



*The Newsletter of the Patient Participation Group
of the Riverside and Courtyard Surgeries Partnership
(Albion Medical Group)*

Issue 4: Summer 2017

Editor: David Phillips

Dear Riverside/Courtyard Patient

Welcome to our fourth issue of LINK, the newsletter of Riverside and Courtyard Surgeries (Albion Medical Group) Patient Participation Group (PPG).

Over the last few months the GPs and all of the staff at both practices have been working hard to ensure that the two practices are now fully integrated and I am pleased to report that patients are benefiting as a result in terms of the increased services available. You will hear more on this from Vikash Malde, Practice Manager, in his section of the newsletter. On your behalf I am also delighted to congratulate Dr Matthew Davies on his appointment as Senior Partner of the practices.

You will all be aware that the government has committed to introduce 'Extended Hours' for patients to access GP services from 08.00Hrs - 20.00Hrs, seven days a week, as of April 2018. How this service will operate in Horsham was discussed at recent meetings of the Horsham and Mid-Sussex CPRG (Clinical Patient Reference Group) and the Horsham Locality Patient Group (HLPG), who want to clarify what access to these services means for patients and are keen to engage with you regarding how best the service can work for you. A short survey has been posted on both surgery websites for you to complete online or if you prefer you can pick up a printed copy available at the surgery receptions and waiting rooms. Paper copies can be returned using the freepost address on the form or left at reception. I would encourage you to complete this survey so that the Horsham & Mid Sussex CCG will have a real insight into what Horsham patients would like to see, so that they can commission appropriately.

I am also very pleased to advise you that following a very successful launch of new system of Self - Referral for Physiotherapy in East Grinstead, Riverside and Courtyard surgeries along with Park surgery have been asked to pilot the scheme in Horsham. Members from our PPG Committee, along with GPs and Practice Managers and staff attended an evening presentation on this new service, which is now operating at our surgeries. This new service, along with the excellent new facilities for MSK (Muscular Skeletal) patients available at Horsham Hospital, is a very positive step in improving and accessing the service provision for patients with these needs. Full information regarding Self - Referral for Physiotherapy is available online and in the surgeries.

I should like to notify you about an important event scheduled for September. Horsham Locality Patient Group is organising a seminar at HDC offices at Parkside on Thursday 21 September entitled 'Creating a Healthy Horsham'. You'll find full details elsewhere in this newsletter. This will be a good opportunity for you to find out about the future provision of health services in Horsham.

Apart from reading this newsletter do please keep an eye on both surgeries' noticeboards and access the PPG page on the Riverside and Courtyard Surgery websites:

<http://www.riversidesurgeryhorsham.co.uk/ppg.shtml>

<http://www.courtyardsurgery.com/new-patients.aspx>

If you haven't joined the PPG yet why not sign up now by completing a registration form available from the surgeries' reception or online using the link above? Membership won't take up much of your time; indeed you can participate as much or as little as you like. We look forward to hearing your views as we work together to help enhance health service provision at both Riverside/Courtyard and in Horsham district.

Evelyn Rock: Chair- Riverside and Courtyard Surgeries Partnership Patient Participation Group

Message from the Senior Partner

There have been many changes since both Riverside and Courtyard surgeries merged in October last year to create the Albion Medical Group. One of these changes has seen Dr Mark Chopin step down as Senior Partner; however, he continues practising at Courtyard albeit in a reduced number of clinics, so both staff and patients are still able to draw on his accumulated wisdom of being a GP for 24 years.

There have been changes too 'behind the scenes' at both practices as we learn how to bring our two surgeries together to offer a more resilient service for the future. At the same time, confronted by a constantly changing NHS, staff have been adjusting to the requirements of the Department of Health regarding General Practice. It should be emphasized that it is General Practice whom most patients contact and where most consultations take place (about 95 per cent of all NHS work). So it is General Practice which faces the biggest challenges. The Department of Health is trying to move much of what happens in the hospital out-patient department from the hospital to the GP surgery. Therefore we have to adapt to these changes.

