



HERSTMONCEUX INTEGRATIVE HEALTH CENTRE

Newsletter No. 12

Autumn 2021



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Time passes quickly and the year has turned round again to the start of the new flu vaccine season. I have been writing newsletter articles since the beginning of the Covid-19 pandemic and have to admit that finding an uplifting message this time has proved difficult.

Our practice team and the NHS as a whole are tired and struggling with the extreme workload due to the ongoing Covid-19 pandemic and the backlog of work that could not be done during the lockdowns. Despite this dramatic increase in demand we continue to do our best to meet the needs of patients with both telephone and face to face appointments. Our nursing capacity has been

reduced by illness, but we have managed to continue with urgent blood tests and other urgent nursing services.

In addition to the increased workload, I am very proud of how our team is continuing to deliver the Covid-19 vaccine programme. As patients you willingly came to Uckfield for your Pfizer vaccines and to our practice for Astra Zeneca vaccines. As some of you will know we are now permitted to deliver Pfizer vaccines from our practice premises, and have recently done this for the 16-17 year old age group.

We have not been informed yet what the programme will be for Covid-19 booster vaccines, but we will send out messages if and when we are told to start this. We have not been told that we can give it at the same time as the flu vaccine.

Flu vaccine clinics are starting promptly this year. We have already started booking clinics from 11th September onwards, which is soon after we get our first delivery of vaccine. Please help us by responding to the vaccine invitation messages and getting your appointment booked, and please remember to turn up on the day so no vaccines or appointments are wasted. Running all the vaccine clinics relies on our team putting in a huge amount of extra work and I would like to thank them all.

You may have noticed some new faces in our Reception team. I would like to welcome them and hope they settle in well. Please be patient while they get to grips with what is a complex and demanding job.

I hope we will have some nice autumn weather so we can continue to meet outdoors where possible and enjoy the fresh air.

Best wishes to you, **Dr Katy Dodge**

NEW TOUCHSCREEN

We have purchased a new Touchscreen; so kindly ask that patients check-in on the touchscreen when they arrive for their appointment

STAFFING UPDATE

We have lots of staff changes underway within in our administration team. More information will come out in the next newsletter but for this edition please welcome **Lindsey Ellis**, our newest member of the reception team and **Dr Michael Ghalamcis**, our new GP Trainee.

STAFF IN THE SPOTLIGHT



Introducing our new Trainee GP

I am Dr Michael Ghalamcis and I gained my medical degree (MBBCh) from Egypt. I then worked in critical care and gained my master degree before I decided to join General Practice.

I have also had some experience in the United States before moving to the United Kingdom. I aim to complete my Membership of the Royal College of Physicians, alongside my qualifications for General Practice, whilst I am at Herstmonceux Surgery in this my third year of GP training.

My medical and clinical areas of interest are: Care of the elderly, general medicine and urgent care. On a personal note, I love travelling, walking, watching football and music and I am fascinated with History.

FREE TRANSPORT FOR VACCINATIONS

Want to get a COVID-19 vaccination but don't have access to transport? We can get you to and from a vaccination service near you for free, thanks to our transport scheme. To book free travel to a vaccination session please book your vaccination appointment or have confirmed plans to attend a walk-in session first. **Then call 01444 275008** to speak to a travel

coordinator. The booking service is available between **10am-1pm and 2pm-5pm Monday-Friday**.

Sussex NHS Commissioners, East Sussex CCG

FACTS ABOUT YOUR HEALTH CENTRE

- There are approximately 5,000 patients registered at the practice, an increase from 4,500 in two years. The practice feels the building can cope with around 6000 patients with current space and rooms. The maximum number will be 6000 patients. Below is a link to the surgery's boundary map which is available on the website, with interactive postcode recognition.

<https://hmxihc.co.uk/boundary-map/>

- In 2015 it was reported that up to 9000 new homes would be built by 2037; some of these have already been built, others are in the process and some have had plans approved but with no start dates.

- There are 20 staff employed at the surgery, plus two partners (Dr Simmons and Dr Dodge).

