

# Holbrook Surgery Newsletter

Spring Issue

May 2020

## BUSINESS AS USUAL

We hope you are keeping well and staying safe. It is incredible what has happened and how life has changed since our last Newsletter in January. We are sure that you will all agree that our NHS is absolutely wonderful and if nothing else Covid-19 has hopefully made everyone appreciate its true value. You will be pleased to know that our surgery has coped really well. It has managed this by adapting its appointment system, providing telephone consultations, and trying to



send out all prescriptions via the Electronic Prescription Service. As the situation starts to begin to get better the main message the surgery has asked us to get out to patients is that it is very definitely open for business and wants to encourage patients to contact them if they have any health concerns. As you will know there is great concern that people with serious health problems are not seeking medical help because they are worried about catching Covid-19 or are concerned about putting pressure on the NHS. So if you have any health concerns please contact the surgery.

We are not providing any information about Covid-19 in this newsletter because we think patients are hearing it every day on the media and because the information is constantly being updated. However, the advice still is that if you have any Covid-19 like symptoms you should contact NHS 111. If you want to know more please refer to the NHS website <https://www.nhs.uk/conditions/coronavirus-covid-19/>

### What it is the Patient Participation Group and what does it do?

Just in case this is the first time you have seen our Newsletter. The PPG is a group of patients who care passionately about the NHS and want to support our surgery in providing the best possible service. We keep in close contact with the surgery and have periodic meetings with the GPs. We produce regular newsletters and do our best to keep patients up to date with developments by email. PPG are a national NHS initiative and has the full support of our GPs. We believe that the PPG offers a genuine opportunity to engage in a dialogue with the surgery to help shape future improvements in our local health care.

### Get Your Repeat Prescriptions Delivered To Your Home Free

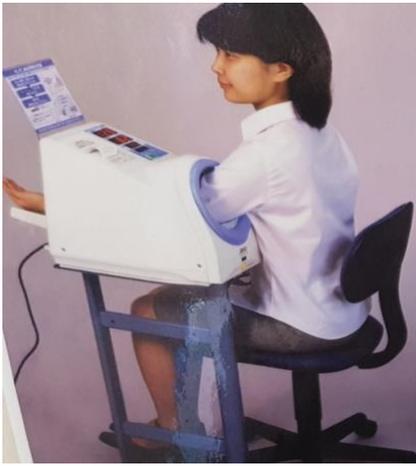
A number of national pharmacy chains are offering the free home delivery of repeat prescriptions. These are not new schemes but have clearly come into their own in the current situation. Nick, one of our Committee members has just signed up with ECHO by Lloyds Pharmacy. This offers a service via an app which enables you to order your medicine, get reminders and have it delivered to your home, workplace, your family or friends, or one of 10,500 Post Office collection points. He found it very easy to set up and is very impressed with the service. For further information about Echo see link <https://web.echo.co.uk>

Pharmacy2U, the Co-op and others are understood to provide a similar service.

### Heather Heatley Retires

Heather Heatley has retired as Practice Manager. Heather has worked alongside her husband, Dr Jonathan Heatley since the surgery started in 1995. Her place has been taken by Lisa Ellis (pictured) who was Deputy Practice Manager. Lisa has been our main contact with the Surgery, and we have found her extremely helpful and committed to working with patients, so this is really good news. The Surgery has also appointed Eri Fushida as Finance Manager and Mel Penticost as Office Manager. We are sure you will want to join us in sending best wishes to Heather and congratulations to Lisa, Eri and Mel.





## Help save time and take your own blood pressure!

You may not have noticed but just inside the main door of the surgery is a Blood Pressure Monitor which all patients can use easily. You are more likely to be relaxed taking the reading in your own time giving a better result.

1. Relax for a few minutes beforehand.
2. Sit on the chair beside the monitor and adjust the seat so that you are close to the monitor and can place your whole arm inside the cuff of the machine with your palm turned upwards. Put your left hand in if you are right handed.
3. Press the GREEN button to start the process, remaining still and not speaking. When the cuff is released, and measurement results are on the screen a printout slip will pop out at the top of the machine. You can take this slip with you to your Doctor or Nurse.

## Emergency Hospital Bag



If you are caring for someone or living on your own and likely to need an emergency admission to hospital it is advisable to be prepared. Have an emergency hospital bag

already packed that you can keep at home so you can just grab it and go without worrying. Put a label on your bag with the person's name and date of birth. Here is a check list as a basis for what to put in your bag even if your visit is planned.

- Change of clothing and pyjamas/nightgown, extra underwear, toiletries, moist hand wipes, plastic bags for soiled clothing, some photographs, book, magazine or puzzle book and a small amount of cash.
- Keep a pen and paper handy so you can write down information you are told.
- List of phone contacts including next of kin
- Keep important paperwork in the bag, so you have it at hand if needed, including: enduring or lasting power of attorney, living will (advance directive) and/or an original DNACPR (Do Not Attempt Resuscitation) order.
- Include a list of medication including dosage instructions, a list of medications they have had a bad reaction to, and a note of any significant illnesses or medical conditions (past and present).
- Create a personal information sheet to help inform doctors of the person name or what they prefers to be called; their communicate language; contact information for doctors, key family members, minister and helpful friends; whether the person wears glasses, dentures, hearing aid or needs mobility aids; the amount of assistance the person needs with personal care.

## Musculoskeletal (MSK) Service



As you know, you can self-refer to Horsham Hospital Musculoskeletal Service if you are having problems with bones, joints, muscles, ligaments and nerves in your back, knees, shoulders, or thumbs etc because of types of arthritis, fibromyalgia and other arthritic conditions. You can complete a form with your problems online or at the

MSK department in Horsham Hospital and in due course you will be contacted by them with an appointment to see the best practitioner for your condition.

The aim of physiotherapy is to alleviate pain, promote optimum movement from reduced mobility, maintain, improve independence and help return the body to its natural balance. Specialist Physiotherapists do this by helping patients manage short, long term, or acute conditions and provide advice, help patients to carry out progressive exercise therapy in the therapy rooms, at home and in the gym at Horsham hospital, give cortisone injections where necessary, or even recommend surgery. They have direct access to X-rays, MRI and ultrasound and orthotics. You must be over 17 years to be seen. If you are under 17 years, please contact your GP for advice.

Given the current situation we are having to make changes to our service.

As a result of the Coronavirus outbreak the MSK team have suspended their normal service to enable redeployment of staff into other areas of the NHS. Patients are still able to self-refer to the service, but referrals will only be accepted if they meet specific criteria. Information provided will be reviewed by a senior clinician and patients will either be directed to self-management information or will receive a telephone call from a clinician. Further information on the temporary referral process and helpful self-management information can be found on the MSK Partnership's website, at <https://sussexmskpartnershipcentral.co.uk/>