



HERSTMONCEUX INTEGRATIVE HEALTH CENTRE

Newsletter No. 14

Spring 2022



CONTENTS

Page No.

Letter from Dr Dodge	1
Our Reception Team	2
Staff in the Spotlight	2
BRAN – make the most of your appointment	3
Patient Satisfaction Survey	3
Digital Updates	4
Difference between NHS App & Covid App	4
Website focus – I WANT TO STOP.....	5
On line consultations	6
Home Visits	7
Did not attends	8
Friends & Family Survey Results/Responses	9
Vitality Villages Projects	10
Herstmonceux Active	10
SE Asia Inspired Chickpea Curry recipe	11

Dear all,

We are now two years into the Covid-19 pandemic. So much has changed in society and in the medical world over this time. We are very proud of how our team has responded to the many challenges that the pandemic has brought, always thinking of the best interests of our patients.

Our practice has delivered a huge number of Covid-19 vaccines. Our Advanced Nurse Practitioner Debbie Hart is our Vaccine Star and must have given many hundreds of vaccines herself. Our latest figures show that over 80% of our adult patients have been fully vaccinated and boosted.

We are in the process of offering a fourth booster to immunosuppressed patients who have not had it yet. Clinically vulnerable patients are now able to access antiviral medication if they are unlucky enough to test positive for Covid-19.

If a PCR test shows that you have got coronavirus, the NHS will contact you within 24 hours to arrange a telephone appointment with a health professional. However, if you are not contacted about treatment within 24 hours of your positive PCR test result, please contact us or call 111.

Although the Government are reducing the rules around Covid-19 safety, it has certainly not gone away; so please all continue to be careful.

Hopefully we will soon get some lovely spring weather and we can get outside and enjoy it. I already have crocuses, winter aconites, snowdrops and primroses out in my garden and lots more flowers to come!

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

On 21st Feb 2022 there was an announcement in relation to the 2nd booster Programme for COVID Vaccination for the over 75s. We respectfully ask patients not to contact us in relation to this announcement. We will communicate the plans as soon as more information is available.

OUR RECEPTION TEAM

For most patients, contact with the reception team will occur when making or arriving for appointments; but this is only a small part of what we do. We deal with a huge variety of patients' needs and queries, and carry out many administrative duties including, but not exclusively:

- Prescription requests,
- Filing and work flowing of clinical documents,
- Processing referrals,
- Creating medical reports.

In recent months we have been building a new amazing team as other colleagues have moved on to pastures new. Our new recruits bring a wealth of experience and expertise from primary and secondary care. We are also lucky to have Lily on the team, a budding doctor who is covering Jo's maternity leave before going off to university to study medicine. And we welcome our latest member Anne who has previously worked in a busy GP practice.

Triaging - Our receptionists are trained in care navigation which means we are required to ask patients for a brief reason for their appointment. This ensures patients are booked with the most appropriate clinician and assists our medical team in their preparation for the appointment. It also helps to identify if another service would be more suitable, e.g. The Minor Injuries Unit.

As you can tell, we are a very busy, hardworking and committed team. We always do our very best to meet our patients' needs in a friendly and caring manner.

Michelle Watson, Reception Supervisor

STAFF IN THE SPOTLIGHT



Introducing: **Michelle Watson, our Reception Supervisor**

Favourite food – Italian\Indian

Best holiday ever – I love city weekend breaks – Paris, Barcelona and Edinburgh are a few of my favourites

All-time top day or night out – Long dog walk followed by a pub lunch

Favourite Film – Grease, must have seen it 50 times!

Favourite music – Popular jazz such as Billie Holliday, Amy Winehouse

Greatest achievement – somehow managed to raise 3 lovely children

Make the most of your appointment

It can be a bit daunting having an appointment – but asking your healthcare professional the four **BRAN** questions can help you make the right choice for you.



Benefits

What are the Benefits?



Risks

What are the Risks?



Alternatives

What are the Alternatives?