- The surgery receives approximately 200 calls per day, with Monday and Friday being the busiest days.

- The number of calls has reduced since the surgery has released more pre-bookable appointments.

- There are 60-70 patient appointments available in the mornings and 40-50 available in the afternoon/evening. These appointments are for all clinicians, not just doctors.

- Our Telephone Appointment slots are for one hour, whereas some surgeries give ½ day or even a whole day which means you might have to stay at home a long time waiting for the call.

FLU CLINICS

With the Autumn fast approaching we want to share as much as we know about the up and coming flu campaign.

As of today (19.8.2021) we are still not sure whether NHS England will agree to co-administering the flu and COVID booster, i.e. giving them at the same time.

We will keep everyone informed when we receive more information via our website, text messages and notices in the surgery. What we have been advised is to move forward and plan for the flu clinics initially. We have been informed we will be receiving the flu vaccine for our over-65s week commencing 6th September and the vaccine for patients under 65 and at risk in the week ending 17th September.

We hope the suppliers will keep to these dates and we have planned clinics for 11th, 18th, 25th September to be held at the Village Hall. We have tried to keep everyone informed via texts, the website and Facebook.

If we are given advice that we are able to co-administer COVID Boosters and the Flu immunisation at the same time, and if patients wish for that we will try our utmost to deliver.

FREE ONLINE COURSES – MANAGING MENTAL WELLBEING

Sussex Recovery College is part of Sussex Partnership NHS Trust and offer courses that focus on mental health and recovery. They are free and open to adults of all ages living in Sussex to support people's recovery.

Bookings can be made through their website <https://www.sussexrecoverycollege.org.uk/>

If you click on **Register with Sussex Recovery College** it will take you to a page where you can

complete an Expression of Interest to enrol on the workshop.

Recovery and Discovery College
Sussex Partnership NHS Foundation Trust

EASTBOURNE STATION WALK-IN MEDICAL CENTRE

East Sussex Governing Body agreed with the proposal to close the Eastbourne Walk-in Centre at Eastbourne Station (ES) as long as several mitigations that had previously been put forward to the Clinical Commissioning Group (CCG) were put in place ahead of the closure.

All ES patients will be supported by **The Victoria Medical Centre (VMC)** which is opening a branch surgery in the Beacon Centre and is on track to open imminently; ES patients have been informed and can attend either of the locations (i.e. the Victoria Medical Centre or the branch surgery in the Beacon Centre. VMC will also be offering digital services as well as the more traditional primary care services, which may suit some patients.

The CCG has committed to commissioning a new GP-led drop-in clinic for homeless and rough sleepers. This service is live and is available on:

Wednesdays at the Matthew 25 Mission, 8.30am to 12.30pm

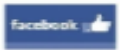
Fridays at the Salvation Army, 8.30am to 12.30pm

Various communications campaigns are underway and Eastbourne Primary Care Networks will be recruiting at least 4 social prescribers and 6 mental health practitioners over the next 3 years.

URGENT TREATMENT CENTRE (UTC)

This is co-located with the Emergency Department at Eastbourne District General Hospital and has GPs on site, with consultants where needed. It runs at least 12 hours a day, 7 days a week, usually 8am -8pm, meaning it is accessible outside of GP standard hours.

HIHC Digital Updates – Autumn 2021



@hmxihc



herstmonceuxDrs



@hmxihc

www.hmxihc.co.uk

Do we have your up-to-date contact details? Please let our reception team know if you have changed your phone number(s) and/or email address.

Online Services

We have brought back online booking for **telephone consultations**. If you wish to use online services for booking appointments, ordering medication etc, please download the NHSapp

NHS app – get your covid passport, order repeat prescriptions, book appointments (we are only currently booking telephone consultations online), register to be an organ donor and more.....

