

Holbrook Surgery Newsletter

AUTUMN

OCTOBER 2024



WELCOME TO OUR NEWSLETTER

This newsletter is produced by the Patient Participation Group in conjunction with the Surgery. This is the first time that the Surgery has sent this out to all patients who are able to receive texts. If you have not seen our newsletter before we hope you will find it interesting and informative. If you would like to receive future newsletters, email updates, and join our PPG please email holbrookppg@gmail.com The PPG are patients who care passionately about our NHS and want to support the Surgery in providing the best possible service. Our primary aim is to actively develop an ongoing and interactive relationship between the Surgery and patients.

For further information about the PPG <https://www.holbrooksurgery.com/patient-participation-group>

SURGERY NEWS

Dr Ziyada came back in July from extended sick leave. Dr Oozeerally has just returned from maternity leave, initially for two mornings a week but she will be working more sessions from the New Year. It is great to have both doctors back and we extend our very best wishes to them.

Dr Pankaj Singh has just started as a new salaried GP. This means that the Surgery will now have two Dr Singhs! There are also two new Health Care Assistants and two new Receptionists. A very warm welcome to all the new staff.

The Surgery is seeking to become an accredited **Dementia Friendly GP Practice**. This is to ensure that patients suffering from dementia and their carers are able to fully access the services offered. For further information <https://rb.gy/sl3hik> It is also applying to become an **Armed Forces Veteran Friendly Accredited GP Practice**. Dr Ziyada is going to be the named lead clinician for this. For further information about this scheme www.nhs.uk/veterans Tell the Surgery if you've ever served in the UK Armed Forces

Have you noticed that information about the PPG is now shown on the video screens in the waiting areas. It is hoped that as a result more patients will become members.

The new Appointments System has been operating since May. We are going to be meeting with the Surgery in mid-November to review this, and we will be asking patients for their experience of using this nearer the time. See later a 'Typical Week at the Surgery'.

GP Contract – You may have heard that nationally, GPs, are in dispute with NHS England regarding changes to their contract and are taking collective action. Our GPs are supporting this, but this is not affecting services to Holbrook patients.

In a recent national GP survey, patients were 94% satisfied with their overall experience at Holbrook. This is very good and compares extremely well with other local surgeries.

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VACCINATIONS

Flu – If you are eligible for a free vaccination, you should have already received your invitation for this but if you haven't, please contact the Surgery to book an appointment. The Surgery has clinics on Saturday 5th, 12th, and 19th October. This is for all those aged 65 years and over, individuals under 65 with certain medical conditions including children and babies over 6 months old, care home residents, carers, those living with people who are immunocompromised, and frontline health and social care workers. It is also for all primary and some secondary school children, but this is provided through their schools.

Covid – You should receive a text inviting you to have your Covid booster. This is not provided by the Surgery and needs to be booked online via the national booking system <https://www.nhs.uk/nhs-services/covid-19-services/covid-19-vaccination-services/book-covid-19-vaccination/> or by calling 119. This is for adults aged 65 years and over, residents in care homes for older people, individuals aged 6 months to 64 years in a clinical risk group, frontline NHS and social care workers, and those working in care homes for older people. Our nearest vaccination centre is Bohunt School.

When you go to book your Covid booster, you will also be offered a flu jab. Whilst it is tempting to have this done at the same time your PPG would urge you to keep your appointment at the surgery to have this done. This is because as well as all the extra costs of setting up and running the clinics, staff time etc., unused vaccinations, which had to be ordered many months in advance, are wasted and the Surgery loses money.

RSV – this is a new vaccination which is being offered by the NHS. Respiratory Syncytial Virus [RSV] is a common virus similar to flu that peaks in the winter months. Those most at risk of RSV are the very young and older adults. It is more predictable than flu and therefore only one vaccination is required to provide protection. There are two programmes starting this year to vaccinate pregnant women [to protect young children] and people aged 75 - 80 [the vaccine is less effective for the over 80s and so is not being offered to them]. This is being delivered by the Surgery which has set up clinics to do this. You should receive an invitation to have this if you are eligible. We would encourage you to have this.

Measles – We have mentioned this before but will raise this again because it is so important. Measles can be a serious illness especially if complications develop. Having been eliminated in 2017 it is now back. This is because vaccination levels have dropped significantly. The rate for the first dose which is given to young children is good, but it requires a second dose which is the issue. Please check that your child has had their second dose. If they have missed this, please contact the Surgery to arrange to have this done.



