



## HERSTMONCEUX INTEGRATIVE HEALTH CENTRE

Newsletter No. 15

Summer 2022



### CONTENTS

#### Page No.

Farewell to Dr Dodge	1
Staff changes	1
Integrated Care 24	2
Care Quality Commission report	2
British Sign Language	2
PPG Survey Results	3
Free one to one Health Coaching	4
Care Coordinator	4
Digital Update	5-7
Medical Reporting eMR	8
Link to Information & guidance for people waiting for hospital appointments, treatments or surgery (My Planned Care)	8
What is diabetes?	9
Did not attend (DNAs)	10
Vitality Villages Coffee Mornings	10
Vitality Villages Update	10-11

As you may be aware by now, Dr Katy Dodge is retiring from HIHC on the 5th July. I have worked with Katy for over 16 years and she has never failed to be the most consummate GP, a wonderful supportive colleague and a wise shoulder to lean on.

Katy has dedicated her whole career to General Practice and in the last few years became a specialist in Dementia care, setting up the memory assessment clinic at Herstmonceux. To staff and

patients alike she has always been an amazing listener and has the patience of a Saint!!

I know that all the staff and patients will miss her dearly and, as my Partner and right-hand woman, I will miss her calmness, dedication and honesty.

But like all good things, they eventually come to an end to make room for the next instalment in life. I therefore wish Katy all the best for her retirement. I know she has lots of adventures up her sleeves; hopefully not being dragged to Old Trafford too many times, but enjoying her gardening, travelling and her wonderful family.

Katy, don't forget to pop in if you're ever passing - you will always be welcome.

**John Simmons**

### STAFF CHANGES

Our admin team is growing again and we are hoping for a period of stability after some staff departures by people not realising the complexity of the role and it not being for them. It is a hard job and it takes a truly amazing person to be on the GP front desk.

**Pippa Russell** is our newest reception member and she will be working for us full time which is fantastic for continuity and cover.

The lovely **Jo Head** is returning in August after her maternity leave. She returns on fewer hours but we are looking forward to having her back. The team is a truly cohesive unit that supports each other through sickness and health 😊.

Our nursing team is also expanding and **Gemma Hazan** will be joining us for two days a week from the beginning of August. She is currently working in the community nursing team but is looking forward to developing her Practice Nursing skills and enhancing the team at HIHC.

**Gemma Taylor** has now moved from the admin team to the nursing team. She trained in phlebotomy and has been conducting blood clinics.

She has agreed to develop her skills further and we are supporting her in her desire to become an HCA ..... and who knows ..... maybe even further.

**Dr Rachel Harrison** has left but we may see her back in the Autumn after a well-earned break with her family.

As and when our clinical team goes through this transition, we will put information on new members onto the website.

**Nic Hone, Practice Manager**

### INTEGRATED CARE 24 (IC24)

An update on the transition to IC24 will be provided in the Autumn newsletter.

### CARE QUALITY COMMISSION (CQC)

The "eagle-eyed" among you may have noticed that the CQC report has been published following the inspection in April this year.

We were given the opportunity to give feedback on a draft report and they have taken into account our comments and removed some "inaccuracies". However the overall rating remains at "requires improvement".

Initially this seemed a harsh rating on what we all, staff and patients alike, feel is a fantastic service. Every single one of the HIHC team gives their all and feels passionate about the health of the community. The pandemic provided its own unique challenges that we met whilst continuing to provide access to safe Primary Care Services.

The report says we are outstanding in the caring domain and good in the responsive domain. The national patient survey shows we excel in every area. The CQC said they had never received so much positive feedback from patients through an inspection. We are here for our patients and we continue to provide a fantastic service.

Some of the areas "requiring improvement" result from practice decisions throughout the pandemic;

however, that has not been taken into account in our overall rating.

We will learn from the report and improve on areas that have been highlighted; and we will continue to provide an outstanding caring service for the community. They will not break the HIHC spirit!

**Nic Hone, Practice Manager**

### BRITISH SIGN LANGUAGE



**Surrey Police** ✓

12 h · 🌐



British Sign Language (BSL) users, have you heard about the brilliant new service 999 BSL which helps you communicate with the emergency services when you dial 999?

