



HERSTMONCEUX INTEGRATIVE HEALTH CENTRE

Newsletter No. 11

Summer 2021

CONTENTS

	Page no.
Staffing Update/Staff in the Spotlight	2
Friends & Family Survey	3
Health Coaches	3
Appointments – new arrangements	4
Did not Attends	5
Patient Participation Group	5
NHS App/Vaccine Passport	6
Post-Covid Assessment Services	7
Herstmonceux Community Land Trust	8
Vitality Villages	9
Walk Talk Walk	9
Herstmonceux Active	10
Back to Nature/Yoga	11
Types of GP Contracts	12

EXTRAORDINARY TIMES

by Dr John Simmons

What extraordinary times we have been living through these last 18 months! In many different ways we have all been affected by the pandemic. Some of our lives have changed beyond recognition; some of us have found the space and a moment to pause reflecting on the pandemic as an opportunity for change or growth.

In times like these it is important to use the pause to reflect on how we have adapted and look at how we might need to support ourselves to stay well, consider what has worked well and hasn't worked, what we've missed and what we didn't. I know that the pandemic has made me reflect on my work and the importance of how good emotional resilience is at times of major change.

One of my happiest acknowledgements has also been how amazing all the staff at HIHC have been at adapting to all the changes brought in - many of

these NHS updates having been cascaded on a hourly basis. At HIHC we have never closed our doors to patients, we continued to see any of you face to face where clinically necessary right from the beginning of the first lockdown, at times without adequate PPE. Yet not one of our staff refrained from their roles. No one was furloughed. Staff worked bank holidays and gave up annual leave in order to ensure the practice remained open to patients.

In order to support our community, we made the decision to vaccinate our patients which entailed a lot of work for our staff in organisation and delivery, amounting to over 400 extra hours so far. Staff gave up evenings and weekends to run clinics at HIHC and our Primary Care Network Base in Uckfield. This added workload impacted our admin and clinical staff, and in particular our phone lines!!

COVID VACCINATIONS

So far at HIHC we have

- Run 30 vaccination clinics either at our Primary Care Network Hub in Uckfield, at the Herstmonceux Surgery or in our Village Hall.
- Given 3542 vaccines to patients registered with the practice (1st's and 2nd's)
- Helped to protect the community by giving vaccines to the teachers at the local Primary School and Fire Service
- Achieved:

88% of our care home patients fully vaccinated

93% of our over 80 year olds and Health care workers fully vaccinated

94% of our 75-79 year olds fully vaccinated

86% of our 70-74 year olds or COVID High Risk fully vaccinated

67% of our 65-69 year olds fully vaccinated (28% have received their first)

72% of our 16-64 year olds with underlying health conditions fully vaccinated(19% have had their 1st)

91% of our 55-59 year olds had first or both jabs

86% of our 50-54 year olds had first or both jabs

72% of our 40-49 year olds had first or both jabs

We will continue to offer the programme to patients in the younger groups when the appropriate vaccine is made available to be able to be administered locally. In the meantime, invites

will be sent to patients by the NHS to enable them to book into one of the mass vaccination centres.

Also, last but by no means least, thank you to members of our wonderful Patient Participation Group who helped out in all weathers, any day including weekends, monitoring and directing in the car parks. This allowed more HIHC staff to be on hand to run the clinics.

So here's looking towards a gentler summer spell - we hope! Where we can finally get back to doing our routine work, catching up on all those medical reviews and getting to see you all again in a more measured and resourceful way.

STAFFING UPDATE

The lovely Sara Brown, who has been with us in reception since November 2014, has decided to put her feet up and will be leaving us mid-June this year. We thank her for her commitment to HIHC and wish her well with any new ventures.

Gemma, our newest recruit in reception, has just completed her phlebotomy training and will be undergoing observed procedures so she can join our clinical team in phlebotomy. This will allow us to release our nurses to undertake chronic disease reviews etc.



STAFF IN THE SPOTLIGHT



Introducing: Dr Sarah Anderson

Most important self-care habit: Early morning yoga – especially before a day behind the desk at work.

Favourite music to dance to in the kitchen: Donna Summer 'I feel love'.

