



## HERSTMONCEUX INTEGRATIVE HEALTH CENTRE (HIHC)

Newsletter No. 4

Autumn 2019

Dear Practice member

Many of you will have heard about Primary Care Networks (PCNs) which have arisen out of the governments NHS Long term Plan.

These have been established across the country as part of the integration of primary and community services and include all of the providers in the locality.

The intention has been to move towards a more holistic, place-based approach to population health and healthcare. HIHC partners have considered the best options for which practices to link with and, after much discussion, decided to join practices which also favoured similar values and population to that held by HIHC.

This has meant that we have not necessarily chosen those practices which are nearest geographically. The practices included within our PCN are:

Bird-in-Eye Surgery, Uckfield  
Buxted Medical Practice  
Heathfield Surgery  
Mid Downs Medical Practice, Newick  
The Meads Medical Centre, Uckfield

These practices and the providers within the PCN will increasingly collaborate with one another, taking a more inclusive and holistic view of health, wellbeing and healthcare across the area they serve. As our PCN develops and grows, we will keep you updated with any news.

**Lynn Bowman, Chair of Patient Link Group**

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## FRIENDS AND FAMILY SURVEY

Each PLG meeting looks at the comments made by patients in the online survey and overwhelmingly they are positive. If there is anything that stands out, Dr Simmons or Nic Hone (Practice Manager) respond with practical solutions for the practice. So be aware that the comments **you** make are noted and are taken into account.

## GP PATIENT SURVEY

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over two million people across the UK. The results show how people feel about their GP practice. You can sign into the link below and explore the results for this practice and compare to others in the area (or further!) across a broad range of questions. We think you will be pleasantly surprised when you have a look at how we perform.

<https://www.gp-patient.co.uk>

**JOKE** - “Doctor, doctor..... help me! I’m addicted to Twitter!” Doctor replies “sorry I don’t follow you” !!

## FLU CLINICS

We will be holding Saturday morning clinics for Flu vaccinations in October and November, dates below:

12th October – Over 65s and Under 65 at risk

19th October – Over 65s

30th November - Over 65s and Under 65s at risk

### Children's Clinics (ages 2 & 3):

Monday 28<sup>th</sup> October 10.30 – 12.30

Wednesday 6<sup>th</sup> November 10.30-12.30

Tuesday 19<sup>th</sup> November 2.30-4.30

(Children from reception age to year 6 will be vaccinated at school).



"How do you know this isn't the button for the nurses' station?"

## NEW STAFF MEMBER

HIHC welcomes the addition of Alison Evans to the team. She is our **Practice Pharmacist** and is supporting the clinicians and administration team in ensuring prescriptions are managed in a timely manner.

Her support will enable the GPs to focus on more detailed medication queries and, in time, Alison is going to be seeing patients and working on medication reviews with them.

### NHS QUESTION:

Who was the Minister for Health in 1948, when the NHS was created?

Aneurin Bevan,

Sir William Beveridge, or

Henry Willink

## PROFILE ON DR CATHERINE DODGE



I was brought up in Kent and trained in London at King's College and Westminster Medical School.

We moved to the North East when I got a place on the Cleveland GP Training Scheme, based in Middlesbrough and Stockton.

After three years GP training I became a partner in a large practice in Durham for 6 years. We lived in a lovely house with a view of Durham Cathedral, and had a productive allotment. After having our first two children we moved back to the South East to be nearer to our family.

I joined the practice in Herstmonceux in 1998 as an assistant to Dr Guy Baker, and have been here ever since! I have gradually worked more sessions over the years as our four daughters have grown up, and have been a partner in the practice for the last 2 years.

I completed a Postgraduate Certificate in Dementia in 2015 and since then have been running a weekly memory assessment clinic for people with suspected dementia.

I am very proud of our practice and the service we provide to our community. When I am not at work I enjoy spending time with my husband Terry and daughters, and working in my garden or walking. Terry has built me new raised beds in the garden this year, which are overflowing with produce!