To use the service, get the 999 BSL app or go to the website <https://www.999bsl.co.uk>

When you make a call, it will go to British Sign Language interpreter first, who will appear on the screen. The BSL interpreter will then call the 999 operator through landline and will relay the conversation.



## Results of Patient Survey 2022

Earlier this year, a sub-group of the Patient Participation Group (PPG) and a member of HIHC Practice, with input from the Practice staff, compiled a patient survey questionnaire, primarily to gain an understanding of what patients thought of access to treatment at the Practice, both during the height of Covid and since. The intention was to learn what the Practice did best and how the staff can improve services and access to services.

The full report can be found on the Practice website: [www.hmxihc.co.uk](http://www.hmxihc.co.uk)

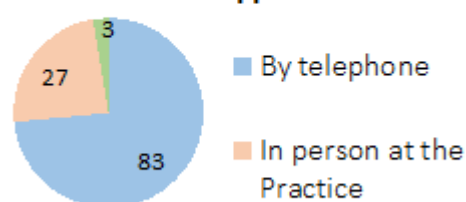
The Practice population has grown from 4,216 registered patients in 2017 to 5,467 currently. A total of 124 surveys were completed.

The majority of respondents were white, female and elderly retired. There was discussion within the PPG as to how we can capture a broader representation in future surveys and it is likely that we will ensure it is an electronic version next time.

36 percent of respondents did not have the NHS app and 28 people gave their email addresses to learn more about this. We are intending to run some sessions on digital access to those people who left their email address. If you wish to be contacted to learn more, please email Lynn Bowman, PPG Chair, [lynnrosbow@hotmail.com](mailto:lynnrosbow@hotmail.com).

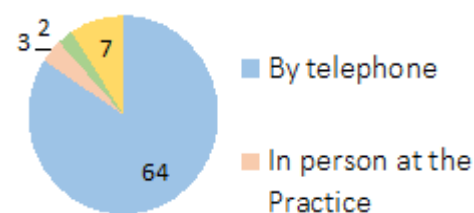
### Key findings:

Number of people who booked a face-to-face appointment



n = 113

Number of people who booked a telephone GP appointment



n = 79

The majority of people found it easy to book appointments but at least 15 people in each category did not find this easy at all. A number of these people were unhappy with the length of time they had to wait on the phone. Hopefully, now that reception staff numbers are almost back to normal, waiting time will improve.

The majority were aware they could have telephone appointments as an alternative to face-to-face appointments – for some this is a good compromise.

It is important to remember that patients can still telephone the Practice or go to reception with queries if digital means is not an option. It is worth noting that the more people who do use the NHS app to order prescriptions or view tests etc., the more it frees up reception staff to answer the telephone to those people who are unable to use digital communication.

Generally, as long as there was an empathetic receptionist, patients were satisfied with the triage system. The Practice continues to establish permanent and happy reception staff, providing on-going training for them.

Finally, a huge way to improve and expedite all communication from the Practice is for patients to give signed approval to receive texts and emails and the Practice Newsletter. So make sure you have signed up for these.

**Lynn Bowman**  
Chair of Patient Participation Group

## FREE ONE-TO-ONE HEALTH COACHING - available at HIHC.

This is a fast-changing world we live in and it can often feel overwhelming and difficult to navigate your way through.

Suzy Greenwood BSc (Hons) MCSP, MHCP, MIYN, holds one-to-one coaching sessions over Zoom or telephone, for all patients over the age of 18.

Suzy tailors the sessions to you and your needs and gives you an opportunity to discuss Health/life issues which are causing you concern or leading you to feel overwhelmed.

Suzy's role is to support you in finding ways to deal with those issues positively and create new ways of dealing with life's challenges.

If you would like further information, please phone the surgery and speak to Bea, or email on [bea.simmons@nhs.net](mailto:bea.simmons@nhs.net)

## CARE COORDINATOR

Sheree Fielder is the Care Coordinator and carers' lead here at the surgery. You are invited to contact her at the surgery for a chat; this can take place as an appointment on the phone or in the surgery.

Care Coordinators hold specific patient caseloads to support the local population in several key areas.

