



NEWSLETTER

No.62 WINTER 2015

**Church Street Practice
Patient Involvement Group**

Happy New Year!

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"So many Britons now reach their 100th birthday that the "telegram team" at the department of for Work and Pensions has had to take on extra staff. For years, one civil servant made sure centenarians received a birthday card from the Queen: now, seven are needed. There are now 14000 people aged over 100 in Britain – 5% more than only a year ago. "
The Week"

CHURCH STREET PRACTICE PATIENT INVOLVEMENT GROUP

AGM 5TH NOVEMBER 2014

"POLICING MENTAL HEALTH IN THE THAMES VALLEY" A TALK BY INSPECTOR JAN PENNY, MENTAL HEALTH LEAD IN THE THAMES VALLEY POLICE FORCE

1. An introduction to the Thames Valley area.
 - The area covered by the Thames Valley Police force is very large, about 2,200 square miles. It includes Berkshire, Buckinghamshire, Oxfordshire and Milton Keynes, a population of nearly 2.5 million. It is divided into 13 local police areas.
 - Every day between 300 – 400 crimes are reported to the Thames Valley Police of which about 70 – 90 involve breaking into a car, 40 are burglaries, under 15 are robberies, and 2 are serious assaults.
 - About 3600 calls are made every day to the 101 number and 600 – 900 calls are made to the police on the 999 number.
 - 25 calls per day are related to mental health.
2. What is 'mental health'?
 - A mental disorder is defined as any disorder or disability of the mind.
 - Mental ill health can affect everyone/anyone.
 - 1 in 4 people in Britain who go to their G.P. experience at least one diagnosable mental health problem at some time in their lives.
 - Three quarters of all adult mental health problems start before the age of 18.
 - There is a widespread ignorance and associated stigma among the general population regarding mental health.
3. What has mental health got to do with policing?
 - In the Thames valley area, an average of 3 people a day are detained under the Mental Health Act. (Access to NHS services is limited).
 - 15 – 20 % of policing time is spent on incidents involving someone with a mental illness.
4. The 1983 Mental Health Act
 - defines mental disorders

- allows for the compulsory admission of a patient to hospital
 - deals with patients who are subject to criminal proceedings
5. Section 136 of the Act allows for the removal to a place of safety of a person in a public place whom the police consider need immediate care or control. The Act defines “a place of safety”.
6. Inspector Penny also briefly discussed Mental Health First Aid
- 5 ways to improve mental well-being:
 - connect with people and activities
 - be active
 - take notice of things around you, be curious
 - keep learning, set a challenge and enjoy the achievement
 - give: do something useful, a good turn, a smile
 - First Aid training:
 - Mental Health First Aid in England is a charity with first aiders for mental health who train other first aiders.
 - MIND (Oxfordshire) provide free first aid training for mental health.
 - How to help someone experiencing a mental health crisis:
 - Assess the situation, especially safety
 - Listen non-judgementally – just let people talk
 - Give reassurance and information – but not advice
 - Encourage the person to seek professional help
 - Encourage them to use self-help remedies

The AGM was held at the Charlton Adult Centre and was preceded by the above.. This meeting was attended by 25 people. *Christine Lisi*

The AGM followed (at 8.40) and was attended by 23 people including PIG Committee members May Paul, Jean Sutherland, Christine Lisi, Connie Tonks, Jill Kowszun, Janet Shepherd and Francis Sketch. Apologies were received from Sue Hannon, Joyce Coombs, Richard Hummerston, Bridget Benn.

Various PIG people had offered their apologies.

May welcomed everyone and introduced committee members to give short reports.

1. Jean gave the Treasurer's report:
 - Opening balance: £373.23
 - Expenses: Paper for newsletters - £46.00
 - Retirement party (Dr Godlee): hire of hall - £40.00
 - Expenses: £63.50
 - Balance: £197.83

Jean commented that most of the food for the retirement party was donated which kept expenses to a minimum. There are 2 bills about to come in for the AGM hall hire (£50) and newsletter paper (£42) which means in effect a balance of £105.83.