Favourite place in the UK: Round any firepit, with friends and family

What you may not know about me: I can hoola hoop and roller skate. I have been known to do them both at once but have not had the chance to try this recently.

Also: I was so out of tune in my 30s that I thought I should learn to sing. This led to me doing some research into the benefits of singing that has been published in the (not very well known) journal 'Health Promotion International'. I was pleased to be invited to give a talk on this research at a *Sustainability in Healthcare Conference* in May 2021.

What you enjoy about working at HIHC: I have worked at a few practices in Sussex, and this is definitely the best: great team, lovely ethos, and a wonderful local community to serve.

SOME STRANGE FACTS ABOUT OUR BODIES:

- Your body has enough iron in it to make a 3" nail.
- Your blood makes up nearly one-tenth of your total body weight.
- You typically only inhale and exhale through one nostril at a time and every few hours the active nostril will swap over.

From Healthspan Magazine, May 2021

FRIENDS AND FAMILY SURVEY

Thank you to all patients who take the time to provide feedback via the friends and family tool. All feedback is taken on board and we do our best to accommodate where we can. The overwhelming positive feedback we receive is always a great boost to the team and especially to individuals when they are named in dispatches. Thank you from us all.

Some specific points have been raised and I would like to respond to the main themes.

In relation to **more time with the GP and also more people to answer phones** - we do have a finite workforce and are really stretched to the maximum at the moment. It is difficult managing the current demand alongside the ongoing Covid Vaccination Programme and it appears to be a national issue with many practices reporting difficulty in managing demand.

We are constantly looking at ways to improve access and appointment availability and the whole team is currently reviewing this. To help our reception team ensure patients are seen by the appropriate clinician we do ask patients for the main symptoms in relation to the consultation they are seeking. This really is to ensure patients are seen as quickly and efficiently as possible and by the most appropriate clinician. If you feel comfortable, please help the team by explaining the reason for your appointment request.

Alongside looking at phone access, we are also **looking to change the phone message and the music**, as we have had comments around the music especially as people are finding they are having to "hold" for longer. Again, this is something we are aware of and looking to address.

We do often receive comments about the **car park** but, as a GP surgery, this is not something that we are contractually obliged to offer. It is really an added bonus and we hope having the car park helps rather than hinders.

Again, thank you to those who have taken the time to comment via Friends and Family.

Nic Hone, Practice Manager



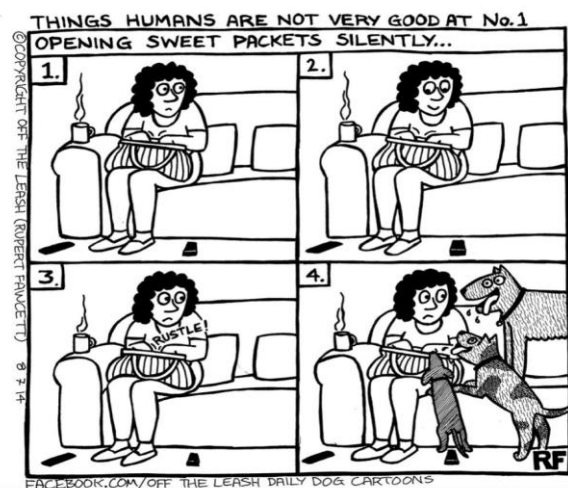
HEALTH COACHES

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, telephone 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/>



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/>

Find us on Social Media

Facebook @hmxihc

Tweet us @herstmonceuxDrs

Instagram 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.

APPOINTMENTS

A few weeks ago the Surgery either emailed or sent a letter to all patients regarding changes to the way they are working.

To remind you of the most important aspects:

- For **non-urgent** appointments, a lot more **pre-bookable** appointments are now available. You will need to telephone the surgery to request one of these appointments. The best times to ring are Tuesdays – Thursdays, late mornings or mid afternoons.
- **On-line** bookings for **telephone consultations** have been re-instated.
- If you require an **urgent** appointment **on the day**, there are a few appointments set aside each day for “**urgent clinical needs**”. For these it is best to ring as early as you can in the morning; however, there could be a delay in getting through to a receptionist, particularly on Mondays and Fridays.
- As for all appointments, you will be asked by the receptionist for your symptoms to ensure you are seen by the appropriate team member.