The Olive Tree is a local charity offering information, counselling, complementary therapies, support groups, yoga and meditation, and workshops for anyone who is affected by cancer: patients, family members and supporters. For further information. www.olivetreecancersupport.org.uk
email horsham@olivetreecancer.org.uk
Tel no 01403 627424

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A typical week at the Surgery

The new Appointments System requires every request to be first triaged by the duty GP or the Advanced Nurse Practitioner. The Surgery feels that as a result of introducing this patients who need to see a doctor or a health care professional urgently are now being seen more quickly, usually on the same day and that overall, an improved service is being provided with better outcomes for patients. This avoids the former 8am waiting on the phone for ages when patients were not necessarily being seen on the basis of priority need but on where they were in the phone queue!

We asked Lisa Ellis, the Practice Manager what a typical week looked like. For the week beginning 16th September she gave us the following information.

300 on the day appointments were offered which included paramedic, physician associate, and out of hours [35] appointments.

There were 476 routine appointments with patients only having to wait a maximum of two days. These appointments were a mix of telephone and face and face appointments.

We think this is an excellent level of service.

But disturbingly and what is really hard to believe there were 43 DNAs that week! DNA stands for Did Not Attend. Apparently, there were even patients who were offered on the day appointments who did not all turn up for their appointments!

REPEAT PRESCRIPTIONS

The new online form does not come up with your medications and every time you order a repeat prescription you have to input in what you need. At the present time there is regrettably nothing that the Surgery is able to do about this. As we have said before one way round this is to use an online pharmacy such as Pharmacy2U which remembers your medications and gets your prescription authorised by the Surgery for you and then delivers it to you by post. Alternatively, you can request your repeat prescription using the NHS app.

Interestingly through Pharmacy2U and probably other online pharmacies you can now order repeat prescriptions for your children, partner, parents, or a neighbour you help care for. Here is a quick video to explain its new Carer's Account <https://www.youtube.com/watch?v=qUYPSFnn3cA>

PRIMARY CARE NETWORK DEVELOPMENT

We have highlighted the role and benefits of the Primary Care Network several times in our newsletters which has continued to provide additional and specialised support to Holbrook Surgery patients. This developing system over the past five years has brought significant benefit to patients in the form of additional specialised roles such as Social Prescribers, Paramedics, Physician Associates and Clinical Pharmacists. Whilst the PCN working as four practices has been hugely beneficial, following a recent review it has become apparent that due to variation in demographics and service requirements that a split in the PCN setup is necessary with Holbrook now working with just Riverside Surgery. It is continuing with the name Horsham Central PCN.

We anticipate that this new PCN will be able to focus more on the specific needs of our population with the support of Holbrook Surgery, GPs, and support staff. For further information about the PCN. <https://www.horshamcentralpcn.co.uk>

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SKIN CREAMS

Risk of severe or fatal burns

**Clothing, bedding, dressings and bandages
with skin cream dried on them**

can catch fire easily causing severe or fatal burns



#KnowTheFireRisk

Emollient creams – Fire risk alert

These creams are often prescribed for skin conditions such as psoriasis and eczema. The creams are safe to use but they can soak into clothing, dressings and bedding leaving a flammable residue. If exposed to a naked flame or heat source such as a cigarette, lighter, gas cooker, heater or fire these dried fabrics can catch fire.

Sepsis: Know the Signs, Save a Life

In the UK, sepsis causes more deaths than breast, bowel, and prostate cancer combined. It is indiscriminate: while it primarily affects the very young, older people and those with underlying health conditions, it can also strike those who are fit and healthy.

How to spot sepsis in adults

- Slurred speech or confusion
- Extreme shivering or muscle pain
- Passing no urine [in a day]
- Severe breathlessness
- It feels like you're going to die
- Skin mottled or discoloured

A child may have sepsis if they:

- Are breathing very fast
- Have a 'fit' or convulsion
- Look mottled, bluish, or pale – on darker skin, colour changes may show on the inside of the forearms or palms
- Have a rash that does not fade when you press it
- Are very lethargic or difficult to wake
- Feel abnormally cold to touch

A child under 5 may have sepsis if they:

- Are not feeding
- Are vomiting repeatedly
- Have not passed urine for 12 hours

If you spot any of these signs, call 111 or your GP immediately.

In urgent cases, call 999 or visit A&E and **just ask: "Could it be sepsis?"**



Are you recently retired, lost a partner or feeling down.

Why not look on the U3A website. <https://U3Asites.org.uk/Horsham/welcome> and see if there might be something of interest for you. There are a wide range of interests, activities and idea that might interest you. It is for men and women over 65 and you will find a warm welcome

whichever group/groups you might join. There is also a general meeting every two months with extremely interesting speakers. You do not have to feel isolated, and you will meet people with similar interests, or maybe take up a new hobby. The website has all the information you need. So why not give it a try.

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