was my first experience of Primary Care and since then I have said it is a “marmite” career - you either love it or hate it and I love it.

On leaving that general practice in 2001, I joined the Primary Care Trust as clinical governance facilitator and from there I became a national trainer in data quality for primary care. In 2009 I set up and managed both the Eastbourne and Hastings Walk-In Centres and in 2014 I joined the Clinical Commissioning Group (CCG) as Primary Care Manager.

My first experience of HIHC was when I attended the practice as a CCG Officer. I thought the practice was so exciting and refreshing with its integrative approach and I feel so very lucky to be able to be part of this amazing team and concept and to take it forward through the inevitable NHS changes. I live in Eastbourne with my husband, step-daughter and three guinea pigs, living life to the full with a work hard and play hard ethic.

Nic

We would also like to welcome two new members of staff to reception:

Julia has joined our reception team; she comes from an NHS background so has hit the ground running!!

Joanna, our new Reception Team Leader, starts at the end of February; Joanna also comes from an NHS background which is always a huge benefit.

Additional Nursing Hours

With the appointment of Lizzie, our lead nurse, we are changing our nursing structure. We have added an additional 20 hours a week to our schedules, making nursing appointments more accessible.

Where does the NHS rank in relation to the world's largest employers?

First?

Third?

Or Fifth?

Answer on page 9.

Vitality Village Singers

Our Vitality Village Choir is now in its 4th year and our membership is growing with our numbers in the mid-twenties. We are a group of ladies and gentlemen who just enjoy singing each week. We also perform a number of concerts over the year with several over Christmas.

This year we are rehearsing a number of new pieces, some old and some more modern. These include “This is Me” from The Greatest Showman, “I Don’t Know how to Love Him” from Jesus Christ Super Star, Stand By Me, Bridge Over Troubled Water, Happy Together and Panis Angelicus to name just a few. So you can see our repertoire is quite varied.

We are a very social group, have a great time at rehearsals and are always very pleased to welcome new members. We meet every Wednesday evening between 6:45 – 8:45 in the Great Space at the Health Centre. So please come along and give us a try. Whilst we welcome everyone, young and not so young, new male members would be particularly welcome to boost our current group of wonderful gentlemen and bass singers.

DID YOU KNOW?



YOUR KIDNEYS FILTER YOUR BLOOD UP TO 300 TIMES A DAY. SO MAKE SURE YOU STAY HYDRATED!!



IF YOU WISH TO DISCUSS SOMETHING PRIVATELY AT RECEPTION YOU CAN COMPLETE A CONFIDENTIAL SLIP ASKING TO BE TAKEN TO A PRIVATE ROOM.



There is a **PATIENT TRANSPORT SCHEME** for people who want to visit their doctor or nurse at Herstmonceux Health Centre. The scheme is operated by voluntary drivers who will collect you from home and take you to the surgery.

The cost is £5 for the return journey. It is also possible to book a driver to take you to the Eastbourne District General Hospital and back home again. You will be quoted a price for this at the time of booking.

To book your journey, simply telephone 01273 517332 between 9am and 4pm, Monday to Fridays. www.access2healthcare.org

Got a Car? Why not become a part time volunteer driver for the above service? Choose your own hours. Mileage will be paid. More details on drivers page of www.access2healthcare.org

Access 2Healthcare is a project supported by Wealden District Council and managed and operated by Wealden Bus Alliance CIC.



You can **book GP appointments on line**. You can also order repeat prescriptions, look at your test results and see a summary of your medical record – all on **PATIENT ACCESS**:

<https://www.patientaccess.com/>

To sign up to this service, you will need a password which the surgery will provide and then away you go!!

If you have any issues with Patient access , (logging on, ordering repeat prescriptions, booking appointments) then please email ehscg.hmxihc@nhs.net and we will pass this on to the relevant member of staff who will be in contact with you to address any issues.



REPEAT PRESCRIPTIONS

For patient safety, we do not take prescription requests over the phone.

To order a repeat prescription either:

- Order on-line through Patient Access
- Come into the surgery and request in person
- Pop a prescription request in our letter box
- Or contact your local Pharmacist who can put forward a request

PLEASE ALLOW 3 WORKING DAYS FOR YOUR PRESCRIPTION TO BE ISSUED

Please ensure the Practice has your correct contact details and address. If there are any changes please let us know as soon as possible.

OPENING TIMES OVER EASTER

Herstmonceux Integrative Health Centre:

Closed on Good Friday 19th April and Easter Monday 22nd April 2019.

During these times if you require medical attention please telephone the NHS Service 111

Warwick and Radcliffe pharmacy:

Closed Good Friday 19th April and Easter Monday 22nd April 2019. Will be open on Saturday 20th.