Free to download to your smartphone/tablet or access from your desktop/laptop



[Login screen \(service.nhs.uk\)](https://www.nhs.uk/service-nhs-uk)

How to contact the NHSapp team for support with their app

<https://www.nhs.uk/contact-us/nhs-app-contact-us>

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

eGPlerning – the link below is a quick YouTube guide on how to register with the NHSapp

<https://www.youtube.com/watch?app=desktop&v=Q0SCcLtw8JA&feature=youtu.be&d=n>

NHS Covid Passport – how to get the pass and demonstrate your Covid 19 status when travelling abroad or attending events in England

<https://www.nhs.uk/nhs-services/online-services/nhs-app/nhs-app-help-and-support/about-the-share-your-covid-19-status-service/>

<https://www.gov.uk/guidance/demonstrating-your-covid-19-vaccination-status-when-travelling-abroad?fbclid=IwAR2-iqVFik3D0w5KCdWBzCRvoe0FQmxDiW1IGzwMMrVOo9aW8kA5gs6Jm0k>



Engage Online Consultations

Link available on our website homepage www.hmxihc.co.uk

Engage Consult is a secure way for you to contact us without having to phone or visit the practice, for admin or medical queries and prescription requests. Enquiries received by 11am will be responded to the same day.

If you have the NHSapp you can also access Engage from the 'Appointments Tab' under 'Additional GP services'

LIVI – www.livi.co.uk



Livi GPs are available Monday - Friday: 7am - 10pm Saturday & Sunday: 8am - 4pm inc: bank holidays. They can give medical advice, issue prescriptions (electronically sent to your nearest pharmacy), and do referrals.

For symptoms that do not require a physical examination, book an appointment with a registered GP, by video on your smartphone/tablet.

You'll need to download, and sign up to, the Livi app and follow the steps within the app.

You can book the next available appointment or book a specific time over the following three days. To proceed, you will need to select Herstmonceux Health Centre as your current NHS GP practice - this is so Livi can check that you're eligible for the free NHS service they offer, in partnership with us.

Booking for a child (1 – 16yrs*) – if booking for the first time, select Book Now and then select My Child. If booking for the first time, you will be required to fill in some information and upload a picture of their full birth certificate. You can add multiple children and the child you are booking for must be present throughout the appointment. ***over 16s can have their own Livi account**

How to contact Livi Support telephone: 020 3870 3029 or email support@livi.co.uk



LIVI IS THE FIRST DIGITAL HEALTHCARE PROVIDER TO BE RATED OUTSTANDING BY THE CARE QUALITY COMMISSION



What is Livi?

Livi is Europe's largest digital healthcare provider. Livi's team of healthcare professionals deliver cost-effective clinical capacity by video, phone or text to practices, providers and trusts.

[Read more about Livi Partners](#)



A shared vision.

Livi acquired MJog in 2020 with a shared vision; to improve the UK's health by supporting practices, one patient at a time, while maintaining an Outstanding reputation.

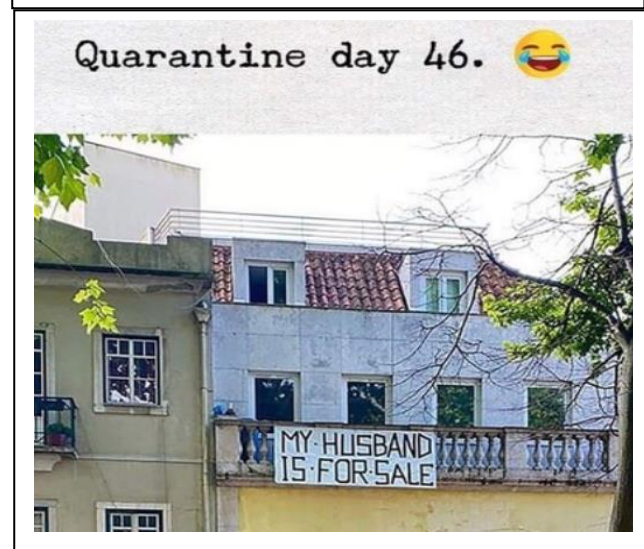
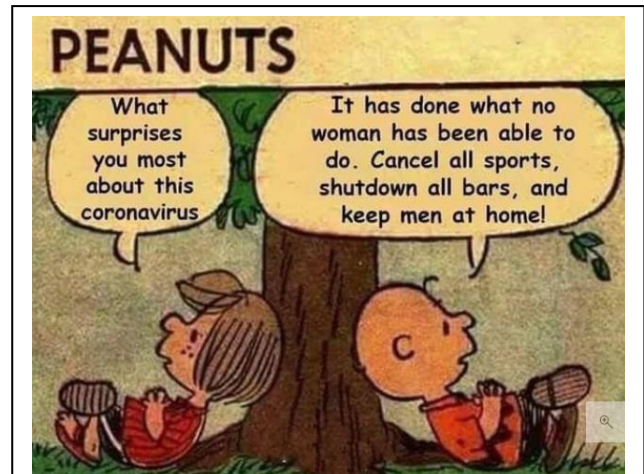
LIVI is a service we provide, in partnership with SDHC – our local GP Federation. LIVI gives you access to an NHS GP by video for medical advice, prescriptions and referrals. Download the LIVI app on your smartphone or tablet or visit <https://www.livi.co.uk/> for further information.

