



HERSTMONCEUX INTEGRATIVE HEALTH CENTRE (HIHC)

Newsletter No. 10 Spring 2021

I hope you are all feeling more positive now we have made such a good start to the Covid-19 vaccination programme. I am very proud of the way that our clinical and administrative teams have worked so hard to set up vaccination clinics, invite patients and deliver vaccinations, often on their much-needed days off. We have been delivering the Pfizer vaccine from the Meads Surgery in Uckfield, and the Astra Zeneca vaccine primarily in care homes and at home for housebound patients, with some clinics at our practice in Herstmonceux.

There has been a lovely atmosphere at the vaccination clinics. Most patients are so relieved to be getting their first injection as a sign that perhaps life will return to some sort of normal in the next few months. It has been nice to see you face to face, even if we are all wearing masks.

As a Primary Care Network (PCN) we have met all the government targets for delivery of vaccine to Over 80s, Housebound, Care Homes and Clinically Extremely Vulnerable patients. We are now inviting patients age 16-64 with underlying health conditions.

Some of you will be waiting anxiously for news of when you can receive your first Covid-19 vaccine. The PCN is allocated supplies of vaccine with very short notice, and then practices have to rapidly contact and book in patients and assemble the required team of administrative staff and clinicians to staff the clinic session. We are waiting to be told when we are allowed to start booking second doses

but, if you have had your first dose with us, we will also be providing your second dose of the same vaccine in due course.

If you are invited to book an appointment for your first dose of the vaccine at a Mass Vaccination Centre and you are able to travel there, please do that. Our practice will not know that you have this appointment booked, so if we also phone you to book an appointment with us please just tell us that you already have one. Please do not cancel a Mass Vaccination Clinic appointment once booked as this causes confusion and wasted vaccine doses. You will then also have your second dose at the Mass Vaccination Centre. We are hoping the process will become simpler soon.

The practice used text messaging on 23rd February 2021 to invite people to book their COVID vaccine online using a unique link. In the 30 minutes after sending out the text message, 60 patients had booked for the clinic on the following Monday. This is amazing as ringing the patients has been taking up to 10 minutes per phone call to book the appointment – a huge admin resource and phone resource. The message sent to the patient directs them to our website to view the pre-vaccine questions and then the patient can book their appointment. Patients without mobiles will still be contacted by phone and any patients not using the link they are sent will also be contacted.

Meanwhile spring is coming again, and I am very pleased to see the bulbs starting to bloom. This crocus is in my garden. I hope you are all getting out for some fresh air when permitted and enjoying the flowers too.

Best wishes,

Dr Katy Dodge



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Vaccination Sites in East Sussex

The link below gives access to the East Sussex vaccination sites, along with a link to on-line bookings at the larger vaccination centres.

<https://www.sussexhealthandcare.uk/keepsussex/safe/sussex-covid-19-vaccination-programme/covid-19-vaccination-sites/east-sussex-gp-led-vaccination-services/>

Covid Vaccinations for unpaid carers

The JCVI (Joint Committee on Vaccination and Immunisation) has included unpaid carers on the vaccination priority list (UK wide) in group 6. If you are over 65, you may be in a group higher up the list due to your age.

Here is a link to FAQ's on the CARERSUK website :
<https://www.carersuk.org/help-and-advice/coronavirus-covid-19/covid-vaccine-faqs>



COVID-19 Vaccination: scams

28 January 2021

We are aware that there are a number of scams in circulation relating to the COVID-19 vaccination programme.

The most recent are produced to look like an official confirmation of a vaccination appointment.

People are receiving a text or email notification of their 'vaccination appointment' and are being asked to confirm it by clicking on a link.

This looks very similar to the genuine texts being sent to patients to arrange their appointments at the GP led vaccination services.

Please follow the advice below.

