



## HERSTMONCEUX INTEGRATIVE HEALTH CENTRE (HIHC)

**Newsletter No. 8      Autumn 2020**

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*“But I also don’t want to just do time anymore, the way I used to. And yet, in my case, I can’t let it go: old habits die hard. I can’t rid myself of the need to do “something,” to make “something,” to feel that this new expanse of time hasn’t been “wasted.” Still, it’s nice to have company. Watching this manic desire to make or grow or do “something,” that now seems to be consuming everybody, I do feel comforted to discover I’m not the only person on this earth who has no idea what life is for, nor what is to be done with all this time aside from filling it.”  
By Zadie Smith “Intimations” 2020*

I wonder how everyone is getting on with the lockdown projects that we all started in March, April and May? I hope all your gardens are looking lovely and you have harvested some fruit and vegetables from the seeds sown earlier in the year. Have you continued to bake banana bread or done sewing, knitting or painting?



When I was writing my last update in May this year, I do not think any of us had any idea how long the measures we had put in place then would need to carry on. Now here we are in September 2020. Although less people are catching and dying of Coronavirus than earlier in the year, it is still a frightening spectre, and the future remains just as uncertain. It remains true that our whole team are still here, doing our best to provide the excellent service that you are used to, in a different way, to protect our patients and our staff.

I would like to pay tribute to all our staff. From the beginning our reception team have continued to come to work cheerfully, even before we could provide them with the protective equipment they needed to remain safe. They have adapted to new ways of working and got used to wearing masks or visors when indicated. Now we have been able to provide a protective screen for our reception area. I think you will agree when you are able to visit the practice that the screen is attractive as well as functional. In addition to reducing the potential spread of infection it will help maintain patient confidentiality when speaking to one of our team on the phone or at the desk.

Our Health Care Assistant Sally and Practice Nurses Lizzie, Lola and Debbie are providing appointments for blood tests, wound dressings and other face to face appointments. You will have noticed that they are keeping up to date with monitoring your long - term conditions by telephone consultations. We are following NHS England guidance on this, and will return to face to face consultations for follow up of long-term conditions when we are told it is safe for patients and staff.

Our doctors and Advanced Nurse Practitioner are providing a large number of telephone appointments every day. We are using video calls when helpful, for example for skin conditions. For those of you who have mastered the technology to use a video call or emailed us a photograph of your problem, we are very grateful and hope you have found these services helpful. For patients without a suitable mobile phone to do this, there is no need to worry; we will find other ways to help you. In addition, there are on-line consultations available

via our website, which are useful if patients want to ask a doctor a non-urgent question.

Your children may be heading back to school, and some of you are teachers who will have to organise and manage the new way of life at school. The changes in normal life that we all have had to adapt to are bound to cause some anxiety. I hope that like me you have learned some new skills in the extra time at home gifted to us by the Coronavirus pandemic.



Like Zadie Smith we all will feel better for using the extra time to do something, and this will help with our wellbeing.

With best wishes to you all,

Dr Katy Dodge

## HEALTH COACHING

Health Coaching at HIHC has continued during lockdown; if you are interested in working with the Health Coach to look at your health and wellbeing, speak to one of our Clinicians or contact Bea Simmons at the Surgery.

## FLU CLINICS

We are now taking bookings for the following Flu Clinics:

- All patients over 65 years of age
- Patients under 64 years of age who are in an at risk group. (If you are unsure if you are eligible please contact us on 01323 833535, option 1)

Later in the year, the flu vaccine may be given to 50-64 year olds who are not in an at risk group. More information can be found at <https://www.nhs.uk/conditions/vaccinations/who-should-have-flu-vaccine>

Appointments are bookable online or by phoning our admin team on 01323 833535 option 1.

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## HIHC Digital Updates – August 2020



**Engage** allows you to contact us securely & safely about non-emergency conditions or admin queries.

To register please visit our website [www.hmxihc.co.uk](http://www.hmxihc.co.uk) and click on the Online Consultations link. Messages received by us by 11am will be responded to on the same day.