2. Jean then spoke about the Diabetes Group which has had another successful year with meetings including talks from a diabetic nurse specialist, about diabetic retinopathy, and from Dr Garry Tan. ;Last December the discussion was "Laughter is the Best Medicine", this December will be having Generation Games to give us a taster of seated exercise. The group meets on the first Thursday of every other month starting in February.
3. Jean then commented on the newsletter and asked the audience for contributions.
4. Connie Tonks reported on the South West Oxfordshire Locality ClinicalCommissioning Group Patient Reference Group and asked if anyone else would like to attend the meetings. *(a full report may be seen in the minutes in the practice Waiting Room)*
5. Jill Kowszun spoke about Intercare medicine re-use. Intercare is a charity that collects unwanted medicines and redistributes them to 127 health care centres in rural Africa. It has been operating for 40 years and has distributed over 11 million pounds worth of aid. Patients are encouraged to bring unwanted medicines to the surgery where it is sorted by a PIG team every 4-6 weeks, parcelled up and collected by Intercare. 94% of what is collected is re-used.
6. May then spoke about various topics:

- The possibility of surgeries opening 24 hours / 7 days a week.
 - Extended hours. A suggestion from the floor was for more publicity.
 - The progress of plans to extend the Health Centre and the appeal about a Care Home on the site.
 - A survey PIG helped with was about the 111 service. Most replies indicated people were happy with the service. A suggestion from the floor was for more publicity.
 - The Practice will be changing to a new computer system (EMIS) which should improve online booking and give patients access to their medical records.
 - A new website is being designed by a web designer. There was a discussion on the difficulty of keeping it updated.
 - From 1st December NHS England has designed a survey "Would you recommend this Practice to your family and friends?" This will involve every Practice in a lot of work collating the replies which can include comments from patients.
 - There are frequent online surveys –would members be willing to participate?
7. May then opened a discussion about a successor for her as the lead for PIG. Membership and interest is declining; the stalwarts are growing older!; an **active** patient group is needed. How do we proceed?

The meeting was closed with thanks from May at 9.30 pm. *Christine Lisi*

A STROKE CAN CHANGE YOUR LIFE

A **stroke** is damage to the brain caused by a blood supply problem, either as a result of a blockage or a bleed. The number of deaths from stroke in the UK has reduced by 50% over the last 20 years and the number of serious strokes over the same period has fallen by 40%

-but over 150,000 people in the UK still suffer a stroke each year and over 1,000,000 people in the UK are living with the effects of a stroke. It is the second biggest killer in the world, and the leading cause of disability. **More facts;** 40% of stroke victims make a full recovery, 40% are left disabled and 20% of strokes are fatal. The rate of stroke in the under 55 age group has doubled in the period 1995-2010. A third of stroke victims are of working age and there are 400 childhood strokes each year in the UK

One of the key concerns currently are **TIAs**, or mini strokes. There are estimated to be about 46,000 every year in the UK. If they are not treated promptly as a medical emergency then it is estimated that at least 10% of those suffering a TIA will have a major stroke within a week

A Stroke can result in physical, cognitive or emotional problems, or a combination. The severity of the problems can vary from mild to very severe

- It is estimated that 62% of people do not know what stroke is !
- Everyone should recognise the most common **symptoms** of a stroke - ie facial weakness, inability to raise arms and speech problems (refer to the recent nationwide FAST campaign)
- Everyone should be aware of the way to reduce the **risks** of a stroke through improving aspects of life style (eg weight, exercise, drinking) and monitoring personal health issues (eg blood pressure, pulse, family history)

The Stroke Association is the largest stroke charity in the UK and its 600 staff are supported by over 5000 volunteers. Its vision is for a world where there are fewer strokes and all those touched by stroke get the help they need. The mission is to prevent strokes and achieve life after stroke through providing services, campaigning, education and research. The Stroke Association has donated £40m to research over the last 20 years

More information is available on the Stroke Association website (www.stroke.org.uk). In addition volunteer Stroke Ambassadors are available to visit groups to improve awareness of stroke and the support available for stroke survivors and carers

Adrian Bodimeade, Stroke Association, Volunteer Stroke Ambassador

NEW PRACTICE MEMBER

Hi, my name is Hannah and I have joined the Church Street Surgery in a new and exciting role as a Paramedic Practitioner.