- The COVID-19 vaccination is ONLY available from the NHS and it is FREE – you will never be asked to pay for it or give your bank details.
- If you receive a call you believe to be fraudulent, hang up.
- If you receive a text or email that you believe to be fraudulent please delete it. Please be assured that if you don't respond because you are worried and it is a genuine text or email, you will remain on the vaccination list and be contacted again
- If you believe you have been the victim of fraud or identity theft you should report this directly to Action Fraud on 0300 123 2040. Where the victim is vulnerable, report it to Sussex Police online or by calling 101.

Guidance on official NHS texts

- An official NHS text message from your GP practice or the organisation arranging the appointments for your GP practice such as the local GP Federation will include their details

such as the name of the Practice, group of Practices or the name of the Federation working on their behalf. It may also include details of the vaccination centre. Scam text messages and emails usually don't include this information

- An official NHS text message from the national booking system will be a reminder text so will include details of your booked appointment include date, time and location.

If you have any further concerns about something you have received please contact the Sussex COVID-19 vaccination programme team on sxccg.vaccineenquiries@nhs.net

Bereavement Support



Sudden is a free service for bereaved people, protecting their emotional and physical wellbeing from day one and for the first ten weeks, at a time of shock and loss in cases when someone has died suddenly or too soon. It is part-funded by the Department of Health & Social Care and is a crisis response to COVID-19; however, is here for the long term as well. The service is available for people bereaved by:

- COVID-19, or any other medical reason that happened suddenly or ended a life too soon;
- an event / incident of any kind that caused fatal injury
- suicide

The Sussex Bereavement Helpline has been set up to provide you with information and guidance, and is run by a team of experienced support workers

who can talk to you about the tasks that need to be completed after a death – such as registration of the death, arranging a funeral or informing other people and organisations. The Helpline can also give you information about sources of help and support for you and your family and friends as you grieve. Details can be found through this link:

<https://www.sussexhealthandcare.uk/priority/bereavement/>



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EMBARRASSING MEDICAL EXAMS

1. A man comes into the ER and yells . . . 'My wife's going to have her baby in the cab.'

I grabbed my stuff, rushed out to the cab, lifted the lady's dress and began to take off her underwear.

Suddenly I noticed that there were several cabs - -and I was in the wrong one.

*Submitted by Dr. Mark MacDonald,
San Francisco*

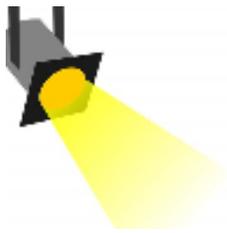
2. At the beginning of my shift I placed a stethoscope on an elderly and slightly deaf female patient's anterior chest wall.

'Big breaths,' . . . I instructed.

'Yes, they used to be,' . . . Replied the patient.

*Submitted by Dr. Richard Byrnes,
Seattle, WA*

STAFF IN THE SPOTLIGHT



Introducing: Nic Hone
Practice Manager at HIHC

Most important self-care habit: A hot bubble bath with a glass of wine

Favourite music to dance to in the kitchen: Paolo Nutini or Proclaimers

Favourite place in the UK: The New Forest

What you may not know about me: In lockdown I learned crochet and have taken various orders from the team including seagulls, unicorns, dragons and now working on a kingfisher

Also, I once was a Coastal Rowing Champion. I joined Bexhill Rowing Club in 1995 after winning their competition on the rowing machine at the Bexhill 100 event. I joined as a novice and our Novice Four crew won the novice championship at Bideford in September 1996. Next stage was the Ladies Junior category and we won the Junior Championship in 1997. I am hoping Bexhill Rowing Club starts a Ladies Veteran crew and I get invited to be in that.

What you enjoy about working at HIHC: I love the ethos of the team in that there is no pill for every ill. I love the commitment from every single member of the team. It really is a joy to work here.

STAFFING UPDATE

Please welcome our newest member of the team - **Gemma**. She is a new receptionist and joined us in January. She previously worked at Battle Road Surgery so knows General Practice well.