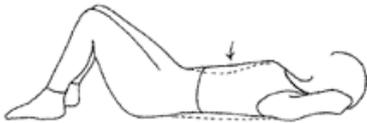
## Focus of Physiotherapy

Suzy, our Physiotherapist, works at the Health Centre on a Thursday. She offers treatment for a wide range of acute and chronic conditions and specialises in low back pain. Suzy brings 25 years of clinical skills to her treatments and, as well as practicing traditional Physiotherapy, she is also trained in Pilates, Yoga, Medical Acupuncture and complementary therapies meaning that she offers a truly holistic and integrative approach to her patients.

Ever suffered from low back pain? Try some of these simple exercises to relieve pain and stiffness.



- 1) Lying on your back ideally on the ground with a mat/blanket underneath you but if not lie on the bed
- 2) Bend your knees and place your feet a comfortable distance from your bottom
- 3) Use a small flat pillow/towel under your head if you need to so your head is in line with your body



- 4) **Pelvic tilt** Breathe in and out, slowly and deeply into your abdomen so your belly rises as you inhale and releases as you exhale. Do this for at least 5 minutes and every time you exhale see if you can release your body to the ground a little more and imagine breathing into your lower back and softening as much as possible.
- 5) Then try and gently flatten your back using your bottom and tummy muscles to tilt your pelvis and hold for 5 to 10 seconds and repeat 5 x



Trunk rotation

- 6) Next, with your feet still on the ground move your Knees from side to side increasing the range of movement if it feels like it's helping your back x 10.



- 7) **Double knee to chest** Lastly, try bringing your knees towards you one at a time and gently rocking your knees towards you and away, using your hands for the movement so your back is completely relaxed. You can do this up to a minute if it feels like it is helping.

*Continued on next page .....*

You can do these exercises up to 5 x a day if you feel it is helping your back. You can also try putting a hot water bottle on your back for 15 minutes to reduce pain and stiffness. With exercises the guidance is that you are **always** gentle and, as these are pain relieving exercises, they should make your back feel better while you are doing them and especially afterwards. You may feel some slight stretching of the muscles whilst you exercise which is quite normal.

If you are concerned please consult your doctor or nurse for more advice or book to see Suzy on 07939 580743/www.physiotherapyeastssussex.com (Please note Suzy works as a private therapist at the centre so there is a cost for a session)

*Disclaimer: We accept no responsibility for any injury or exacerbation of symptoms experienced from following these exercises. Please consult your health care practitioner if you need support with your back pain.*

## EAST SUSSEX FIRE & RESCUE SERVICE

# Free Electric Blanket Testing 2019

Bring your electric blanket along for a free safety check at any of the below events this autumn.

### Wednesday 9th October 2019

- 10.00am - 12.00pm - Lewes Fire Station - in the bays
- 2.00pm - 4.00pm - Seaford Town Council Office -Council Chamber Room-

### Thursday 10th October 2019

- 10.00am - 12.00pm - Preston Circus Fire Station - Community Room (potential for bays)
- 2.00pm - 4.00pm - Roedean Fire Station - in the bays-

### Friday 11th October 2019

- 10.00am - 3.00pm - Hove Town Hall -  
If you would like to bring your blanket to the Hove event, please call the Community Safety Team on 0800 177 7069 to book an appointment.

### Monday 14th October 2019

- 9am - 3.00pm - Bexhill Caring Community will be holding this event and appointments to be arranged prior to event by calling the Bexhill Caring Community on 01424 215116

### Tuesday 15th October 2019

- 10.00am - 12.00pm - Eastbourne Fire Station
- 2.00pm - 4.00pm - St Johns Church Hall - Polegate

### Wednesday 16th October 2019

- 10.00am - 12.00pm - Hailsham Fire Station
- 2.00pm - 4.00pm - Heathfield Fire Station

### Thursday 17th October 2019

- 10.00am - 12.00pm - Uckfield Fire Station
- 2.00pm - 4.00pm - Crowborough Fire Station

Have you asked a family member, friend, carer or neighbour if they are able to bring your electric blanket along for you, if you are unable to attend an event?

# The Herstoncoeur Community Walk

On Saturday 12<sup>th</sup> October

organised by 



Certificates awarded to all who complete the walk.

You can raise money for your chosen worthy cause.

Start/Finish ..... Recreation Ground

Registration/Start ..... from 9:30 to 10:00

Fees ..... Adults over 16 - £2

..... Children 6 and over - 50p

..... Children under 6 - free

..... Family gp of 2 adults and children - £3

No unaccompanied children under 13 years.