Pharmacy Opening times are: Mon – Fri 8.45am - 6.15pm, and Saturdays 9am - 1pm

NATIONAL AWARENESS DAYS

During 2019, there are a large number of awareness days planned throughout the country. At Herstmonceux we are planning to take part in the following two initiatives:

- Stress Awareness Month 1-30th April 2019
- National Fitness Day – 26th Sept. 2019

During the stress awareness month, healthcare professionals and health promotion experts across the country will join forces to increase public awareness about both the causes and cures for our modern stress epidemic.

More information to follow on both the above.

VITALITY VILLAGES COFFEE MORNING PROGRAMME 2019

Between 10.00am and 12.000 noon in the Great Space at Herstmonceux Health Centre

Monday 18th March	Di Arndle - Cooking for one
Monday 15th April	Sarah Page - Talk on trugs
Monday 20th May	
Monday 17th June	Hedgerow Magic - Heather Goodsell
Monday 15th July	Talk on the Herstmonceux Windmill by Rhys Clatworthy
Monday 19th August	Jenny Clark - Sussex Bat Hospital
Monday 16th September	RSPB - Autumn visitors to our gardens
Monday 21st October	Old People's Day - Baking day making healthy snacks
Monday 18th November	Suzanne Jones - Christmas decorations
Monday 16th December	Christmas Carol Singalong

Please contact Sheila Charlton on 01323 833673 for further details

Vitality Villages is a community organisation set up in 2015. The aim is to focus on the health and well-being of residents in Herstmonceux Parish and the surrounding areas. Projects include the above coffee mornings, the community choir, healthy walks, Men's Shed, an allotment and a free directory.

Sponsored Walk: Over 2 days - Saturday 11th and Saturday 18th May. **For more information please contact Steve Burke on 01323 833473 or stephenburke269@btinternet.com**

DID YOU KNOW YOU DON'T NEED TO SEE A GP FOR HAYFEVER SYMPTOMS? Last year, across East Sussex, we spent over £3 million on treating hay fever and allergies. That's the cost of 87,000 GP appointments. Speak to your pharmacist for help and advice on managing your symptoms. and how to treat your hay fever.

Hay fever is a common condition also known as seasonal allergic rhinitis and affects around 1 in 5 people in the UK. It often runs in families and is more likely to affect people who suffer from asthma or eczema.

It is an allergic condition where the body's immune system overreacts to substances that are usually harmless, for example pollen from grasses, flowers or trees. The pollen causes the release of a chemical called histamine from cells in the nose, eyes and airways, which cause inflammation.

What are the symptoms?

- ✓ Headaches and sinus pain
- ✓ Itchy, blocked or runny nose
- ✓ Red, itchy, puffy or watery eyes
- ✓ Itchy throat
- ✓ Sneezing
- ✓ Fatigue

How can I avoid triggers?

- ✓ Wear wrap around sunglasses
- ✓ Avoid large grassy areas, woodland, cutting the grass, pollutants and car fumes
- ✓ Keep doors and windows closed, especially when the pollen counts are high (early morning 7am to 9am and early evenings)
- ✓ When you get in from the outside wash your hands, face, hair, rinse your eyes and change your clothes
- ✓ If possible stay indoors when the pollen count is high
- ✓ Use petroleum jelly inside your nose to block inhalation of pollen
- ✓ Don't dry washing outside to avoid pollen sticking to your clothes
- ✓ You could buy a pollen filter for the air vents in the car

What can I do to manage it?

The severity of symptoms can vary, some people need medication to manage their symptoms and others can manage their condition by avoiding triggers.

If treatment is needed a wide range of medicines can be purchased from your local community pharmacy without seeing a doctor.

What treatments can I buy?

Speak to your local community pharmacy to get advice on the best treatment for your symptoms and always read the patient information leaflet that is included with the medicine.

Examples of products available to buy include:

- ✓ Antihistamine tablets and syrup are generally effective at controlling symptoms of hay fever
- ✓ Nasal sprays are useful if you suffer nasal symptoms and can be used instead of, or in addition to, antihistamine tablets
- ✓ Eye drops are useful if your eye symptoms are not controlled by antihistamine tablets
- ✓ Simple pain relief like paracetamol can help with headaches and sinus pain

Find out more

We want to support you to be more self care aware. You can speak to your local pharmacist about how to avoid triggers and how to treat your hay fever.

Search 'hay fever' on NHS Choices for more information.



HEALTHY WALKS



We are about to resume our weekly walks. If you wish to join us just turn up at the Surgery at 1.50pm on Thursday 4th April 2019. We usually continue until the end of October.

Doctor, Doctor Can I have second opinion?

Of course, come back tomorrow!

Doctor, Doctor When I press with my finger here... it hurts; and here... it hurts; and here... and here... What do you think is wrong with me?