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/>



HEALTH COACHES

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

One way that HHC 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/>



Report from Vitality Villages September 2021

Report from Vitality Villages September 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.

Coffee Mornings – we will be welcoming anyone who wants to join us for a coffee, chat, and fun quiz at 10am on **Thursday 23 September 2021** in the lounge at **Herstmonceux Village Hall**. The speaker will be talking about hedgerow magic and what can be found there.

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

The programme for October - December is:

Thursday 21 October – East Sussex Animal Rescue

Thursday 18 November – Craft demonstration

Thursday 16 December Community Choir
Carol Sing along

More information from Sheila on 01323 833673

Men's Shed – the Men's Shed meets on Wednesdays from 10am - 4.30pm at Herstmonceux Castle and welcomes new members to join them.

There will be an open session for visitors in October, please check with Alan if you are interested in visiting.

We have recently received donations of tools to the Men's Shed. We are very grateful for these contributions which help extend the opportunities for working on numerous projects.

Telephone Alan on 01323 833306 for more information.

Walking and Associated Activities – the Truggers, footpath maintenance group are busy again, if you can lend a hand call Steve on 01323 833473.

Vitality Villages AGM will be held at 11.30am on Thursday 21st October 2021, following the coffee morning.

Janet McInnes

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	6	14	20						55
Nursing Staff	22	22	30	19	27	39	37						196
Total DNAs	25	25	35	23	33	53	57						251
% of DNAs	0.51	0.49	0.71	0.46	0.64	1.01	1.02						4.83%

So far this year, 251 appointments have been ‘lost’, owing to patients failing to attend for their appointment, and DNAs have increased since April. PLEASE REMEMBER TO CANCEL IF YOU CANNOT ATTEND. Every lost appointment costs the NHS £126 and denies an appointment to someone in need.

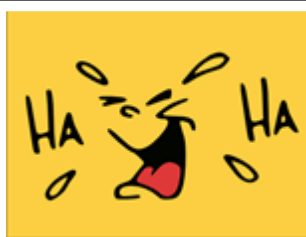
HIHC HEALTHY WALKING GROUP

We hope to recommence our Healthy Walks early next Spring. Watch this space!!

IN THE MEANTIME.... 3 WAYS TO EXERCISE YOUR MIND

1. **Use your non-dominant hand** as much as you can throughout the day, from opening doors, writing your to-do list and making your tea. Even these simple tasks will challenge your brain and increase brain activity, according to neurobiologist Lawrence Katz.
2. **Pick up a new book** on something you have always wanted to learn about. If you’re not a fan of non-fiction, try a novel set somewhere very different to where you live.
3. **Draw a map** of your local town or neighbourhood from memory. Include all the landmarks, road names and shops you can remember, then compare it to a real map. Too easy? Try a map of the world, labelling every country.

Source: Healthspan magazine, August 2021



Hospital regulations require a wheel chair for patients being discharged. However, while working as a student nurse, I found one elderly gentleman already dressed and sitting on the bed with a suitcase at his feet, who insisted he didn't need my help to leave the hospital.