All money raised through registration fees will go towards costs and  
Vitality Villages Projects.



Further information and sponsorship forms are available  
from Sheila Charlton 01323 833673, Steve Burke  
01323 833473, Janet McInnes 01323 833306

The walk is a little over 5 miles using footpaths and stiles and some  
of the ground can be rough. Marshals will be around, but you must be  
responsible for your own safety, particularly when crossing roads.

## VITALITY VILLAGES COFFEE MORNING PROGRAMME 2019

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

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 News

**Men's Shed - New location and Open Afternoon** - The Herstmonceux Men's Shed has completed its move to a new location at the Science Block, Herstmonceux Castle. This excellent facility, kindly made available by Herstmonceux Castle and Bader International Study Centre, provides a meeting place to work on projects or just have a coffee and chat.

If you would like to visit the new workshop or want to know more about the Men's Shed come along to our open afternoon **on Wednesday 2<sup>nd</sup> October** for a chat and a cuppa. Meet at the Church Road entrance to the castle, opposite the church, between 2pm and 2.15pm and we will meet you and take you to the Shed.

Men's Shed is not necessarily about having a project; you can work on a personal hobby, repair items or just share experience. We meet on Wednesdays, 2pm until 4pm, but plan to be flexible as this new location develops. For more information call Alan on 01323 833306 or 07946 604201

If you have any spare shelving you would like to donate to the Men's Shed, please also contact Alan.

**Community Choir** - Following a grant from Tesco, the choir is delighted that they have now been able to buy a new electric piano keyboard. The friendly community choir welcomes everyone; they sing for fun, with no auditions and meet on Wednesday evenings, 6.45pm until 8.45pm, at the Herstmonceux Integrative Health Centre. Contact Laura 07905 745384

**Allotment** - Vitality Villages has taken one of the Herstmonceux Parish Allotments. Here you can try your hand at growing vegetables before taking on a full-size allotment or you can share the work and experience with others. For more information, contact Sheila Charlton 01323 833673 or Janet McInnes 01323 833306.

**Fundraising Dinner 16 November 2019** - The second Vitality Villages Dinner will be held in Herstmonceux Village Hall at 7.30pm on Saturday 16 November 2019. There will be a three-course dinner, entertainment from the amazing 'Recycled' and a bar selling wine, beer and soft drinks. Tickets cost £16 from Janet McInnes 01323 833306 or Sheila Charlton 01323 833673

## CARE NAVIGATION



Our receptionists are here to help you see the **right person** for your needs.

Please don't be offended if they ask what the problem is when you ring up or pop in to make an appointment.

Thank you for helping us to help you.

The receptionist might suggest alternatives to your GP that could help you better, such as:



Emergency  
Dentist

Pharmacist

Social Prescribing

Minor Eye Conditions

Health and Social  
Care Connect

Health in Mind

See the Right Person First



## CARE NAVIGATION - HELP US TO HELP YOU

Care Navigation is about seeing the right person first and HHC is looking to implement Care Navigation into its daily practice.

Currently the team “internally care navigate” in that if a patient’s needs can be addressed by an alternative member of our team (rather than one of our GPs) the patient will be offered an appointment with them. This is to ensure our GPs have the appointment capacity for patients whose needs can only be met by the GP.

To enable this to happen, patients are asked if they are happy telling the receptionist why they need an appointment. This is not our team being “nosey” but purely to ensure patients are seen by the most appropriate clinician for the clinical need. Patients are asked to “help the receptionist help them” by giving brief details of the clinical problem.

External care navigation is the next step. It is widely known many conditions seen in general practice could be addressed in a community setting and certain services have been developed for this reason. Currently the practice is able to “navigate” to Health and Social Care Connect, Minor Eye Condition Services, Pharmacist, Health in Mind, Emergency Dentist and Social Prescribing.

The reception team have undergone training and we are looking to roll out external care navigation in the autumn. We will include information on the display screen in reception and posters will be on display. Patients will not be forced to share information if they do not wish to but it is hoped patients will see the benefit and “Help us to Help them”

### GUESS THE MEMBER OF STAFF

Who recently went to a concert to see a WHO tribute band and travelled there on a Vespa? This staff member also holds a full bike licence. [Answer on last page](#)

## **TICKBITES** - Most tick bites are harmless

Only a small number of ticks are infected with the bacteria that cause Lyme disease.