**If we run out of
Drs & Nurses we
may need to use
vets. Have you
seen how they
take
temperatures?
Stay home & be
safe.**

A reminder about Health Coaches

In these strange times we all need to look after ourselves and our loved ones.

One way that HIHC can help with that is through the Health Coach and the Online Resilience Programmes. Both programmes are currently being offered remotely though Face Time, Phone call or Zoom.

If you are interested in either or both, please contact Bea Simmons directly on bea.simmons@nhs.net or visit the Vitality Works website <https://vitalityworks.co.uk/>

HIHC Digital Updates

Online Services

Patient Access – forgotten login id or password?

contact Patient Access technical support
<https://support.patientaccess.com/signing-in/trouble-signing-in>

NHS app – forgotten login id or password? contact the NHS technical support team via the ? at the top right of the app and click on the link *Technical issues with the NHS app* then *Contact the NHS App team* link

New Feature - The **NHS app** can be accessed using your desktop or laptop, through your web browser; you don't need to install anything to get started.

<https://www.nhsapp.service.nhs.uk/login>

Visit the App Store or Google Play to download the NHS app onto your smartphone or tablet. Further details available on the link above.

Please note: **online booking** is currently disabled due to the pandemic. You can still request repeat prescriptions and view your immunisations & test results online.

NHS number - Did you know you can find out your NHS number via the internet? We've added the link onto the blue precis bar on our website

www.hmxihc.co.uk or visit

<https://www.nhs.uk/nhs-services/online-services/find-nhs-number/>

Engage Online Consultations



for admin & medical consultation

New Feature - NHS Login available for patients using Engage Consult. Engage have announced that patients, with a log in for the NHS app, can now use the same log in for Engage Consult.

When you arrive at the Login page for Engage Consult there will be an extra option to use NHS Login. All you need to do is to click on that button and provide your NHS Login and password. If you already have an Engage Consult account it'll link the two accounts.

Website – www.hmxihc.co.uk

Latest changes.....

- We have moved the Covid-19 updates from the blue precis bar to become a tile on the home page
- Moving house? Check if you will still be within our interactive boundary map, available under the About our Health Centre link on the blue precis bar
- “Find your NHS Number” link has been added to the blue precis bar
- We’ve added more information to the Self Referrals & Local Services tiles

Self-referrals and Local Services



Social Media

Find us on facebook @hmxihc

Tweet us @herstmonceuxDrs

Instragram us @hmxihc



Do we have your mobile number and/or email address?

Please let us know if you have a mobile number/email address we can contact you on. We also use these for campaign messages, appointment reminders* etc.

*with the exception of Covid-19 Vaccine appointments

Newsletters - please note: if more than one person has signed up for our newsletter with the same email address our system will only send to one of the subscribers.

Missed Appointments (Did Not Attends) in 2019

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
DNAs	44	47	49	41	55	51	58	47	62	60	62	60	636
Patients with Multiple DNAs:													
	2	4	2	0	4	3	1	1	5	6	3	1	32

Missed Appointments (Did Not Attends) in 2020

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
DNAs:	65	60	66	22	18	20	29	16	29	23	26	22	396
Patients with Multiple DNAs:													
	6	5	5	0	0	0	0	0	0	0	0	0	16

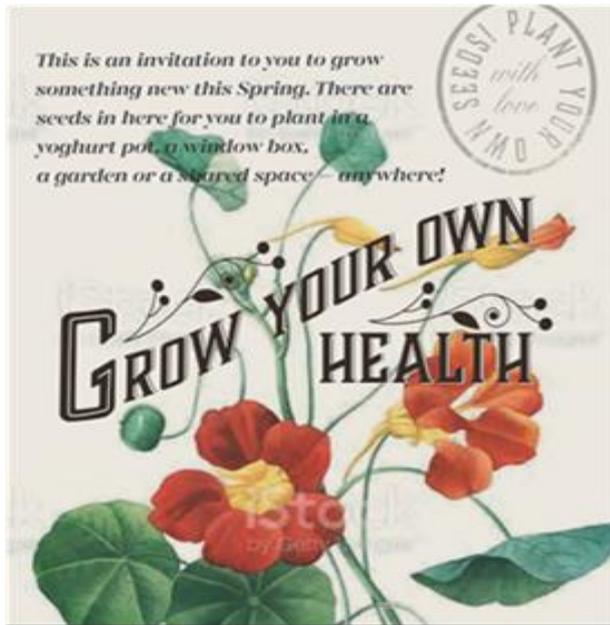
As you can see, although the number of Did Not Attends (DNAs) did decrease since lockdown in March 2020, it still means that 396 appointments were lost in 2020.