DID YOU KNOW?

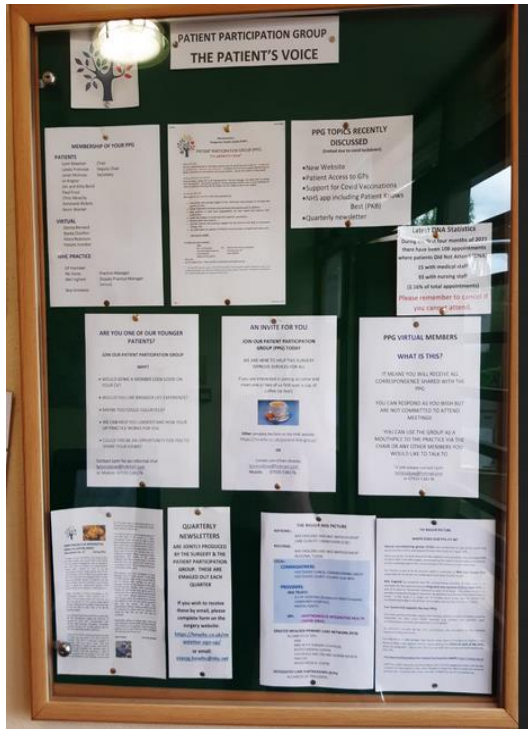
**Humans are born with two fears:
falling and loud noises.
Every other fear is learned.**

HERSTMONCEUX INTEGRATIVE HEALTH CENTRE

DID NOT ATTENDS (DNAs) in 2021

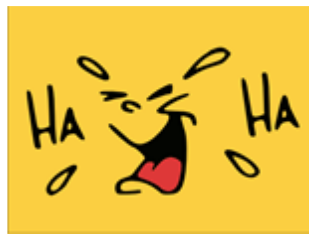
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Total
Medical Staff	3	3	5	4									15
Nursing Staff	22	22	30	19									93
Total DNAs	25	25	35	23									108
% of DNAs	0.51	0.49	0.71	0.46									2.16

So far this year, 108 appointments have been 'lost', owing to patients failing to attend for their appointment. PLEASE REMEMBER TO CANCEL IF YOU CANNOT ATTEND. Every lost appointment costs the NHS £126 and denies an appointment to someone in need.



The Patient Participation Group (PPG) now have a noticeboard in the entrance lobby at the surgery. Next time you are there, please have a read and contact me if you would like to join us.

Lynn Bowman, Chair of PPG
lynnrosbow@hotmail.com



Why I Like Retirement !

Q: How many days in a week?
 A: 6 Saturdays, 1 Sunday

Q: When is a retiree's bedtime?
 A: Two hours after he falls asleep on the couch.

Q: How many retirees to change a light bulb?
 A: Only one, but it might take all day.

On another subject.....

Q: How do you keep your car from being stolen?
 A: Buy one with a manual gearbox.

Q: How do you send a message in code?
 A: Handwrite it in cursive.



NHS App/Vaccine Passport

The [NHS App](#) will be available to use as a vaccine passport **from Monday 17 May 2021**.

A paper version will also be available by calling 119.

You do not need to telephone your GP Practice to ask about the vaccine passport as they are unable to provide vaccine passports and it's essential we leave phone lines free for people who need medical assistance.

The NHS App is separate to the [NHS COVID-19 App](#), which is used for contact tracing.

You can already use the NHS App to book appointments, repeat prescriptions and see your full medical records.

Your vaccine passport will only show when you have had both doses.

If you don't have the NHS App, [download the NHS App](#) now. It will record when you have had both doses of the vaccine and automatically create a vaccine passport which will be available from Monday 17 May 2021.

If you already have the NHS App, it will record when you have had both doses of the vaccine and automatically create a vaccine passport which will be available from Monday 17 May 2021. You do not need to do anything.

If you have the NHS App and get a message to say you need to contact your GP Practice, this is an extra option to get full access to your medical records in the NHS App. To get access to your full medical records in the NHS App, you need to contact your GP Practice and request access to your detailed coded record. Please avoid calling your GP practice at peak hours when people are trying to book appointments, and if possible email the team. The GP Practice will take appropriate time to action your request. This is completely

separate from the vaccination information and will not affect your access to the vaccine passport.