A tick bite can only cause Lyme disease in humans if the tick has already bitten an infected animal. But it's still important to be aware of ticks and to safely remove them as soon as possible, just in case.

Ticks that may cause Lyme disease are found all over the UK, but high-risk areas include grassy and wooded areas in southern England and the Scottish Highlands.



## **How to spot and remove ticks**

### **Important**

Tick bites are not always painful. You may not notice a tick unless you see it on your skin.

Regularly check your skin and your children's or pets' skin after being outdoors.

To remove a tick safely: Use fine-tipped tweezers or a tick-removal tool. You can buy these from some pharmacies, vets and pet shops.

1. Grasp the tick as close to the skin as possible.
2. Slowly pull upwards, taking care not to squeeze or crush the tick. Dispose of it when you have removed it.
3. Clean the bite with antiseptic or soap and water.

The risk of getting ill is low. You do not need to do anything else unless you become unwell.

### **Non-urgent advice: See a GP if:**

- you have been bitten by a tick or visited an area in the past month where infected ticks are found **and** you get:

*continued on next page.....*

- flu-like symptoms – such as feeling hot and shivery, headaches, aching muscles or feeling sick, or a circular red rash.
- Tell them if you have been in forests or grassy areas.

## What happens at your appointment

Your GP will ask about your symptoms and consider any rash or recent tick bites you know about.

Lyme disease can be difficult to diagnose. It has similar symptoms to other conditions and there's not always an obvious rash.

Two types of blood test are available to help confirm or rule out Lyme disease. But these tests are not always accurate in the early stages of the disease.

You may need to be retested if you still have Lyme disease symptoms after a negative result.

## Treatment from a GP

If your GP thinks you might have Lyme disease, they'll prescribe a 3-week course of antibiotics. It's important to finish the course, even if you start to feel better.

Some people with severe symptoms will be referred to a specialist in hospital for injections of antibiotics.

Most people with Lyme disease get better after antibiotic treatment. This can take months for some people, but the symptoms should improve over time.

People with symptoms of Lyme disease that last a long time after treatment may be referred to a specialist in hospital for advice and more blood tests.

## Important

Some websites offer tests and treatment for Lyme disease that may not be supported by scientific evidence.

Speak to your doctor for advice before buying tests or treatment online.

## How to avoid tick bites

To reduce the risk of being bitten:

- cover your skin while walking outdoors and tuck your trousers into your socks
- use insect repellent on your clothes and skin – products containing DEET are best
- stick to paths whenever possible

**Please find a link to a secure web**

**page:** [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/694158/PHE\\_Tick\\_Leaflet.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/694158/PHE_Tick_Leaflet.pdf)

## **SMOKE FREE TV CAMPAIGN**

On the 2nd September, a candid and heart wrenching new TV advert about how smoking causes early death will be broadcast to homes in East Sussex. We all know smoking kills but somehow we think it will kill 'other people', not us. The stark truth is that smoking will kill 1 in 2 smokers in East Sussex, often after years of disability and much earlier than expected.

The campaign was developed to highlight why it's worth taking that vital step to quit now with the Stop Smoking Service, and urges smokers to be there tomorrow for their family and loved ones. Visit: [www.betheretomorrow.co.uk](http://www.betheretomorrow.co.uk)



## **SMOKE FREE TV CAMPAIGN**

Please find a link to a secure web page: <https://www.nhs.uk/oneyou/for-your-body/quit-smoking/>

## HERSTMONCEUX ACTIVE



### **FUN, FITNESS & MUSIC,**

**Free fitness sessions** – join us for a 1 hour gentle exercise with our qualified instructor Andrea. We welcome all ages and all abilities. This class is a great way to ease yourself back into exercise.

Everybody exercises at their own pace, mostly low impact workouts; but advanced and modified versions are always on offer.

**Your first 4 sessions are FREE.** No excuses! If you wish to continue the fun we suggest a £2.50 donation per session.

**WHEN?** Friday evenings 6.30pm to 7.30pm      **WHERE?** Herstmonceux Recreation Ground

If you can't make Fridays, you can join us at the Hailsham Active sessions on Saturday mornings at 9am and/or 10am, and Tuesday evenings at 6.30pm.