After a chat about rules being rules, he reluctantly let me wheel him to the elevator.

On the way down I asked him if his wife was meeting him.

'I don't know,' he said. 'She's still upstairs in the bathroom changing out of her hospital gown.'





NHS App/Covid Vaccine Passport

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

A paper version is also 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 these 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 and it is updated each month.

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 create a vaccine passport.

If you already have the NHS App, it will automatically record when you have had both doses of the vaccine and create a vaccine passport. 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 (avoid mornings until 11am) 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/>

**FINALLY OLD ENOUGH TO DO
ANYTHING I WANT**



imgflip.com

 **Home Instead.**
Hailsham Community Cafe
 Wealden Dementia Action Alliance

SECOND THURSDAY OF THE MONTH BETWEEN 2PM AND 4PM



**ST WILFRID'S CHURCH HALL
 SOUTH ROAD,
 HAILSHAM BN27 3JG**

 **Home Instead.**
Memory Cafe
 Wealden Dementia Action Alliance

FIRST THURSDAY OF THE MONTH BETWEEN 2PM AND 4PM



**POLEGATE COMMUNITY CENTRE
 54 WINDSOR WAY,
 POLEGATE, BN26 6QF**

A free service for local people with memory loss, Alzheimers or other Dementias

Provided in partnership with Home Instead Eastbourne and Hailsham and Wealden Dementia Action Alliance



PLEASE CALL TO BOOK YOUR PLACE 01323 819191

www.homeinstead.co.uk/eastbourne
 Each Home Instead franchise office is independently owned and operated.

 **Dementia Friends**
 An Alzheimer's Society Initiative

'Dementia Friends' is a national initiative that aims to change the way we think, act and talk about dementia. Iona is the Dementia Friend Champion for Rotherfield St Martin and is holding free 50 minute dementia awareness information sessions to explain more about what dementia is and what living with the condition is like, and about the small ways everyone can help.

Various venues and dates available, please call to find a suitable session for you!

01892 853021

Come along and join the 2.5 Million Dementia Friends across the UK!

SPORTING MEMORIES
FOUNDATION

SPORTING MEMORIES FOUNDATION

NIBLOCK

POLEGATE COMMUNITY CENTRE
Every Wednesday 10am - 11.30am

Sporting Memories clubs are open to anyone over the age of 50 who enjoys reminiscing about their experiences of watching or playing sport. These weekly clubs are friendly and welcoming, offering the chance to get together with like minded people and share a love of sport!

Starting Back in September

For more information contact - emma.brooke@sussexcricket.co.uk
sussexcricket.co.uk/sporting-memories

Everything you need to know about the COVID 19 therapy trials

(summary from the Pharmaceutical Journal)

Reference :
The Pharmaceutical Journal, August 2021;
Online:DOI:10.1211/PJ.2021.20208126

There are thousands of clinical trials investigating treatments and preventative measures for covid.

Researchers around the world are working at record speed to find the best ways to treat and prevent COVID-19, from investigating the possibility of repurposing existing drugs to searching for novel therapies against the virus. Current approaches to COVID-19 therapies generally fall into two categories:

Antivirals — which prevent the virus from multiplying, and

Immune modulators — which help the immune system to fight the virus or stop it from overreacting dangerously. Some potential therapies act in a different way or via multiple mechanisms.

There are thousands of clinical trials of COVID-19 therapies taking place across the world. On 15 June 2020, the European Medicines Agency said it was in discussion with the developers of 132 potential COVID-19 treatments.

The original article from the Pharmaceutical Journal collates the main treatments being studied, the evidence supporting their use and the trials they are being evaluated in. It is updated on a regular basis and if anyone is interested in information about each drug, refer to the reference above.

Only evidence from randomised controlled trials comprising more than 100 participants is included, with the exception of select observational studies that have had a significant influence on ongoing research. *Continued on next page.....*

POST-COVID ASSESSMENT SERVICES

Resources for patients

To support 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.

The **ACTIVE AT HOME BOOKLET** will be helpful for those who need support, and can help you to manage some of your concerns at home.