### **livi** Video GP access

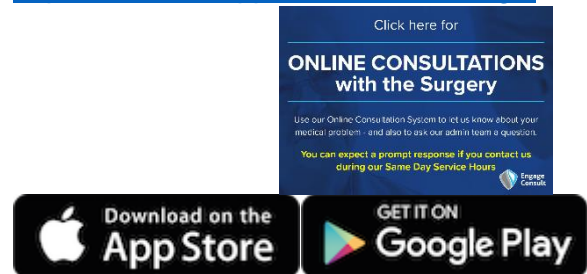
Available Mon - Fri 7am - 10pm  
Sat - Sun & Bank Holidays 8am - 4pm

**LIVI** is a service we provide, in partnership with SDHC – our local GP Federation. LIVI gives you access to an NHS GP by video for medical advice, prescriptions and referrals. Download the LIVI app on your smartphone or tablet or visit <https://www.livi.co.uk/> for further information.

### **Online Appointments**

As you're aware, at the start of the pandemic we disabled booking appointments online. This was to allow us to triage patients with potential Covid-19. We will be bringing this facility back shortly and, in the meantime, releasing some Flu vaccine appointments online.

To sign up for online access please download the NHS app onto your smartphone or tablet. Further details are available at <https://www.nhsapp.service.nhs.uk/login>



### **Electronic Prescription Service (EPS)**

EPS is an electronic system which allows our clinicians to send your prescriptions electronically to a pharmacy of your choice - known as your "nominated pharmacy".

#### ***What does this mean for you?***

If you collect your repeat prescriptions from us, you will not have to visit us to pick up a paper prescription. Instead, we will send it electronically to the place you choose, saving you time.

#### ***Is EPS reliable, secure and confidential?***

Yes. Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now.

#### ***How do I nominate a pharmacy?***

Decide which pharmacy you want your prescriptions to go to, this can be near your home or place or work, whichever is most

convenient to you. Then just either let our admin team know and we'll update your records accordingly.

□

***What if I don't want to nominate a pharmacy?***

The prescription will still be sent electronically, however the system will print a barcoded paper copy, known as a token, for you to present at your chosen pharmacy – this then allows the pharmacy to 'draw down' the electronic prescription, from the system, using the barcode

**New website coming soon**

We are currently working on an exciting new website which, in addition to what's going on, HIHC will provide a hub of information for you to help maintain your wellbeing and connect with other local health providers. Watch this space.....

**Social Media**

Find us on facebook @hmxihc

Tweet us @herstmonceuxDrs

Instragram us @hmxihc



**HERB LADY AND WILD FLOWER MEADOW**

**Request**

Martin Charlton, who manages the Herb Lady and wild flower meadow for us, has asked If anyone has three Ladies Mantle plants available for later this year. If so they would be most welcome.

We also need some Valerian - to replace the plants involved in a collision with the digger earlier this year.

**Good news**

There are indications that Pygmy Shrews are resident in the wild flower meadow. They are a protected species.



## Repeat Prescription Requests

We have a 3 working day turnaround for issuing repeat prescription requests.

Please do not put in repeat prescription requests more than 7 working days early as they may be declined by the GP or queried by our Prescription Clerk. However, if you have a valid reason, e.g. if going on holiday, we will make exception if that is made clear when the request is submitted. Thank you.

Requests can be made by either:

- Ticking the requested items on the white print-out slip you receive when collecting your prescription and then posting in our letterbox or the red prescription box in the lobby.
- Patient Online Service e.g. NHS App.
- Engage Request – see our website for more details on how to register. (Also, see page 3 of this newsletter)
- EPS (Electronic Prescription Service (see page 3 of this newsletter).

Please also note the following:

- For safety reasons, it is CCG policy not to take repeat prescription requests over the phone.
- However, your nominated pharmacy should be able to accept a telephone request providing it is something they have issued before.
- For data protection reasons, we are unable to accept repeat prescription requests via email.

### PATIENT LINK GROUP

The next PLG meeting will be held at the Surgery on Thursday 8th October at 12 noon.

If you have any queries or items you wish to be raised please contact the PLG Chair, Lynn Bowman, at [plg.hmxihc@nhs.net](mailto:plg.hmxihc@nhs.net)



### Herstmonceux Active

The Instructor of the Herstmonceux and the Hailsham Active Classes, Andrea Meszaros, is running live Facebook classes on Saturday morning at 9.00am and Tuesday evening at 6.30pm.