If you are planning to travel, please register to use the NHS App at least two weeks before travelling.

The paper letter should be requested at least five days after a second vaccine, and can take up to five days to arrive so make sure to leave plenty of time if you need it to travel.

You can read more:

- [Demonstrating your vaccine passport](#)
- [NHS App help and support](#)
- <https://www.nhs.uk/nhs-services/online-services/nhs-app/nhs-app-help-and-support/technical-issues-with-the-nhs-app/>



Post-COVID Assessment Services in Sussex

Long COVID is having a serious impact on many people's lives.

Research has shown one in five people with coronavirus in the UK develop longer term symptoms. Around 186,000 people suffer problems for up to 12 weeks, the Office for National Statistics found.

That is why the NHS has established post-COVID assessment services to give patients access to multi-professional advice, so that they are put onto the right clinical pathway to treat their symptoms.

While treating rising numbers of patients who are sick with the virus and many more who do not have it, the NHS is taking action to address those suffering ongoing health issues.

It can take a long time to recover fully from coronavirus and many people report feeling unwell for several weeks, even months.

Those who suffer from long COVID can find themselves suffering from conditions including breathlessness.

The condition usually presents with clusters of symptoms, often overlapping, which may change over time. Many people with post-COVID syndrome can also experience generalised pain, fatigue, persisting high temperature and psychiatric problems.

It is important for those who have Long COVID to improve their strength and balance if they have been off their feet and unwell for a while, and follow a healthy, balanced diet to support their recovery', to safely return to sport when well enough, and improve sleep to help manage fatigue.

The NHS is taking practical action to help patients suffering ongoing health issues as a result of coronavirus.

In Sussex, the two community providers within Sussex Health and Care Partnership (SHCP) are

Sussex Community NHS Foundation Trust (SCFT) and East Sussex Healthcare Trust (ESHT), who were identified as the lead providers for this service, along with their partners.

The implementation of these services will ensure equity of access to a multi-disciplinary assessment that will support patients whose symptoms may not fit within existing referral pathways.

Resources for patients

As a further support to patients, the **Your COVID Recovery** platform is an online platform <https://www.yourcovidrecovery.nhs.uk/>

with two key components:

- An open, publicly available site containing general information on all aspects of recovering from COVID-19
- An online, interactive rehabilitation platform specifically for patients with post-COVID syndrome, that is tailored for individuals and requires referral and face to face assessment from a healthcare professional.

Many people managed their condition independently at home while acutely infected, the advice below has been put together by SCFT clinicians, Public Health England and key health partners to support this:

Active at Home booklet

The PHE - Active at Home booklet will be helpful for those who need support, and can help you to manage some of your concerns at home.

Strength, balance and mobility

Many people recovering from COVID-19 will be experiencing residual problems with weakness, mobility and balance. Some of these symptoms may also be experienced by people that have been indirectly affected by COVID-19 due to enforced isolation or inability to access non-essential healthcare support and rehabilitation services.

- Useful tips for standing and balance
- CSP Get Up and Go leaflet

Returning to usual activities

This section provides information to help with managing day to day activities, instilling routines and focusing on a balance of occupation.

- Guidance on returning to sport after injury or illness

Self-care

If you, or someone you care for, are experiencing difficulties when getting dressed, you might feel that you need something to help you.

- Guidance for dressing aids

Respiratory management

- Managing breathlessness
- Communication and cognitive difficulties
- Memory and cognitive difficulties
 - Guidance for memory difficulties
 - Top tips for communication

Swallowing difficulties - dysphagia

The below documents provide top tips for dysphagia and mouth care.

- Top tips for eating and drinking
- Top tips for good mouth care

Food management and nutrition

- Top tips for eating well
- Nutrition checklist

Fatigue

- Top tips for sleep
- RCOT - How to conserve your energy
- RCOT - Recovering at home, how to manage post-viral fatigue
- RCOT - Treated in hospital, how to manage post-viral fatigue

Information for family, friends and carers

Supporting your family member, relative or friend following their COVID illness can be challenging.