I have nearly nine years of experience within the ambulance service, in both Oxfordshire and London. I gained my FdSc in Paramedic Science from Portsmouth University in 2010 and have continued my studies further at Oxford Brookes University.

I have joined the surgery to help the team with acute home visits, assessment and treatment of minor injuries and illnesses, and to ease the pressure of the team where ever possible.

I hope to continue to gain more knowledge and skills whilst caring for patients at the surgery but I am most interested in developing my knowledge of chronic illnesses.

Whilst I am sure I will miss the blue lights and sirens at times, I am excited to be working for a smaller team, and for the opportunity to get to know the patients in my care better.

In my own time I enjoy spending time with my husband, close family and friends - all of whom are very important to me.

I love reading and going to the cinema and can occasionally be found training for a triathlon.

I look forward to meeting many of you soon, whether at home or in the surgery!

Hannah

PRACTICE NEWS

NHS FRIENDS AND FAMILY TEST

The NHS has decided to rate its organisations through patient responses to the Friends and Family Test. This is a very simple process which just requests that you tick a box to express your view as to whether or not you would recommend the Practice to friends and family. There is also another question on the form which will vary from time to time and is purely optional, designed to help the Practice improve services.

PIG volunteers will be handing out questionnaires on one day each month but please do consider filling one out each time you visit the Practice – there will always be a supply at reception. When our new website is launched, the questionnaire will also be available on this. The results will be published each month in the Waiting Room and the national league tables will be available on the NHS Choices website from late February. Thank you for your assistance with this.

(Can YOU spare two hours to help from April onwards? Please contact Jill Kowszun on 763560 or jillkowszun@btinternet.com Thank you, Jill.)

WEBSITE

We hope to launch our new website shortly so there will be a short time when the website will not be available. We hope the redesigned website will be easy to use and provide patients with much more information. Once it is launched, we will be pleased to receive your comments and suggestions for any further improvements. The web address will remain the same www.wantagechurchstreet.co.uk

APPOINTMENTS SYSTEM CHANGES

We are changing our appointments system in the next few months and this will mean changes and improvements to the on-line booking and prescription requesting services. As part of this change we will also be providing patients with on-line access to their medical records. Please watch out for further information on these changes both in the waiting room and when you use the existing on-line booking service. *Sheila Dearman, Practice Manager*

DIABETES GROUP 2015

We meet the second Thursday in alternate months

Feb. 5th: Discussion : What do I want from /what can I contribute to the group?

April 2nd::

June 4th: Mary Elliott & Kate Hannaby (the practice diabetes nurses)

August 6th: Emma Howard, diabetic specialist podiatrist

October 1st : May be Dr. Garry Tan

Dec.3rd: Generation Games: seated exercise (if I can book them for that date).

Topics have not yet been decided for the blank dates but one will be from a specialist podiatrist.

The group is open to all Church Street diabetic patients and their families, we are a friendly group and always serve tea/coffee! Please feel free to contact me for any further details . jean@jcsutherland.wanadoo.co.uk *Jean 868396*

LETTERS

Dear May

I attended the public meeting on Wednesday 5 November at the Charlton Adult Centre in Wantage. This was my first visit and I would like to write and inform you that I found the speech on First Aid For Mental Health, given by Inspector Jan Penny, most interesting and informative.

Not only was the subject enlightening, but the presentation was perfect. Inspector Jan Penny showed a wonderful human side of the Police Force that many people do not seem to realise is there in abundance. Please do pass on my comments. *Thank you again, With kind regards, Maggie Lennie*
[Administrator/PA | The Oxford Institute of Clinical Psychology Training

Dear PIG Members,

On behalf of the PIG committee I would like to thank all those who made a donation to PIG funds at the AGM. The total was £12.05.

Regards , Jean Sutherland, Honorary Treasurer

A very big thank you to everyone for supporting girl guiding at the flu clinics. We raised £997-00 over the 2 Saturdays and look forward to baking many more cakes next year. Thank you so much for you generous support.

Sally Matthew, Girl Guiding Division Commissioner

Dear Dr Arthur

Many thanks for an excellent box of drugs, received on 18th November, very much appreciated, as always.