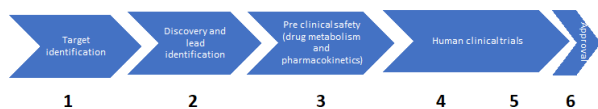
Antivirals – currently 13 under investigation – a couple of the more well-known ones: Remdesivir and hydroxychloroquine

Immune modulators – 33 under investigation - examples include dexamethasone and hydrocortisone

Other or multiple mechanisms: 20 under investigation – examples include Vitamin D3, aspirin and statins.

How a new drug is born (in simple terms)

A critical first step in the drug discovery and development process is the selection, identification and/or validation of the target itself.



1 – Disease relevance of the target and therapeutic impact of target

2 – DMTA cycle – Design, make, test, analyse

3 – Preclinical drug trials – drugs are tested using computer models and human cells grown in the laboratory. This allows the efficacy and possible side effects to be tested. Many drugs fail this test because they damage the cells or do not seem to work.

Animal trials - Drugs that pass the first stage are tested on animals. In the UK, new medicines have to undergo these tests, but it is illegal to test cosmetics and tobacco products on animals. A typical test involves giving a known amount of the substance to the animals, then monitoring them carefully for any side-effects.

4 – Human clinical trials - Drugs that have passed animal tests are used in clinical trials.

Phase 1: The first time a new treatment or vaccine is tested in humans, it will usually be given to a

small group of healthy volunteers. However, in some cases – such as when a new medicine is being tested as a treatment for a terminal illness like cancer - it may be tested on volunteers who have the condition.

The principal objectives in Phase I are to:

- make sure that the new medicine presents no major safety issues
- clarify that it can reach the targeted body area, and remain there long enough to deliver its benefits
- gain preliminary evidence that it could offer therapeutic value, or prevent the disease or condition

Phase 2: If Phase I is successful, approval will be sought for a trial involving a larger group of people. Phase 2 trials will usually (but not always) include patients who have the condition the potential medicine is targeting, and aim to establish:

- effectiveness in treating the condition
- effectiveness in preventing the condition (if the volunteer does not already have it)
- appropriate dosing levels

At this stage, the performance of the medicine may be compared against a group of patients receiving a placebo. A placebo is a treatment that looks the same as the potential new medicine, but has no active ingredients.

In this way a reference group is established against which the performance of the new medicine can be judged. It is important that neither the patients nor the researchers have any idea which volunteers receive which treatment. This is known as double blind placebo control, and ensures there can be no bias in the reporting of the results.

Phase 3: If the results from Phase 2 are encouraging, a Phase 3 trial is started. This will be a much larger trial, often involving hundreds, possibly thousands of participants coming from a range of different countries.

Continued on next page.....

The principal objectives in Phase 3 are to:

- demonstrate the safety and effectiveness of the new medicine or vaccine in the typical patient likely to use it
- confirm effective dosing levels
- identify side effects or reasons why the treatment should not be given to people with the condition in question (known as ‘contraindications’)
- build knowledge of the benefits of the medicine or vaccine and compare them with any risks
- compare results against any currently achieved by existing treatments

To be a success today, a new medicine usually needs to offer the prospect of better treatment for patients than any treatments that are already available.

Phase 3 trials may last several years. If a new medicine or vaccine completes Phase 3 with positive results, regulatory approval may be sought to make it available in a range of countries or regions.

In the case of a new medicine, regulators will determine how it should be used, and which patients should qualify for it, based on all the evidence from clinical and pre-clinical studies. This is known as a medicine’s indication.

5 – Approval / Regulatory:

- Medicines and healthcare products regulatory agency (MHRA) – UK
- European medicines agency (EMA) Europe
- Food and drug administration (FDA). USA

Note: The production of Covid 19 vaccines was achieved in an exceptionally short time-scale.

FUTURE NEWSLETTER ARTICLES

Please email to:

Lynn Bowman (Editor): lynnrosbow@hotmail.com

or

Lynda Primrose: lyndaprimrose27@talktalk.net