You can do this in real time, or later if you prefer as it is also available on Andrea's page:

<https://m.facebook.com/profile.php?id=100023710748111>

Or you can join her Zoom meeting; if you are interested please send an email to her to get a Zoom invitation: [andreaattilane@gmail.com](mailto:andreaattilane@gmail.com)

For more information please get in touch using the above contacts.

## ANOTHER ONE OF BILL BRYSON'S FASCINATING FACTS

You cost £96,546.79 to build. Or at least a human of the same dimensions as Benedict Cumberbatch does, according to a Royal Society of Chemistry calculation that Bryson cites. As The Body makes vividly clear, we are both mundane and miraculous: composed of a bunch of mostly everyday elements, pieced together in astonishingly complex systems that scientists today are still a long way from understanding.

To run the numbers: you are 61 per cent oxygen (£8.90) and 10 per cent hydrogen (£16), mostly bound up together to make water. It gets pricier when we get to carbon, which costs £44,300 for the 30lbs' worth we typically contain. Calcium, phosphorus, potassium and a smattering of rarer elements make up the rest.

But as Bryson writes: "It hardly matters. You could call together all the brainiest people who are alive now or have ever lived and endow them with the complete sum of human knowledge, and they could not between them make a single living cell, never mind a replicant Benedict Cumberbatch."

**Source: Bill Bryson's book - The Body: A Guide for Occupants**

### Medical Report Requests for insurance purposes, firearms renewal licences, job applications etc.

We receive many requests for medical reports from our patients, some of which are very labour intensive.

We aim to complete these requests as soon as possible but please be aware that our turnaround for completion of these reports can take a minimum of 4 weeks.

## MESSAGE FROM A PATIENT

After moving to the Herstmonceux area just over three years ago I needed to find a new doctor.

When I went for my assessment at the Herstmonceux Integrative Health Centre it was soon apparent that my blood pressure was through the roof - I was a heart attack waiting to happen! I was soon stabilised with the correct medication and since that time I have managed to half the dose. Also, I am now three and a half stone lighter and have gone from XL to medium in clothes size.

It's been a slow but steady turn-around. My diet has changed but I never feel hungry. My typical lunch used to be a cheese sandwich, some full fat crisps and a chocolate bar. Now I will have tuna salad in a wholemeal pitta and a piece of fruit. I drink plenty of water and exercise five times a week. I mostly weight train as lifting heavy weights burns calories long after the training session. Apparently, your body can still be burning calories up to 32 hours after training! I also use a cross trainer and an exercise bike.

It's been a long hard slog and I'm lucky to have the support of my family.

If you are reading this and would like to lose some weight, my advice would be to set yourself small realistic goals - slow and steady will get you where you need to be.

Also find an exercise that you enjoy and, if you can find someone to exercise with, you are far more likely to keep at it.

I do allow myself the odd pizza or some alcohol now and then but as a treat not as the norm.

**If I can do it, you can too! Good luck.**

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RESPONDERS

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ROYAL  
VOLUNTARY  
SERVICE



NHS



## Do you need some help while self-isolating?

If you, or someone you know, needs a hand with collecting shopping or prescriptions, or just wants someone to talk to, our **NHS Volunteer Responders** are here to help.

Join the thousands of others throughout England who are already receiving support – even if it's just for a friendly chat.

Call **0808 196 3646** or visit  
**[nhsvolunteerresponders.org.uk](https://nhsvolunteerresponders.org.uk)**

Help is available if you have a medical condition which makes you vulnerable to COVID-19, especially if you are over 70. You also qualify if you are pregnant or have a disability.

Royal Voluntary Service is a registered charity 1015988 (England and Wales) & SC038924 (Scotland).



## VITALITY VILLAGE UPDATE

### Allotment

- The plot has produced strawberries, raspberries, blackcurrants, potatoes, peas, beans, and tomatoes despite the many changes in the weather!
- I am now planning the preparation of the site for the autumn and winter ready for the 2021 season, and so if you wish to have a small section to grow your own fruit and vegetables, please contact me to arrange a visit so that you may prepare the site as you wish.