At our new Albion Medical Group over the last few months we have seen a step towards this by increasing the number of minor operations and enhancing contraceptive services, ear wax removal (microsuction) and phlebotomy (blood taking), all activities which benefit our patients. We have also been working hard to try and ensure that access to the GP that you want to see is quicker. We have therefore been able to reduce your waiting time to see a doctor from two-three weeks to four-six days for a routine appointment, whilst still maintaining a same day service for urgent need. Over the next few weeks and months we hope to be able to develop these services more as we work closer together and with other GP surgeries in Horsham. As we do so we will consult with our patients and staff about these changes.

Dr Matthew Davies



Surgery News

CQC Inspection

The Courtyard Surgery were inspected by the Care Quality Commission (CQC) on 17 January 2017. The inspection team comprised three people: a lead inspector, a GP and a Practice Manager. The inspection started at 08:45am and finished at 18:30pm - it was a very long day!

During our inspection five key questions were asked about the quality and safety of services at Courtyard Surgery: are they safe; are they effective; are they caring; are they responsive and are they well-led. They also looked at how services were provided to people in six specific population groups: older people; people with long-term conditions; families, children and young people; working age people; people whose circumstances may make them vulnerable and people experiencing poor mental health.

The surgery received an overall rating of "Needs Improvement" which we were disappointed with but in fact there were only three administrative areas where we were required to improve: adopting a more robust system for monitoring prescription forms; developing a more robust system for maintaining records and outcomes (e.g. significant events, safety alerts); ensuring all staff records are up to date (e.g. training, induction). I am very pleased to say that all of the actions we were required to carry out following the inspection have been actioned and implemented.

Staff Training

On Thursday 18 May, the surgeries were closed for a joint training and team building afternoon for the staff of Riverside and Courtyard surgeries. Everyone (GPs, nurses and admin) engaged in various activities - it was

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a great opportunity for everyone to have some fun whilst working as a team. We also completed some formal training and learning for all the staff who attended. Many thanks to Dr Brydie for her support and creativity which ensured the afternoon was a success!

Staff Update

- Dona Stevens joined in February as Assistant Practice Manager/Reception Manager working across both surgeries
- Dr Nina Barrows joined on May 1 as GP Partner working three days per week (Tuesday, Wednesday, Friday) at Courtyard Surgery
- Dr Sonia Gupta joined on March 15 as Salaried GP working three days per week: Mondays at Riverside Surgery & Thursday/Friday at Courtyard Surgery
- Tina Wake joined in January as Practice Nurse (Chronic Disease Management) working three days per week at Riverside Surgery
- Lesley Hunt in February as Medical Secretary working at Riverside Surgery
- Andrea Power joined in June as Practice Nurse (maternity cover for Ami Salisbury) working at Riverside Surgery
- Sasha West joined in April as Receptionist/data Entry Clerk working at Riverside Surgery

These new appointments will considerably strengthen the staff team so please join me in welcoming them to the organisation.

Sadly, Dr Susie Short left us for pastures new on June 22 after three and a half years at Riverside surgery. Whilst we are recruiting for a new GP, Dr Short's patients will be cared for by Dr Davies, Dr Bruce & Dr Patel. Please join me in wishing Dr Short the very best for the future.

NHS Choices

Please visit the NHS Choices website to post your views on our surgeries. We strive to provide excellent care and access and your feedback will help us to achieve and maintain this. Visit: <http://www.nhs.uk/Service-Search/GP/LocationSearch/4>

Vikash Malde: Practice Manager



Health Hints from Dr Barrows

As summer moves towards its close, let's start being more active! There is so much evidence on the benefits of exercise and no better time than the present to take those first steps. A few interesting facts:

- Physical inactivity is now a greater risk to health than obesity according to the British Medical Journal and the World Health Organisation estimates inactivity is the **SECOND** leading modifiable risk factor for deaths due to non-communicable diseases
- Exercise helps slow down ageing.
- Exercise helps improve mental wellbeing.
- Exercise helps to reduce risks of morbidity and mortality in long term conditions such as Coronary Heart Disease, Stroke, Type 2 Diabetes, Colon Cancer, Breast Cancer, Hip Fracture, Depression, Hypertension, Alzheimer's Disease.