You have a broken finger!

HERSTMONCEUX TRUGGERS

Helping to keep the local public footpaths clear for walkers

We are a volunteer group working under the authority of East Sussex County Council. We go out regularly on Friday mornings to places where we see a need, clearing away brambles and nettles etc.

We need more volunteers. If this work appeals and you have the time to help, please contact Steve on 01323 833473 for more information, without commitment.

THE RED BOX PROJECT

At Herstmonceux Health Centre we are collecting donations of sanitary towels and tampons for the Red Box Project.

This project is part of a nationwide attempt to end period poverty, so that no young woman misses school because of her period.

There is a box in reception for your donations. Thank you as always for your support.

Period Poverty - update

As predicted, Herstmonceux patients have been generous and empathic to the period poverty cause, we have taken our first box of female sanitary towels and tampons to the Foodbank where they will be distributed to schools so that young women know that they have access to free sanitary towels and tampons at school, stopping period poverty. Herstmonceux Patients have a reputation at the Foodbank for being very generous, THANK YOU.

HERSTMONCEUX ACTIVE



Since our last report in the Winter Newsletter, we are delighted to report that the Herstmonceux Active group has been formed and have been meeting on Friday evenings in the Great Space at Herstmonceux Health Centre, led by our fabulous trainer Andrea, and assisted by our own local resident Isla. However, with better weather around the corner, we hope to increase the number of sessions and move outdoors, probably to the Recreation Ground.

There are now 20 people on the books and **YOU ARE WELCOME TO COME AND JOIN US!** All ages and abilities from teenagers to 80 years olds. Have fun, get healthy, make new friends, release the real you, encourage a friend. It will be the best thing you have done for years!

**To register your interest contact Steve
Wennington: steve.wennington@pro-eco.co.uk**

*The system is based on Our Parks from London:
<https://www.ourparks.org.uk>*

Delicious gluten free and dairy free brownies

Ingredients: Serves 8

100g ground almonds
160ml agave nectar
60g chopped walnuts (or hazelnuts/pinenuts)
2 eggs, beaten
5 tablespoons cocoa powder
60ml coconut oil, softened
1 teaspoon vanilla extract

Method

Prep: 10min › Cook:30min › Extra time:5min
cooling › Ready in:45min

Preheat oven to 180 C / Gas 4.

Mix almond flour, agave nectar, walnuts, eggs, cocoa powder, coconut oil and vanilla extract together in a bowl; spread into an 20cm square baking tin or ceramic dish.

Bake in the preheated oven until edges of brownies begin to pull from sides of dish, about 30 minutes. Let brownies cool slightly before slicing, about 5 minutes.

Talking of cakes.....

There is a lovely café in Station Road, Polegate called "You Raise Me Up" :

<http://www.youraisemeup.co.uk/>

Every penny of the profits go to help families that have lost a young adult between the ages of 16 and 25, so you really are making a difference to someone by helping support the coffee shop. And they really do have some delicious cakes!!

Answer to NHS question :

The NHS is the world's **fifth** largest employer, ranking below the U.S. Department of Defence, the Chinese People's Liberation Army, Walmart and McDonald's. It is the only British (and European) entry in the world's ten largest employers with 1.7 million employees. This means that one in 20 British workers are employed by the NHS.

Answer to Guess the Member of Staff:

Lola. You might have guessed that she saw England win the World Cup – and she still doesn't like football!

JOKES - Please email any suitable jokes you might have to Bea Simmons: bea.simmons@nhs.net

FUTURE NEWSLETTER ARTICLES - Please email to:

Lynn Bowman at plg.hmxihc@nhs.net or to
lyndaprimrose27@talktalk.net

**SEE NEXT FEW PAGES FOR GAIL'S STORY AND THE
HISTORY OF THE NHS**

HOW DO YOU VIEW A HOSPICE?

Gail Filsell, from Bodle Street Green, was admitted to St Wilfrid's Inpatient Unit following surgery at the local hospital. This is Gail's story.

"I was diagnosed with cancer of the bladder in June and, during surgery, it was discovered that the cancer wasn't contained. Further surgery followed to remove other organs that the cancer might target. I was left completely wiped out. I had a niggling feeling that it might not have done the trick and it hadn't. The team at the hospital were fantastic but they had done all they could.



The palliative care nurse discussed St Wilfrid's Hospice with me and I immediately said no. I knew hospices had moved on from their reputation of gloomy places to go and die, but I wasn't ready for hospice care. However, someone from the hospice came to meet me to talk about how the hospice could help me and, after mulling it over for a couple of weeks, I agreed. Dr Barclay, the Medical Director, came out to discuss my admission – he found out I have two dogs – and told me there was a room free at the back of the hospice, which opens out onto the Orchard Garden, where the dogs could go when they visited. He also tweaked my medication and got my nausea under control, which meant I got my appetite back.