*Janet McInnes 01323 833306*

### Coffee Mornings and Vitality Villages Singers

- Unfortunately, it is still not possible to give a date when the coffee mornings and the singers are able to restart their meetings. The anticipated date is January 2021, but we will be guided by the advice from the doctors at Herstmonceux Health Centre when this is possible.

*Coffee Mornings - Sheila Charlton 01323 833673*

*Singers - Laura Heales 07940 275611*

### Community Routes Programme

The following work has been completed: -

#### **Community Route 1 - Footpaths 33a and 33b Comhurst Lane to A271**

Four new gates have been installed; the landowner will connect them to his existing fencing.

#### **Community Route 3 - Footpath 27b Lower Road**

Kissing gate installed

#### **Community Route 4 - Footpath 28d Butlers Lane**

Two kissing gates installed

#### **Community Route 5 - Footpaths 20a, 1a and 1b Bagham Lane to Gardner Street**

Ladder stile installed on 1b; the landowner has installed a new stile in fencing on 1b

#### **Community Route 9 - Footpath 53 Cowbeech**

Kissing gate installed

#### **Community Route 11 - Footpath 51a Cowbeech**

Kissing gate installed

### Future Community Routes

- It is hoped that the next route will be in the Cowbeech area. Vitality Villages will work with ESCC and Herstmonceux Parish Council to consult with landowners.
- Vitality Villages and The Walks Around Herstmonceux Group have identified over twenty routes to be considered as Community Routes and are in the process of surveying them. Parishioners and Herstmonceux Parish Council are encouraged to suggest other routes.
- Routes are being prioritised on a number of criteria: -
  - i. Location to centres of population
  - ii. Popularity with residents and visitors
  - iii. Condition of the field furniture
  - iv. Relative location to other routes
- Once a route has been identified, Vitality Villages will consult with the landowner, Herstmonceux Parish Council and ESCC Rights of Way on any works which need to be undertaken.

*Steve Burke – 01323 833473*

### Men's Shed and Community Workshop invitation.

The Herstmonceux Men's Shed operates from a workshop at Herstmonceux Castle and reopened with a Covid 19 safe working plan in July. It is open on Wednesdays from 10.00 am until 4.30pm.

To reflect wider interest in the project, from Wednesday 7 October 2020, the morning session from 10am - 1.00pm, will be the



Community Workshop which men and women may attend whilst the afternoon will retain the Men's Shed title.

In addition to the workbenches for hand and power tools area we have an area with tables and chairs for planning or working on projects and craftwork. You do not have to be expert in a craft, but we are keen to welcome those who can share their skills with members.

Workspaces are set 2 metres apart and facemasks are only required for closer working. Consequently, for the time being we are restricting attendance to 10 per session. However, we do have vacancies for both sessions. If you would like to see what we do please call me for more information or to arrange a visit. This is so we can spread visits to keep our safe working rules and to obtain access to the castle grounds.

Members have just completed the repair of two teak doors from the castle which were severely damaged in a storm. If you visit the castle please go to the loggia behind the sundial in the rose garden and check out the results.

*Alan McInnes 01323 833306*

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

## **FUTURE NEWSLETTER ARTICLES**

*Please email to:*

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

## **Herstmonceux Community Land Trust - Update September 2020**

Herstmonceux CLT is a Financial Conduct Authority regulated Community Benefit Society established to acquire and own community assets for the benefit of the community of Herstmonceux. Aims include the provision of homes for the young and older population with a local connection who find difficulty in securing local accommodation.

The Trust has planning permission for homes at Strawberry Field, Windmill Hill. 8 will be sold to help finance the project and 9 will be retained by the CLT to rent or for shared ownership to those with established connections with Herstmonceux Parish. The project is progressing after some Covid 19 delays and the detailed design and technical specification of the homes has moved to the stage where we will be able to publish more detail soon.

If you wish to register an interest in the homes or you would like to assist the Community Land Trust with your time or expertise please contact Alan McInnes on 01323 833306 or Chris Cogdell on 01323 832847.

Updates about progress of the project and detailed background information, including membership and operating rules of Herstmonceux CLT, may be viewed at: -

[www.community21.org/herstmonceuxclt](http://www.community21.org/herstmonceuxclt)