As a rough guide, adults (aged between 19 and 64) should aim to be active daily, adding up to 150 minutes per week of moderate intensity activity in bouts of 10 minutes or more. The intensity varies according to baseline fitness so essentially during moderate activity you should feel warmer, breathe harder and your heart beat faster. You should be able to talk but not sing during the activity (known as the "talk test").

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If you are not sure where to start, try asking the Horsham District Wellbeing Team on 01403 215111 (Mon-Fri 10-4). You can also talk to the team in your GP Practice and we are happy to advise especially if you are worried about starting exercise if you have health problems.

Advice keeps changing about exactly the type of exercise we should do and how much/ how often but the underlying theme is that exercise is generally good for you especially in green open spaces or by water. While you are out and about in the sunshine, don't forget to "Slip on a shirt, slop on some sunscreen and slap on a hat" as the Australians say. If you are worried about any marks on your skin or lumps and bumps don't worry, do come and see us to have them checked.

We are fortunate to live in a beautiful part of the country. So enjoy being more active and enjoy your surroundings!

Physiotherapy Self-Referral

You can now refer yourself to physiotherapy at Horsham Hospital without seeing your GP first. Physiotherapists treat a wide range of musculoskeletal conditions such as, joint pains, spinal pain, arthritis management, rehab following surgery and sports injuries. Following a thorough assessment and discussion with yourself, the physiotherapy team will use a combination of approaches to assist you including advice and education, exercise, manual therapy, or a combination of these.

You can refer yourself either by completing

1. A self-assessment online, or sending a paper copy (available at the surgery reception)
2. A referral suggested by your GP online, or sending a paper copy (available at the surgery reception)
3. GP referral - emailed via the practice surgery

All of the above will be triaged within 48 hours you will be contacted and offered the most appropriate appointment for your condition and circumstances.

Full details can be found on the following website: sussexmskpartnershipcentral.co.uk/physiotherapy

'Creating a Healthy Horsham' Seminar

Horsham Locality Patient Group, which comprises patient representatives from the seven Horsham practices and Healthwatch, in conjunction with Horsham District Council, NHS Horsham and Mid Sussex Clinical Commissioning Group and the West Sussex Association of Local Councils is organising a seminar entitled 'Creating a Healthy Horsham' on the morning of Thursday 21 September. Taking place at HDC offices at Parkside in Horsham the event will cover emerging developments in the provision of enhanced health services in the Horsham Locality and the part that Health and Wellbeing initiatives can play in ensuring the future health of Horsham residents.

You can register free for the event on <https://www.eventbrite.co.uk/e/creating-a-healthy-horsham-tickets-36052148948>

Carers' Support Corner (Riverside Surgery)

There is now a dedicated noticeboard at Riverside Surgery where you can find detailed information regarding Care Support - this is located in the ground floor reception area at Riverside Surgery.

Helping Others Is a Powerful Self-Medication

If you want to keep your health, one way is to give some of your time, money, or energy to helping others, whether a neighbour, friend, family or voluntary organisation. Benefits range from increases in healthy lifespan and lower blood pressure to greater personal happiness and satisfaction in life.

DECREASE FRAILITY WHILE LIVING LONGER

Regular volunteers have more years to enjoy- you tend to gain back the time you spend on your community with interest and delay the point at which you become frail and unable to enjoy the activities you love. Benefits come from decreased rates of stress and depression, faster recovery from disease processes as well as an increased sense of life satisfaction and purpose.

HELPING OTHERS MAKES US HAPPY

Americans who described themselves as “very happy” volunteered at least 5.8 hours per month (2000 people studied over a five-year period). This might be a by-product of increased physical activity as a result of volunteering or because it makes us more socially active. Researchers also think that giving back might give individuals a mental boost by providing them with a neurochemical sense of reward.

CHRONIC PAIN IS A GREAT EXCUSE (TO BECOME VOLUNTEER)

According to one study people who suffered from chronic pain took up roles as peer volunteers. As a result, they experienced a reduction in their own pain symptoms. (We also know that movement is usually beneficial for chronic pain, so something involving movement is even better).