Nothing

What if I do Nothing?



HERSTMONCEUX
INTEGRATIVE
HEALTH CENTRE
(HIHC)

YOUR OPINION MATTERS

PLEASE FILL IN OUR PATIENT SATISFACTION SURVEY

THE PATIENT PARTICIPATION GROUP (PPG) HAS WORKED WITH HIHC TO PRODUCE A SURVEY FOR YOU TO COMPLETE

THE RESULTS WILL PROVIDE ESSENTIAL FEEDBACK ON YOUR INSIGHTS & KNOWLEDGE OF THE SERVICE THEY OFFER

THIS WILL ENABLE HIHC TO MAKE POSITIVE CHANGES, PARTICULARLY IN COMMUNICATION AND ACCESS

QUESTIONNAIRES CAN BE OBTAINED

VIA THE WEBSITE: www.hmxihc.co.uk

OR FROM THE HEALTH CENTRE FOYER

DIGITAL UPDATES



@hmxihc



herstmonceuxDrs



@hmxihc

www.hmxihc.co.uk

SMS appointment reminders

Do we have your mobile number for you to receive appointment reminders? Confirmation texts are sent within 24 hours of booking your appointment with a reminder 2 days before your appointment. *Please note: appointment reminders are only sent to those aged 16 and over.*

Gentle Reminders:

- **Do we have your up-to-date contact details?** Please let our reception team know if you have moved house, changed your phone number/s and/or email address.
- **LIVI – www.livi.co.uk** Livi GPs* are available Monday - Friday: 7am - 10pm and Saturday & Sunday: 8am - 4pm inc: bank holidays. *Livi GPs are not HIHC GPs
- **Engage Online Consultations** - Link available on our website homepage www.hmxihc.co.uk (contact us, for admin or medical queries including prescription requests, without having to phone or visit the practice. Enquiries received by 11am will be responded to the same day. (more information on page 6)
- **Digital Covid-pass is available**, on the NHS app, for anyone aged 12 or over for travel; If you're over 18 you can also use your digital NHS Covid Pass for domestic events & venues.

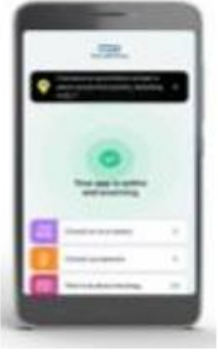

Support

- **LIVI - tel: 020 3870 3029 or support@livi.co.uk**
- **NHS app - <https://www.nhs.uk/contact-us/nhs-app-contact-us>**

The difference between the NHS App and the NHS Covid App is given below. Note: Your Covid-19 status includes your vaccination passport.



- ✓ share your COVID-19 Status
- ✓ order repeat prescriptions
- ✓ access NHS 111 online
- ✓ book and cancel appointments at your GP surgery
- ✓ view your GP medical record
- ✓ access to a range of other NHS services



- ✓ alerts you if you have been near other users of the app, who have been tested positive for Covid19
- ✓ use the App's QR scanner to check into places, such as bars and restaurants
- ✓ check symptoms; book or order tests
- ✓ counts down your isolation days

DID YOU KNOW YOU CAN CONTACT US ON-LINE?

Sign up for Engage online consultation service

You can use Engage Online Consultations to ask for help about a non-emergency medical problem or for general advice from our Practice team. By signing up to use this service, you can get advice without having to visit or telephone us. Engage Consult can be used from any mobile phone, tablet or computer. You will need to have an email address to sign up.

Online consultations do not replace being able to meet your doctor, but give another option when a trip to the Surgery is not necessary. We will reply with an answer to your question and tell you what you should do next. If you send your question before 11am you will get a reply on the same day. We also accept repeat prescriptions via Engage.

The Engage Consult service is easy to use, this guide will help you get started.

From our website www.hmxihc.co.uk, scroll down the home page and click on the Engage Consult logo (or click on the Appointments & Test Results Tab)

If you already have a NHS login you can sign in using the same email address.