The Care Coordinators proactively identify and work with a cohort of people to support their personalised care requirements, using the available decision support aids. They bring together all of a person's identified care and support needs and explore their options to meet these in a single Personalised Care and Support Plan (PCSP) in line with best practice.

They help people to manage their needs and answer their queries, supporting them to make appointments, navigate their NHS care and access appropriate benefits where eligible.

The coordinator raises awareness of shared decision-making and decision support tools, and assists people to be more prepared.

They provide coordination and navigation for people and their carers across health and care services, working closely with Maria Graves, our over 50's Social Prescribing link worker and Suzy Greenwood our Health and Wellbeing Coach.

**For any further questions and queries you can contact Sheree via the reception team.**



If you feel you need support in your caring role please contact **Care for the Carers East Sussex**, they are a charity ran by carers.

Phone number: 01323 738 390

Email: [info@cftc.org.uk](mailto:info@cftc.org.uk)

## HIHC DIGITAL UPDATE – SUMMER 2022

[www.hmxihc.co.uk](http://www.hmxihc.co.uk)

**Text Messages – we have two different types, Mjog & accuRx.**

**The information below will help you recognise when a text is genuinely from us.**

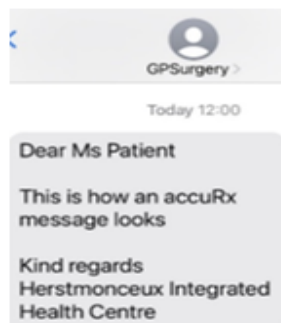
**Mjog** is used for campaigns & automatic appointment confirmations/reminders

Automatic Appointment reminders are sent, to patients over 16yrs old, 2 days prior to the appointment

Automatic Confirmation reminders will be sent within 24hrs of booking your appointment

Campaign messages are created by us to invite you to events such as Flu/Covid vaccine clinics.

Mjog messages, from us, will come through from NHS –No reply, see image



**accuRx** allows all staff to send you text messages, whether it's a note from your clinician or a message from our admin team. We can also request you send us photos if necessary via this method too.

Through accuRx we also send questionnaires asking for updates on your health such as home blood pressure results, smoking status etc.

accuRx message, from us, will come through from GPSurgery, see image

**Not receiving text messages from us? Do we have your mobile number? Contact our admin team on 01323 833535 to update us or email us [esxccg.hmxihc@nhs.net](mailto:esxccg.hmxihc@nhs.net)**

### Free wifi



**NHS Wi-Fi** has been re-enabled within our waiting room. Please ask our reception team for the password



@hmxihc



[herstmonceuxDrs](#)



@hmxihc

### Online Access - appointments

Although face to face appointments never went away, we did have to remove the facility of booking them online. This has now been re-activated.

- Book and cancel appointments with our Doctors (face to face and telephone appointments)
- Order repeat prescriptions online
- Look at part of your GP records online

Learn how to use GP online services. If you already know how to use the internet, you can take a short course on how to start using GP services online at [www.learnmyway.com/whatnext/health](http://www.learnmyway.com/whatnext/health)

***Online services are free to use and are just another way of contacting us.***

***You can still ring us or visit in person***

### National data opt-out

#### **Choose if data from your health records is shared for research and planning**

Your health records contain data called confidential patient information which can be used to help with research and planning. However, you can choose to stop your confidential patient information being used in this way.

The national data opt-out is a service that allows you to opt out of your confidential patient information being used for research and planning. You can also make a choice for someone else for example your child under the age of 13

Ways to make your choice

- Visit [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters)
- Within the NHS App click on "Your Health" and select "Choose if data from your health records is shared for research and planning"
- Phone 0300 303 5678 (Monday to Friday, 9am to 5pm excluding bank holidays).

<https://www.nhs.uk/your-nhs-data-matters/>



@hmxihc



herstmonceuxDrs



@hmxihc



**!Please be aware!** Scam Texts are still around - The NHS will never ask for money....

**SCAM WARNING**

- ⚠ Be aware of requests for personal information in messages claiming to be from the NHS.
- ⚠ Be alert to links or attachments in unexpected messages claiming to be from the NHS.
- ⚠ Do not respond to requests for money, bank details or passwords.
- ✅ The NHS will NEVER ask for payment or any financial details.
- ✅ If you are suspicious about an email, forward it to [report@phishing.gov.uk](mailto:report@phishing.gov.uk).
- ✅ If you are suspicious about a text message, forward it to the number **7726** (it's free of charge).