I am sure that you, and possibly your patients, would be interested to read the attached letter from the Nixon Hospital in Sierra Leone, and to learn about InterCare's response to the Ebola Outbreak. Of the 29 consignments of medical aid sent to Africa in October, with a total value of £65,648, the value of shipments to Sierra Leone was £26,873, of which £19,358 was specifically to

help tackle the Ebola crisis. Six health units in Sierra Leone received 11 consignments of face masks, high level disinfectant wipes, overshoes, disposable aprons and gloves.

Thank you for your continued support of our efforts to make a difference.

Kind regards Norma, Volunteer

Hello,

On behalf of the hospital management and the entire Staff, I greet you in the name of our Lord Jesus Christ.

We appreciate your concerns and love for this hospital very greatly. Your contributions towards the fight against the Ebola Virus is highly solicited. One of our protective method now against the Virus contact is that, all medical personnel should put on the protective gears before touching or diagnosing any patient of any kind and at any time and after every patient, we must discard that particular protective gears. Our target now is for the surviving medical personnel not get in contact with the Ebola virus as this hospital has lost with five senior nurses.

The use of the Disinfectant is highly needed as all workers including the cleaners are to clean their hands regularly before and after every procedure.

We are not only trying to protect the hospital workers but even their family members.

Once more, I say a big thank you for what you have done and you are about to do.

I am asking that, you please remember us in either your collective or individual prayers. *My best regard. John, Nixon Hospital, Segbwema Sierra Leone.*

OBITUARIES

Dr Irvine Loudon 1924 - 2015

It is with regret that we record the death of Dr Loudon on 7th January in Wantage Hospital. He joined the practice in the 1950s and worked to raise standards of general practice through the Royal College of General Practitioners. He retired early in his 50s and took up an academic post in

medical history. His books on the evolution of general practice, the history of medicine and death in child birth have been acclaimed world wide. He was a gifted artist and was well known for his etchings. He exhibited with local artists, was a member of the Oxford Printing group and a member of Oxford Art Society.,

We extend our sympathy to his wife and family.

Mr Henry Midwinter

We were sorry to hear of the death of Henry Midwinter before Christmas Henry was the first chairman of PIG and it is to him that we owe our name..

Henry was active on the Vale of White Horse Council and his experience of planning proved very useful when the move to Mably Way was undertaken. It was largely due to him that the pedestrian crossing was installed in time for the opening of the new Health Centre as he knew exactly who to contact. and by dint of following the little local bus on its route ensured that there was time for it to come on site.. Some years ago he and Margaret moved to Wisborough Green to be nearer their family, enjoying the company of his grandchildren and great grandchildren.

We offer our sympathy to Margaret and his family

BE AWARE !

If you visit the 111 service or the X-ray unit at Abingdon hospital, please be aware that the parking to the left of the entrance is for **patients of the Marcham Rd Practice only**.

Please read on.

"This was my experience.

I took a friend recently to Abingdon Minor Injury Unit with a possible fractured ankle. On arrival there were no car parking spaces so I turned left towards

Marcham Rd Surgery seeing available spaces. I realised too late that I had driven over some metal plates and could not get back out due to a barrier that required a token to raise it, available from the surgery only or you have to pay a fine. The receptionist luckily saw me make the genuine error and let me out. It is difficult when you have someone to deliver to the unit who is not fully mobile. I hope this warning helps others.

Connie Tonks

The fine for using the Marcham Rd Surgery parking area is £25. I have made enquiries about the use of the car parking area at weekends and nights when there is no surgery, however that area has a chain across and cannot be entered.

May Paul

you don't wish to keep the newsletter please pass it on, especially if you know someone who has difficulty getting out. We have learned that some patients who love the newsletter sometimes have problems in obtaining a copy

The editor

thanks everyone who has contributed to this Newsletter which is prepared and compiled by and on behalf of the patients of Church Street Practice.

Suggestions, letters, articles and ideas are always welcome.

Please contact: May 762613 may.paul@ntlworld.com

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churchstreetpig@gmail.com

Practice website (which includes PIG Information)

www.wantagechurchstreet.co.uk

PIG suggestion box in the waiting room