Alternatively, if you haven't got an NHS login, you will need to sign up following the on-screen prompts.

You will be asked to enter your name, date of birth, gender and postcode. This information is used by us to check that we can match you against the correct records. Please make sure your details are entered correctly, do not use nicknames. On each screen click on "Continue" when you have entered your details. You are also asked to enter your phone number. A mobile number is easier for us to contact you but you can use a landline number. The system will remember it but it will also let you change the number each time you send in a message.

Please read through the end User Licensing Agreement Policy and tick the boxes to agree to the policy.

Enter the email address you wish to use for Engage Consult. You will need to have easy access to this email address. When we reply to your enquiry, a message will be sent to this email address to let you know that a reply is waiting in your Engage Consult account. Please Note: This email address will be used as your username for Engage Consult. If you wish to use another username, such as your own name, untick the box "Use email address as my username" and add the name that you want to use. Make a note of your username.

When you press "Continue", an email will be sent to this email address with a set of numbers. This is your passcode.

Go to your email account. There will be a message in your inbox with a one time activation passcode. The passcode is made up of 6 numbers. Click on the link with the blue writing to go straight to the Engage Consult screen. If you prefer, you can make a note of this code or use the copy and paste function to make a record of the number.

Go back to the Engage Consult screen. This is where you set up your Password. If the passcode box is empty, add in the one time passcode you received. Decide on your own password and record it twice. Use upper and lower case letters and also add in a number. Your password allows you to use your personal Engage Consult account, only you should know it. Think of a password you will remember or make a note of it in a secure place. Do not share it with others.

If you forget your password at any time you can set up a new one. You will be asked for the easy to remember answers to 3 questions. To set this **up**,



please choose a question, write your answer and click on "Submit". You need to do this 3 times.

When you press "Submit" on your third question you will be told that your registration is complete.

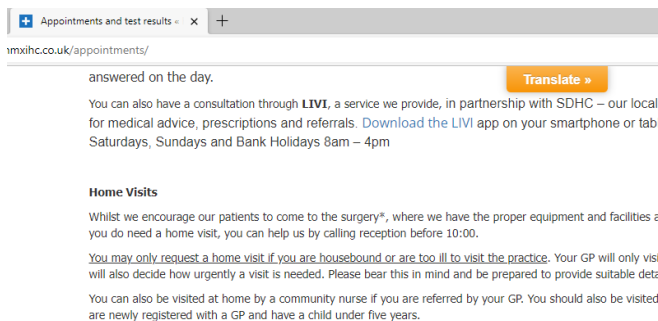
Congratulations. You have finished signing up for Engage Health Online Consultation Services. You will get a message to your email address to confirm that you have finished Signing Up.

Sign out of the system. To do this click on the 3 white lines in the top right corner of the blue bar and click "Sign Out". If you wish to send a message to us please login by going to our website and scroll down the page to the blue Engage Consult* icon or click on the Appointments & Test Results tab on the blue precis bar (scroll down to the coloured tiles**) and sign in with the Username and Password you have created.

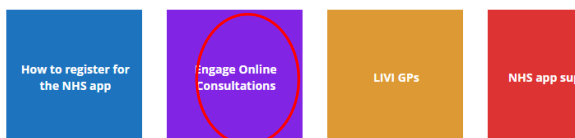


***From our homepage (you may need to scroll down slightly)**

****Access Engage via the Appointments & Test Results Tab on our homepage blue precis bar, scroll down to the coloured tiles**



** during the Covid-19 pandemic, please do not attend the surgery unless you have a booked appointment*



HERSTMONCEUX INTEGRATIVE HEALTH CENTRE

DID NOT ATTENDS (DNAs) in 2021

	No. of DNAs
Medical staff	155
Nursing staff	406
Total DNAs	561
% of all appointments	10.63%

DID NOT ATTENDS (DNAs) in 2022

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Total
Medical Staff	21												21
Nursing Staff	41												41
Total DNAs	62												62
% of DNAs	1.12%												1.12%