If you can't make it, or you don't need it, please cancel your appointment.

Missed Appointments (Did Not Attends) in January 2021

DNAs (inc multiple DNA)	25 (0.51% of all appointments)
Patients with Multiple DNAs	2
Online bookings	0
Practice bookings	23
Male	8
Female	15

92% of DNAs were with nursing staff, 8% with medical staff.



The Grow Your Own Health project was dreamt up on a wet and windy dog walk in the winter lockdown. The idea is that anyone can grow gorgeous plants from seed and, whether you have never done it before or you are an award-winning horticulturalist, seeds can provide joy and a sense of hope each and every year.

In March and April 2021, a colourful invitation containing three types of flower seeds, will be given away to anyone who registers at our surgery. There are 1000 sets of seeds to give away, and they will be distributed at Herstmonceux and all other interested GP practices across East Sussex.

It's not just that it might be a bit of fun when, frankly, most of our activities have been curtailed; gardening has been shown to be good for you. The Kings Fund Report of 2016 showed that gardens and gardening had a positive impact on mental as well as physical health. Of course this is nothing new; there is an ancient connection between health, healing and gardens – ask any gardener!

The three seeds have been picked to be easy to grow, exuberant and edible. They are also traditionally used as herbs or herbal remedies. We are giving them to people who are new to the area so that they can feel welcome and included at a time when it is hard to meet new people. **If you are interested in finding out more about this project, or even helping to grow it so that we can give seeds to many more of our patients,** then go to the Grow Your Own Health page on our website. **Dr Sarah Anderson**

THE GREEN IMPACT TOOLKIT

“If you think of a climate crusader you might picture someone chained to a tree or touting a placard. But there is a new activist in town: your local GP.”

So says J. Powell in the British Medical Journal in February 2021. She is talking about the ambitious new NHS target, which is to be carbon neutral by 2040. The Lancet, another esteemed medical journal, has been warning for many years that the greatest threat to human health is climate change. We appreciate that the pandemic is at the forefront of everyone's mind, and it is important to be aware of the links between climate change, habit destruction and this pandemic that have been pointed out by global health scientists.

To help practices make the necessary changes we have what's called the **Green Impact for Health Toolkit**. 750 GP practices across the country have signed up to it, and it covers everything we do, from teabags to electric vehicle recharging. We are pleased to say that thanks to our fabulous building and the team's hard work **we are currently number 3 on the leader-board, out of 750,** and still climbing. Will we make it to number one by Christmas?

Have you got anything to share that you have found helpful during lockdown ?

Something we have seen a lot of during the lockdown periods of the pandemic, has been that many people are struggling with their mental wellbeing.

We are slowly collecting a number of online resources that people can turn to; for more information, for support and to know that they are not alone. **On our website there is a mental health section which includes a Teenage page, and you can refer yourself for counselling through Health in Mind (in the self-referral section) .**

We would like to know if there are **any activities, books, films or online material that you would recommend to others** that they might find helpful during these tough times.