HELPING OTHERS LOWERS BLOOD PRESSURE

Older individuals who volunteered for at least 200 hours a year decreased their risk of hypertension by a massive 40 percent! This could possibly be because they were provided with more social opportunities, which help relieve loneliness and the stress that often accompanies it

ALTRUISM IS CONTAGIOUS

If you perform good deeds others will too and your one kind act can be directly responsible for many others. One study found that people are more likely to perform feats of generosity after observing another do the same. This effect can ripple throughout the community, inspiring dozens of individuals to make a difference.

KINDNESS HELPS BREAK HABITS OF PROCRASTINATION AND LOW MOTIVATION

We find it much easier to follow through with our commitments and do what we plan if we will be helping someone else. This may be because we get a very quick sense of reward and satisfaction immediately after we do it.

HELPING OTHERS BENEFITS TEENS TOO

According to sociologists teenagers who volunteer have better exam results and self-image.

LOOKING FOR MEANING IN LIFE?

Studies show that volunteering enhances an individual's overall sense of purpose and identity—particularly if they no longer hold a life-defining role like “worker” or “parent.”

AND LEST WE FORGET...

There are a variety of ways to decrease risks of dementia, but remaining socially active is one of the more powerful so volunteering offers an excellent opportunity to socialise with purpose.

SO DON'T DELAY, HELP SOMEONE TODAY!!!

*Dr David McKenzie
CCG Clinical Lead for Horsham*

Support Your Local Pharmacy

Did you know that your Community Pharmacy can help to relieve some of the ever increasing pressures facing the NHS (GPs and A&E departments in particular) by supporting people with long-term conditions, treating minor ailments, explaining your medicines and advising on healthier living. Please visit <http://www.nhs.uk/Livewell/Pharmacy/Pages/Yourpharmacy.aspx> for more information. Don't forget we can send your prescriptions electronically to a pharmacy of your choice which could save you time.

Blood Tests (Phlebotomy)

Following the closure of the Phlebotomy Clinic at Park Surgery Horsham patients can now get a blood test at Horsham Hospital during the extended hours of 08.00-15.45 Monday to Friday. The busiest times are usually 08.00-10.30. Courtyard patients can continue to get a blood test at their practice by contacting Reception to make an appointment and since the merger this service is also available to Riverside patients.



Keep yourself informed:

There are many resources available to support patients who are feeling unwell. If you need to seek advice you can telephone '111' or go online to www.nhs.uk. You can also download the mobile web app to find the right care for you - www.healthhelpnow-nhs.net

A number of local resources are also available:

- **The Minor Injuries Unit (MIU)** at Horsham Hospital can help with sprains, strains, broken bones, minor burns and scalds, minor head and eye injuries. Tel: 01403 227000 ext. 7202 Open: 9am-5pm Monday to Friday (excluding bank holidays).
- **Crawley Urgent Care Centre (UCC)** 001293 600300 ext. 4141 Open: 24 hours a day, seven days a week.

Remember less use of antibiotics is the order of the day so they will usually only be prescribed for bacterial infections.

There are many ways in which you can keep informed about health matters. Below you'll find details of several organisations which actively encourage you to participate and which will regularly update you on their particular health & well-being activities.

Horsham Wellbeing: www.horshamdistrictwellbeing.org.uk is a FREE service offering friendly information and advice about a range of health and well-being issues for people living or working in the Horsham district. Wellbeing advisors can provide one-to-one support and help and advice on: losing weight, stopping smoking, healthy eating, being more active and emotional wellbeing.

NHS England - In Touch is voice for patients and the public. NHS England distributes a twice-monthly patient bulletin, In Touch, updating readers on what is happening within the NHS, highlighting events which you can attend and identifying research projects you can participate in if you are interested. To receive these monthly bulletins please go the website below and enter 'In Touch' in the search box.
[NHS England <bulletins@england.nhs.uk](mailto:bulletins@england.nhs.uk)



Partnership Pleasantry

'Doctor, can I get a second opinion?' 'Of course you can. Come back and see me tomorrow.'