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 CANNOT ATTEND

1. Dad, are we pyromaniacs? Yes, we arson.
2. What do you call a pig with laryngitis? Disgruntled.
3. A commander walks into a bar and orders everyone around.
4. I once worked at a cheap pizza shop to get by. I kneaded the dough.
5. When I told my contractor I didn't want carpeted steps, he gave me a blank stare.
6. Bono and The Edge walk into a Dublin bar and the bartender says, "Oh no, not U2 again."
7. I'm trying to organize a hide and seek tournament, but good players are really hard to find.

FRIENDS AND FAMILY SURVEY RESULTS

The Friends and Family test asks patients “How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”

Of 199 Friends and Family responses in January 2022:

- 186 (93.5%) patients responded with ‘Extremely likely’ or ‘Likely’.
- 13 patients responded with ‘Neither likely nor unlikely’; ‘Unlikely’; ‘Extremely unlikely’; or ‘Don’t know’. In just two instances this was qualified with a statement and both times it was stated that the waiting time was an issue.

Surgery’s Response: As a practice we try very hard to keep to time but the nature of the business does not always lend itself to that. Our clinicians do feel the pressure, even more so when running late, so we appreciate patients’ patience at these times:

Positive comments received:

- I wouldn't change anything. Best practice we've ever experienced! Thank you.
- Nothing it was so efficient
- At the moment, in the difficult circumstances we are all facing, you are doing great. Thank you.
- So pleased and grateful for all that you do for my wife and I.
- Nothing. Best doctors’ surgery I've been to in a long time. Couldn't fault it.
- Nothing, it was excellent thank you

Some of the more specific comments we have received October 21 to January 22 :

- Fantastic service, with no major issues. If I was being really picky, maybe better signage for the new automatic check in screen. It's behind you as you enter. **Response from surgery: We will arrange for this to be addressed**
- Quite a few comments around the wait time for the phone to be answered. **Response: As a practice we are aware of the peak times and do try to have more staff answering the phones at that time. If at all possible it really helps if patients who do not need to call early morning, wait until later in the morning or afternoon.**
- There have been a couple of comments around face to face appointments. **Response: HIHC have always, and will continue to offer face to face appointments.**
- One comment about the phone message being too long and to be changed more regularly. **Response: This has been taken on board. We have reduced the message now as Coronavirus information no longer needs to be on the message; and we totally agree that it needs to be changed more regularly but is something that gets forgotten. If a patient does comment directly to us, we do address an out of date message as soon as it is brought to our attention.**

HIHC is grateful for all feedback and continues to share the comments during practice meetings where we discuss anything we can do to continue delivering a great service.



VITALITY VILLAGES PROJECTS 2022

ALLOTMENT: By arrangement with Janet. The Community Allotment on the Parish Council allotment site at Greenway Fruit Farm, Stunts Green is an ideal opportunity for anyone to try out their growing skills, help others on the plot or just come and chat. Three members have worked sections of the allotment in the past year, and it is hoped that more people will join us this season and try their hand at growing some vegetables, fruit or flowers. **Contact: Janet McInnes 01323 833306**

COFFEE MORNINGS: Third Thursday of the month 10am – 12 midday. We welcome anyone who wants to join us for a coffee, chat, and fun quiz in the lounge of Herstmonceux Village Hall. **Contact: Sheila Charlton 01323 833673**

MEN'S SHED/COMMUNITY WORKSHOP: Wednesdays from 10.30am to 4.30pm. The Men's Shed meets in the Science Block at Herstmonceux Castle and welcomes new members. You can work on your own woodworking or craft project, work with other members on group projects (this has included making ladder stiles, repairing the church gate, making benches and bird boxes, re-pairing public notice boards and much more!), or having a cup of tea with other members. The Community Workshop from 10.30am – 1pm welcomes everyone. **Contact: Alan McInnes 07946 604201**