You may be providing emotional and physical help in addition to all your other responsibilities. This can be a very stressful time for you both and we hope the information within the website will give you reassurance and support during their recovery.

Herstmonceux Community Land Trust

Strawberry Field, Windmill Hill is changing as Herstmonceux CLT moves closer to building homes aimed at local people.

8 will be sold to finance the project, 4 will be shared ownership to assist those with lower income or deposit, and 5 will be retained in perpetuity by the CLT for rent to those with local family or residence connections.

Preparatory activity included an archaeological survey, installation of dormice nest boxes in hedgerows and removing old leylandii trees along the public footpath. The trunks to be removed later.

Recognition is due to Joe Ayres who owned Strawberry Field and has supported the vision of CLT community homes during our 4 years of planning. For around 50 years the site grew strawberries and became known as Strawberry Field.

The CLT wishes to recognise the history and will apply to Wealden DC for Strawberry Field to be the address of the new homes. We would welcome local support for this.

With detailed design, land purchase and finance in place we have chosen a main contractor with particular reference to costs, site management, community information and access to the on-site public footpath.

Work should start late July 2021 with a build time of 12 months. In cooperation with the main contractor, we will keep the community informed of progress.

You can follow us on www.community21.org (enter HerstmonceuxCLT in the search box).

You can support Herstmonceux CLT by purchasing a £1 share to become a member, or email Herstmonceuxclt@gmail.com for more information.

Alan McInnes
Chairman, Herstmonceux CLT.



Report from Vitality Villages May 2021

Vitality Villages is pleased to report on the gradual re-opening of its projects which had to close due to the pandemic. We look forward to welcoming people to join our different groups.

Community Allotment – members have been busy preparing and planting sections of the community allotment despite the unpredictable weather. A range of fruit and vegetables, including potatoes, onions, peas, beans, strawberries, and blackcurrants are already growing well. Ring Janet on 01323 833306 for more information about the allotment.

Coffee Mornings – we will be welcoming anyone who wants to join us for a coffee, chat, and fun quiz at 10am on Monday 20 September 2021 in the lounge at Herstmonceux Village Hall.

It will be a good opportunity to meet and catch up with everyone after the long lockdown. Please note the change of venue! Contact Sheila on 01323 833673.

Men's Shed – the Men's Shed is re-opening on Wednesday 19 May 2021, with limited numbers in line with the covid regulations. Two sessions are available from 10am – 1pm and 2pm – 4.30pm but if you want to attend, please telephone Alan on 01323 833306 to check numbers.

Singers – the singers are a very friendly informal group of singers and no auditions are required. They hope to re-start later in the autumn, but no date is confirmed yet. If you are interested in joining, please ring Laura on 07940 275611.

Walking and Associated Activities – the Truggers, footpath maintenance group start working again at the end of May and there are plenty of jobs to keep them busy.

The Community Routes Programme, which involves working with Herstmonceux Parish Council, ESCC and local landowners to improve access on the local footpath network, will restart in early June.

If you are interested in helping with the Truggers or with the Community Routes Programme, please contact Steve on 01323 833473.

Janet McInnes

WALK TALK WALK

HAILSHAM

A FREE WALK FOR ALL ABILITIES. A SAFE PLACE TO TALK ABOUT ANYTHING AND EVERYTHING.

EVERY Wednesday @ 6.30pm
Meet at the James Community Center, Brunel drive, Hailsham

Join our Facebook group -Walk Talk Walk Hailsham

Sign up on **myCrew**

Please email Lou Geer if you would like further information: lou4732@hotmail.com



HERSTMONCEUX ACTIVE

It has never been more important for people to get out of their comfort zone and start looking after themselves (the mental and physical benefits are astounding) and this is the real way to help save the NHS.

Most people don't like the thought of exercise, but no-one is ever sorry they attended a class... we all know it is the right thing to do.



- ❖ Do it for yourself
- ❖ Do it for your family and friends
- ❖ Do it for the NHS

Ring Steve Wennington on 07980 643827 if you would like further information.

So ... don't delay – see below for 3 options each week (and you can do all 3 if you like!) Only £3 a session – and that's voluntary.