Association of Carers (AoC)

All face-to-face services are currently suspended with staff making regular telephone calls to Carers who had been receiving respite prior to the start of the Pandemic. AoC are continuing to provide the following free services for unpaid Carers across East Sussex :

1. Carers Wellbeing Service - A volunteer will be matched with a Carer to provide a telephone call each week for up to 6 months. The volunteers are not counsellors but can provide a listening ear and support with feelings of isolation etc.
2. Telephone Counselling service – 6 sessions of telephone counselling by a trained counsellor.
3. Computer Support – Remote telephone support for carers who want to use their IT equipment more effectively. If face to face support is required then they will be added to our waiting list for when the restrictions are sufficiently lifted.
4. Tablet Loan Service – We have a number of Android Tablets which we are able to loan out to Carers for 6 months with remote telephone support, followed by support to purchase their own equipment. (see poster below)

AoC are currently taking referrals for any of the above services as well as our Respite and Befriending Service.

Dementia Advocacy - Online weekly peer support groups:

Dementia Advocacy are supporting people nationally, providing a space for people with dementia to come together on a weekly basis using zoom to connect, to chat, laugh and cry together, providing essential peer support and advice using their valuable lived experience.

To find out more please use this link or contact Aimee directly. Also, if you are interested in setting up your own online support group, please contact Aimee and she is more than happy to give you some advice and guidance:

<https://www.dementiaadvocacy.co.uk/about-me>



Would you like to be supported in learning how to use the internet safely?

Association of Carers has a number of tablet computers to loan to carers on a six month basis, during which time they will be guided through using it to “get online” by a trained telephone volunteer.

There are many reasons to get online. The internet can provide another way for you to keep in touch with friends, family and support services, plus it provides many other conveniences such as arranging medical appointments, online shopping, banking and more.

If you think this sounds like it could be useful to you then please give us a call on 01424 722309 or email info@associationofcarers.org.uk for more details.



Sussex MSK Partnership East

Physiotherapy Self-Referral



SUMMARY

- Sussex Muscular Skeletal Partnership East (SMSKPE) is introducing an on-line self-referral option for physiotherapy patients.
- Pathways has been ratified by the Clinical Commissioning Group (CCG) for implementation on 1st April 2021.
- Self-referral is a nationally recognised and cost affective model of care which benefits patients and clinicians.
- Self-referral tool developed in collaboration with our patient partner groups and local physiotherapy providers.

1) Patient Benefits

- Encourages personal responsibility for health-focused behaviour
- Enables individuals to build confidence in the management of their own condition
- Allows signposting to self-management / wellbeing services at an earlier stage of the patient journey, to manage condition and prevent future MSK problems.

2) Primary Care Benefits

- Optimisation of limited GP/FCP assessment time
- Savings associated with administrative time required to send referrals to SMSKPE
- Supports FCP function in primary care