SINGERS: Wednesdays in Herstmonceux Free Church Hall from 7pm – 8.30pm. The singers were a founding part of Vitality Villages, and they meet in Herstmonceux Free Church Hall. It is a very friendly, welcoming group and anyone is invited to join with no auditions necessary. Just turn up and sing! **Contact: Laura Heales 07905 745384**

WALKING AND ASSOCIATED ACTIVITIES: Truggers footpath clearance - Thursday mornings (April to October). All activities by arrangement with Steve. The Truggers footpath clearance group works under the authority of East Sussex County Council and carries out work in clearing overgrown footpaths in the area. Other activities include stile replacement work (ladder stiles made at the Men's Shed), walks and preparation of walking maps. **Contact: Steve Burke 01323 833473**



**HERSTMONCEUX
ACTIVE**



All welcome.... Includes exercises for beginners and returners to exercise... we all need it and we try and make it fun....

If you want to join us or find out about when we will be meeting outdoors again, please ring: 07980 643827



South East Asia inspired chickpea curry (for 2)

Kick-start your veggie meals habit with this tasty winter warmer

30 minutes to make, Two of your five a day

Don't forget: **Wash your veggies before use**

Shopping list for 2 people:

1 shallot 2 garlic cloves 1 can chickpeas
25g cashew nuts 3 tablespoons yellow curry paste
100g baby spinach 1 sweet potato
1 lime 150g basmati rice 1 tblsp ginger puree
1 vegetable stock cube 200ml of coconut milk
26g (about 1.5 tbsp) peanut butter
5 teaspoons ketjap manis or soy sauce

1. Get prepped

Halve, peel and chop the shallot into small pieces. Peel the sweet potato and chop into 2cm pieces. Peel and grate the garlic cloves (or use a garlic press). Zest your lime and cut into wedges. Drain and rinse the chickpeas in a sieve.

2. Cook the rice

Pour 300ml of water into a saucepan and bring to the boil. Add quarter of a teaspoon of salt, stir in the rice, lower the heat to medium and pop a lid on the pan. Cook for 10 minutes, then remove the pan from the heat (still covered) and leave to the side for another 10 minutes or until ready to serve (the rice will continue to cook in its own steam).

3. Toast the cashews

Heat a large saucepan on a medium high heat (no oil), add the cashews and cook, stirring regularly, until lightly toasted (2-3 minutes). Tip: Watch them like a hawk as they burn easily. Remove from the pan and pop in a small bowl for later. Wipe the pan with kitchen paper and return to a medium heat with a drizzle of oil. Add the shallot to the saucepan and stir fry for 3-4 minutes until softened.

4. Make the curry

Stir in the ginger puree, Thai yellow curry paste and half of the garlic. Cook for 1 minute more. Stir in the sweet potato and chickpeas, then pour in 200ml water, vegetable stock, coconut milk and peanut butter. Stir, ensuring the peanut butter has combined (2-3 minutes). Bring to the boil, then reduce to a simmer. Pop the lid on and simmer for 15-20 minutes until the sweet potato is tender, stirring frequently.

5. Cook the spinach

About 6-8 minutes before your curry is ready, heat a drizzle of oil in a frying pan on medium high heat. Add the spinach a handful at a time and allow it to wilt slightly (1-2 minutes). Then add the ketjap manis/soy sauce and the rest of the garlic and stir fry for 2-3 minutes until some of the liquid has evaporated. Remove from the heat.

6. To serve

Stir the lime zest through the rice and share between bowls. Add a squeeze of lime juice to the curry, taste and add salt, pepper and lime juice if you feel it needs it. Spoon the curry and the garlicky spinach on to the rice. Sprinkle on the cashews and enjoy!

Recipe courtesy of Hello Fresh.

FUTURE NEWSLETTER ARTICLES

Please email to:

Lynn Bowman (Editor): lynnrosbow@hotmail.com
or

Lynda Primrose: lyndaprimrose27@talktalk.net