All sessions are held at Herstmonceux Recreation Ground, as follows:

- **Mondays** **7pm**
- **Wednesdays** **6.30pm**
- **Fridays** **7pm**

Sessions last for 30-45 minutes depending on the weather

Bring a friend.... Peer pressure works!

And then you will make more friends, enjoy the sessions and feel better



DID YOU KNOW?

HUGS THAT LAST OVER 20 SECONDS RELEASES CHEMICALS IN YOUR BODY CALLED "OXYTOCIN" THAT MAKES YOU TRUST SOMEONE MORE.

Back to nature

Back to nature: a gentle lakeside yoga sequence to reconnect with the natural environment. By Safia Siddiqui Bowley

Spending time in nature nourishes the soul, and with many of us having had to adapt to staying at home, it's something we're perhaps craving more than ever. Even if practicing indoors, take inspiration from the elemental themes running through this sequence and who knows, perhaps you will be transported in your imagination to a dream lakeside or ocean view location!

In this sequence I was inspired by the landscape as a whole, but with particular focus on the water element, associated with the sacral chakra. Our hips and pelvis often store emotional tension and working with this energy centre can offer great release and freedom. Fluid movement celebrates our creativity, also a water element theme, and it feels great to incorporate a sense of intuitive flow in transitions between postures. Move with your breath, and be kind to yourself, never pushing into anything that feels uncomfortable, but also be curious, finding a balance between effort and ease.

“Whatever opportunity we have to be outside, even if it's just standing in the socially-distanced shopping queue, we can choose to be present, to look at the sky (not our phone!), plant our feet, stand tall and take time to notice our posture and breathing.”

Safia Bowley is a Hatha Yoga teacher based in East Sussex: safiahelenyoga.com

Photography: Sarah Carmody, with thanks to Lime Cross Nursery, who (before Covid) used to host a programme of outdoor wellbeing events and classes such as lakeside yoga and Tai Chi



Some of you might recognise the background in this photo! It was taken at the lake at Lime Cross Nursery and it was on the front cover of the OM Yoga & Lifestyle Magazine, March 2021. Here is a link to the article which includes many more photos taken by the lake, and provides guidance on the various yoga moves:

<https://www.ommagazine.com/back-to-nature/>

THIS IS PART TWO OF AN ARTICLE WHICH WAS IN THE WINTER NEWSLETTER

What type of GP contracts are there?

Every individual or partnership of GPs must hold an NHS GP contract to run an NHS-commissioned general practice. These set out mandatory requirements and services for all general practices, as well making provisions for several types of other services that practices may also provide, if they so choose.

There are three different types of GP contract arrangements used by NHS commissioners in England – General Medical Services (GMS), Personal Medical Services (PMS) and Alternative Provider Medical Services (APMS). The GMS contract is the national standard GP contract. In 2018/19, around 70 per cent of GP practices operated under it. This contract is negotiated nationally every year between NHS England and the General Practice Committee of the BMA, the trade union representative of GPs in England. It is then used by either NHS England and/or CCGs (depending on delegated powers) to contract local general practices in an area.

The PMS contract is another form of core contract but unlike the GMS contract, is negotiated and agreed locally by CCGs or NHS England with a general practice or practices. This contract offers commissioners an alternative route with more flexibility to tailor requirements to local need while also keeping within national guidelines and legislation. The PMS contract is being phased out.

The APMS contract offers greater flexibility than the other two contract types. The APMS framework allows contracts with organisations (such as private companies or third sector providers) other than general practitioners/partnerships of GPs to provide primary care services. APMS contracts can also be used to commission other types of primary care service, beyond that of 'core' general practice. For example, a social enterprise could be contracted to provide primary health care to people who are homeless or asylum seekers. Very few practices hold this type of contract.

All types of contract are managed by the NHS commissioner (either NHS England or CCGs). Where contracts are negotiated locally, Local Medical Committees representing GPs may advise or participate in discussions alongside regional BMA representation.

FUTURE NEWSLETTER ARTICLES

Please email to:

Lynn Bowman (Editor): lynnrosbow@hotmail.com

or

Lynda Primrose: lyndaprimrose27@talktalk.net