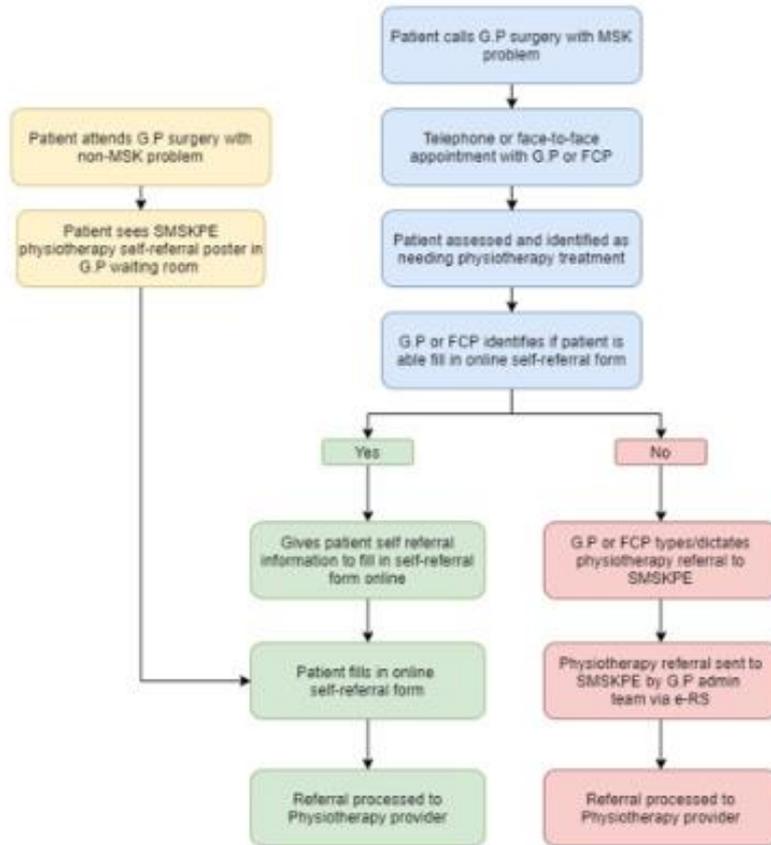
3) Physiotherapist Benefits

- Effective stratification to the right treatment for the patient's needs
- Comprehensive clinical risk/serious pathology screening questions and signposting to mitigate clinical risk and safeguard patients.
- Efficient use of limited assessment time.

AVERAGE PHYSIOTHERAPY WAITING TIMES

Routine	4-6 weeks
Urgent	2-3 weeks

Self-Referral Process



Sussex **MSK** Partnership
East

NHS

You have been asked to refer yourself to Physiotherapy

Visit www.sussexmskpartnershipeast.co.uk/gethelp to complete your online self-referral form

NHS Number:

HERSTMONCEUX ACTIVE - IF ALL GOES WELL, HOPEFULLY WE'LL BE ABLE TO GET TOGETHER FOR OUTSIDE EXERCISE AFTER 29TH MARCH.

A NEW YOU ... FOR FREE!



	Time	Venue	Cost?
Monday	5-6pm	Hellingly Community Hub	Free
Tuesday	5-6pm	Hellingly Community Hub	Free
	6:30-7:30pm	James West Centre	Donation
Thursday	6-7pm	Hellingly Community Hub	Free
Friday	10-12am	James West Centre	Free
	6:30-7:30pm	Hellingly Community Hub	Donation
Saturday	9-10am	James West Centre	Donation



The latest Covid-19 government measures are in place.
In partnership with Active Sussex, Action in Rural Sussex and Sport England.

All Hestmonceux Active sessions are currently being carried out on Zoom. Ring 07980 643827 for further information.

The Thursday and Friday sessions are popular with the Hestmonceux 'team'

NHS EXERCISES

On the NHS website there is a page which covers:

- How much exercise?
- Exercise tips
- Fitness Guides
- Couch to 5K

Worth looking at! Just click on the link below.

<https://www.nhs.uk/live-well/exercise/>



Please note that Part 2 of the article on 'Who Pays for GPs and Practices' which was in the Winter newsletter has been deferred to the Summer newsletter.



VITALITY VILLAGES

Whilst COVID rules are to be progressively reduced over the coming weeks, Vitality Villages indoor activities will not be able to resume until late May.

If you are interested in working a small space on the allotment, please contact Janet on 01323 833306

We look forward to meeting up with everyone in the summer.

Janet McInnes



FUTURE NEWSLETTER ARTICLES

Please email to:

Lynn Bowman (Editor) at plg.hmxihc@nhs.net

or

Lynda Primrose: lyndaprimrose27@talktalk.net



When you are dissatisfied and would like to go back to youth, think of Algebra.

An invisible man married an invisible woman. The kids were nothing to look at either.

I didn't think the chiropractor would improve my posture. But I stand corrected.

I took my new girlfriend out on our first date to the ice rink, and entry was half price. She called me a cheap skate.

Studies show cows produce more milk when the farmer talks to them. It's a case of in one ear and out the udder.

I used to date a girl with one leg who worked at a brewery. She was in charge of the hops.

What did the surgeon say to the patient who insisted on closing up his own incision? Suture self.