For information on NHS coronavirus testing, visit: [www.nhs.uk](http://www.nhs.uk)

Text Message  
Today 14:12

NHS-UK: ALERT! You were recently around a confirmed Omicron case. Urgently manage your vaccine or order a testing kit here: <https://nhs.uk/covid/>

Fake text message

Book a Covid-19 Test Kit

Personal Information

Contact and shipping information.

Full name

Date of birth

Mobile number

Address

Town

Book a Covid-19 Test Kit

Payment Information

You will be charged £1.34 for delivery.

Name as it appears on card

Card number

Card expiry date

CVV

Pay

Fake website

## Website Focus

Have you seen our *Self-referrals and Local Services* section on our homepage of our website

**Self-referrals and Local Services**

**Self-referrals and Local Services**

Adult Social Care	Mental Health (MHS)	Non-emergency patient transport	Bladder and Bowels	Health in Mind	Voluntary
CHAF - Drug and Alcohol	Ask UK	Alzheimer's Society - East Sussex	Alzheimer UK - Support Group	Triple P - Positive Parenting Programme	Open for Parents For parents of 3-19 year olds
Black	Sexual Health	Care for Carers	One You East Sussex	Vitality Villages Strategy	

## MEDICAL REPORTING eMR

Due to the pandemic and increased workload, we have decided to outsource our medical reporting to Medi2data, who will process your reports using eMR.

### What is eMR/Medi2data?

Medi2data is a NHS Digital accredited company which has developed a digital system called eMR. This enables GP practices to create digital, GDPR compliant medical reports.

eMR helps GP Surgeries with data security, speed and efficiency.

eMR also helps you to easily see your medical data, stay in control of it and decide who you want to share it with.

Medi2data has worked hard to develop their NHS GP IT Futures accredited technology, eMR, which interfaces with our GP practice's system to extract your medical record. This means you can receive a full copy of that information securely and share it with others as you wish, keeping your data safe.

Reports that will be processed by eMR include but are not limited to:

- SAR's
- Insurance
- DWP
- MOD
- MOJ
- Occupational Health
- Clinician Trials
- Private Medical Insurance
- Police Reports
- Legal Aid
- Camp America
- DSA
- Health Assessment Advisory Service
- Disability Living Allowance

## My Planned Care

Helpful information and guidance for patients waiting for a hospital consultation, treatment or surgery.

**My Planned Care gives you advice and support while you wait and helps you to prepare for your hospital consultation, treatment, or surgery.**

**This includes giving you information about waiting times at your hospital and other supporting and local services while you wait.**

[www.myplannedcare.nhs.uk](http://www.myplannedcare.nhs.uk)

If you see me talking to myself, just move along.  
I'm self-employed; we're having a staff meeting.



## What is Diabetes?

Diabetes Mellitus is a condition where the level of sugar in the blood is too high because the body cannot use sugar properly. Blood sugar is also referred to as blood glucose. Digestion of starchy foods such as bread, rice and potatoes, releases glucose into the blood stream, which is then carried to the body's tissues where it is used as an energy source.

Glucose also comes direct from sugars and other sweet foods that we eat. It can also be made by the liver during periods of starvation/fasting or very low blood glucose.

Normally the amount of glucose in our blood is carefully controlled by the hormone insulin, which is made in the pancreas. Insulin helps the cells in the body tissues to take in glucose and use it as fuel.

There are two general types of diabetes:

### TYPE 1

is due to the body's inability to produce any insulin and usually develops under 40 years of age. It is treated with insulin injections, although careful diet and exercise is also recommended.

### TYPE 2

develops when either the body makes insufficient insulin or when the body does not respond fully to the insulin which is produced – this is called insulin resistance. Type 2 diabetes usually appears after 40 years of age, but is increasingly present in younger people.

It is treated in many ways, initially with diet and exercise. If this is not sufficient then there are many other means to control it including tablets, injections (non-insulin) and finally insulin. Management and progression of Type 2 diabetes is a continuum and depends on individuals.