Please contact Andrea or Steve below for more information:

[AndreaAttilane@gmail.com](mailto:AndreaAttilane@gmail.com) or [Steve.wennington@pro-eco.co.uk](mailto:Steve.wennington@pro-eco.co.uk) tel: **07980 643827**

Have a look at this on YouTube of Hailsham Active: <https://youtu.be/VFNTQImq3WU>

# **PATIENT ACCESS SYSTEM – IMPORTANT NEW DEVELOPMENT**

## **PROXY ACCESS FACILITY – MESSAGE FROM THE PATIENT ACCESS TEAM**

### **What's new?**

You can now use Patient Access on behalf of loved ones and those you care for to book appointments, order repeat prescriptions and, where appropriate, view and share medical records.

### **Who is this aimed at?**

This is designed for all users of Patient Access who need to use the service on behalf of someone else. This may include:

- Families with young children
- Those who care for a family member or friend who finds using the internet difficult
- Professional carers

### **Why are we doing this?**

We have received many requests from both patients and GPs over the past year to build this capability, and we've been working hard to ensure that we've built it in a way that is simple to use and most importantly, clinically safe.

We can now confirm that this capability is available in Patient Access.

### **How does it work?**

You can view more information, how this works, and what it looks like on the Patient Access website: <https://support.patientaccess.com/your-profile/proxy-access-faqs>

### **How is this feature accessed?**

To use Patient Access on behalf of your loved ones or dependents, you must request access via your GP. The receptionists will be happy to assist you.



Consultation Hub Find Consultations

## Your experience of hospital eye services

### **EYESWISE SURVEY**

EyesWise is an NHS project that aims to save sight and improve lives. Since April 2018, work has been underway in hospital eye services across the country to streamline and speed up outpatient treatment for patients at highest risk of sight loss. Now we are launching the 100 Voices campaign to find out what it feels like to use those services.

If you think the NHS can learn from your experience, please tell us your story. You can write about it or upload a video or recording of yourself talking about it.

When telling your story, please focus on what you want the people in charge of hospital eye services to know about your experience of ophthalmology appointments that have taken place since April 2018.

We would like to understand things such as how good you thought communications with the service were and what it was like booking the appointment. How well did the clinic run on the day? If you have used ophthalmology services before, what changes did you notice? Please mention which service you were using when you tell us your story (for instance, glaucoma clinic).

Please don't mention the name of the hospital or any staff. There is a space on this form where we ask you to specify which hospital trust you went to: we will use that information to make sure your story reaches the right people.

We want to hear from patients, carers and people who work in hospital eye services. We will share people's stories with key staff who plan, pay for and provide services to help them take decisions as they transform eye services for the future.

We will also put stories on our website, social media, and YouTube channel, to raise awareness and encourage more people to tell their story.

If you are happy to go ahead and write your story or upload a film or recording, please click the 'Online survey' link below to get started.

<https://www.engage.england.nhs.uk/survey/hospital-eye-services/>

If you prefer to speak to someone direct, please contact us on 0113 824 8672 or at [England.eyeswise@nhs.net](mailto:England.eyeswise@nhs.net), saying that you want to be part of 100 Voices and giving your name, phone number or email address, and the best times for someone to call you back. Please note this may not be immediately.

**Closes 30 Nov 2019**

Contact: Nene Obibi-Mordi, (Site Delivery Project Manager – EyesWise and Workstream Lead for 100 Voices Campaign), Elective Care Transformation Programme, 07730 381832

## ANSWERS

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### Answer to NHS question :

**Aneurin Bevan.** He was made Minister for Health after Labour won the 1945 election. The following year, the National Health Service Act 1946 was introduced and came into force on 5 July 1948.

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### Answer to Guess the Member of Staff:

**Dr Catherine Dodge**

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**JOKES** - Please email any suitable jokes you might have to Bea Simmons: [bea.simmons@nhs.net](mailto:bea.simmons@nhs.net)

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**FUTURE NEWSLETTER ARTICLES** - Please email to:

Lynn Bowman (Editor) at [plg.hmxihc@nhs.net](mailto:plg.hmxihc@nhs.net)  
or

[lyndaprimrose27@talktalk.net](mailto:lyndaprimrose27@talktalk.net)

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