My daughter brought me into the hospice and it was a beautiful day. When I saw my room and the garden beyond, I felt instant peace and serenity. The relief was so immense I burst into tears. I hadn't been able to process any of this stuff before as I was too busy being ill, but something shifted immediately I was admitted to St Wilfrid's.

I was so glad the nausea had gone as the food at the hospice is delicious. And the staff and the volunteers have been wonderful - supporting not only me, but my husband Paul and our children too.

I was surprised to bump into some of my neighbours who volunteer here; I had no idea! There is joy on people's faces.... It's not put on, it's in their nature. People listen to you, they allow you to talk, but likewise, they offer respect and space. There are young volunteers who work in the afternoons – it must take courage to do that, but they smile and shine; they really are so lovely.

I have been here for 12 days now and I am working on regaining strength and mobility with a programme of exercises from the physio team. It's exhausting but it is working. The OTs will be doing a home visit soon to see what adjustments and what equipment will be needed. Things are thought of and worked out before you even realise they need to be done. The teams here work so well together and that takes all the stress away.

I would describe St Wilfrid's care as a big beautiful parcel, tied up with ribbon.

You open it up to find lots of little boxes inside, each containing a delightful surprise. Each is wonderful on its own but, put together, they create an amazing special package. "

Since this interview, Gail has sadly died, but her family has given permission for the Hospice and Herstmonceux Health Centre to use her interview as part of her legacy.



THE HISTORY OF THE NHS

What was health care like before the NHS?

Access to health care before the NHS was largely dependent on your ability to pay for treatment. Where health care was available for free or cheaply, there was a patchwork of different services that all had varying levels of quality and access.

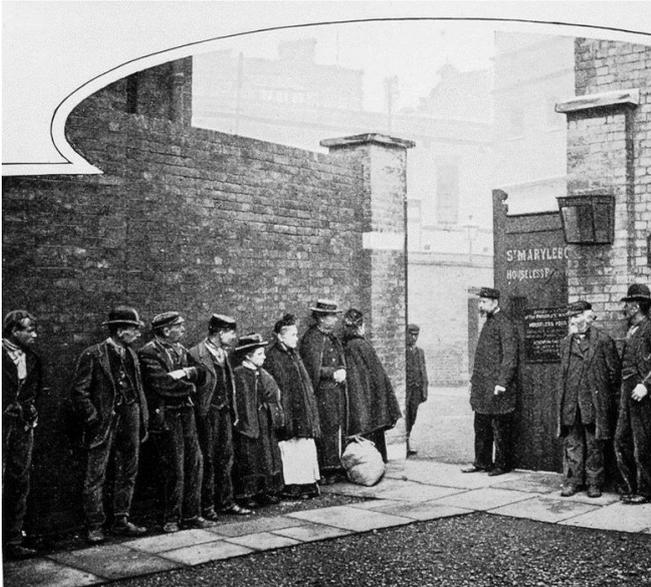


Image: 'People queuing at South Marylebone workhouse circa 1900'. Credit: Wellcome Collection. CC BY 4.0.

The Poor Law

In the 19th century, the Poor Law set out the responsibilities of local areas to provide help for those in need (including older people and people who were ill). This help was usually provided through workhouses, which supplied basic levels of food, clothing and health care, often in return for manual labour.

Many feared going to the workhouse because of the poor conditions, and families were usually separated. Richard Oastler, a prominent opponent of the Poor Law, described workhouses as 'prisons for the poor' and Charles Dickens perpetuated this image in *Oliver Twist*, encapsulating the concerns that many had about workhouses.

Conditions in workhouse infirmaries were often poor and unhygienic. This led to public outrage and

campaigns for reform. In 1867, the Metropolitan Poor Act ensured that infirmaries were housed on separate sites from workhouses. The 1867 reforms also made free health care available to deprived people who didn't live in workhouses.



A typical modern Sanatorium—for treatment of Tuberculosis
Brockley Hill

Image: 'Brockley Hill sanatorium for tuberculosis'. Credit: Wellcome Collection CC BY 4.0.

Voluntary Hospitals

For poor people who weren't living in workhouses, voluntary hospitals provided access to health care. These hospitals were funded by donations and run by volunteer staff. In the early 20th century, a third of hospital beds in England were provided by voluntary hospitals.

Voluntary hospitals often focused on treating specific conditions or groups of people. For example, The Foundling Hospital in London cared for children who were abandoned by their parents. In West Yorkshire, ear and eye conditions were treated at Bradford Royal Ear and Eye Hospital. Florence Nightingale, perhaps history's most famous nurse, worked in a voluntary hospital that provided care to 'educated women of moderate means.'