The staff at Herstmonceux Surgery understand that not everybody fits into one box; we try to look at our service users as holistically as possible.

Any goal achieved, small or big, is a step in the right direction.

Take care

**Your Diabetic Lead, Nurse Lizzie**

[www.diabetes.co.uk](http://www.diabetes.co.uk)

**You can thank your pet for better blood pressure. In one study of 240 married couples, pet owners had lower blood pressure and lower heart rates during rest than people who didn't have a pet.**



Source: [Lifespanonline.co.uk](http://Lifespanonline.co.uk)

## IN SEASON – RADISHES

Belonging to the Brassicaceae family, radishes are a good source of fibre and vitamin C, and may help to boost immunity, weight loss and digestion.

Enjoy their strong peppery flavour in your favourite salads, or eat them by themselves with a small pinch of salt.

Source: [Lifespanonline.co.uk](http://Lifespanonline.co.uk)

**The Wi-Fi went down for five minutes, so I had to talk to my family.**

**They seem like nice people.**

## HERSTMONCEUX INTEGRATIVE HEALTH CENTRE

### DID NOT ATTENDS (DNAs) - 2022

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Total
Medical Staff	21	31	24	22	30								128
Nursing Staff	41	36	49	41	62								229
Other	0	0	4	2	1								7
Total DNAs	62	67	77	65	93								364
% of DNAs	1.12%	1.32%	1.35%	1.16%	1.56%								1.3%

**10% of our appointments were lost last year! On average, every lost appointment costs the NHS £126 and denies or delays an appointment to someone in need. PLEASE REMEMBER TO CANCEL IF YOU**



### VITALITY VILLAGES UPDATE - 2022

#### Coffee Mornings

Coffee mornings will be held from 10am to midday on the third Thursday of the month in the lounge of Herstmonceux Village Hall. Come and join us for coffee and cake, a fun quiz and lots of friendly chat!

**Thursday 21 July** – Talk by the South Downs Park Authority

**Thursday 18 August** – no meeting this month

**Thursday 15 September** – Laura Heales from Action in Rural Sussex

**Thursday 20 October** - history of Pearly Kings and Queens with old time singalong

**Thursday 17 November** – Suzanne Jones craft demonstration

**Thursday 15 December** - Christmas singalong

#### Men's Shed

The Men's Shed meets on Mondays from 10am – 1pm and on Wednesdays from 10am-4.30pm, at Herstmonceux Castle and welcomes new members to join them.

You can work on your own woodworking or craft project, or work with other members on any group projects. Please phone Alan McInnes on 01323 833306 for more information about availability in either the Monday or Wednesday sessions.

#### Singers

The singers' meetings have closed for the summer and will resume again in September 2022.

More information from Janet McInnes on 01323 833306, or [janetmcinnes@yahoo.co.uk](mailto:janetmcinnes@yahoo.co.uk)

## New Project with Herstmonceux Castle

Vitality Villages and Herstmonceux Castle have agreed a project to make the small area of woodland adjacent to the 1066 Footpath and opposite Herstmonceux Church, into a quiet space for walkers and the community to sit and enjoy the peace and quiet and the wonderful views across the Pevensey Levels.

The woodland is owned by Herstmonceux Castle, and community use of this space is not to create an alternative entrance to the castle but merely an opportunity to pause and benefit from the beautiful setting.

At present, the site is quite overgrown with brambles and nettles but if you are interested in helping to clear the site, please contact:

Janet McInnes on 01323 833306, or [janetmcinnes@yahoo.co.uk](mailto:janetmcinnes@yahoo.co.uk)

## Eat more ... Salmon

Nutritionists recommend we enjoy oily fish once or twice a week – and with studies showing that people who eat oily fish regularly have a lower risk of heart disease, dementia, depression and many other common health conditions, it's a good time to add more to your diet.

Now that the weather has warmed up, pop it on the BBQ with garlic, olive oil and cayenne pepper for even more heart health benefits.

*Source: Lifespanonline.co.uk*

## FUTURE NEWSLETTER ARTICLES

Please email to:

Lynn Bowman (Editor): [lynnrosbow@hotmail.com](mailto:lynnrosbow@hotmail.com)

or

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