



Take Stock

Your Quarterly Newsletter

from the Stock Hill Patient Participation Group (PPG)

Changes at Stock Hill

Issue 21

Winter 2018/9

The PPG want to hear from you.

Communicate with us by completing a form and popping it in the box marked 'PPG' which can be found in the reception area in the surgery. Or email us at:

ppgshs@gmail.com

Do you want to be kept informed of the latest news from the PPG?

Email 'Keep Me Informed' at ppgshs@gmail.com and we will send you updates by email. Please be aware that this e-mail address is for contact with the PPG only.

If you wish to communicate direct with the surgery they can be contacted by telephone, letter or email the practice manager at:

broccg.stockhillmedicalcentre@nhs.net

(Please note that emails may not be accessed every day)

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Biggin Hill,
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TN16 3TJ

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For more information visit:
www.stockhillmedicalcentre.nhs.uk

Get Your Copy

For your personal copy of this newsletter email "Keep me Informed" to: ppgshs@gmail.com

Practice Manager – Alison Baldwin will be leaving the surgery in December and taking early retirement. "Alison has done an excellent job of Practice Manager and the PPG thank her for her support and wish her well in her retirement". The responsibilities of Practice Manager will be shared by Karen Dillaway, Operations Manager and Grant Streeter, a Business Consultant.

Alison presented with flowers by PPG Chair Barry Simner



..to Karen Dillaway, Operations Manager

Karen has worked at the surgery for 10 years in various administrative roles and most recently as Assistant Practice Manager.

..and to Erica Boden, Assistant Operations Manager

Erica joined the surgery as a receptionist in July and now works as assistant to Karen.



Welcome to Caroline Curtis, Practice Nurse

Caroline joined the surgery in October to support our existing Nursing Team. Caroline is an experienced practice nurse and works on Monday, Thursday and Friday.



Nalan Yusuf joined us in November



Kate Bath joined us in November

Are you taking  ?

Warfarin Monitoring –

We have updated our practice policy on warfarin prescribing to ensure that we are prescribing safely. Before issuing repeat prescriptions for warfarin we need to ensure that you are attending the anticoagulant clinic and that your INR is within safe limits. If your monitoring is done by Boots Anti coagulation Service, you do not need to take any action as the results will be sent directly to us automatically. However, if you are self-monitoring or under the hospital anticoagulation clinic, we ask you to work with us to implement the following steps. From now on, any prescription request for warfarin must be accompanied with a copy of your latest 'dose change form' as issued by the anticoagulation clinic. Alternatively, we have forms which can be filled with the required information about recent INR, dose changes and date of next test. We will be writing letters directly to the patients who will be affected by this change and look forward to working with you to implement this safety initiative.

Role of the Stock Hill Patient Participation Group (PPG)

At the recent Flu Clinics, we were asked “what is the role of the PPG”?

Since its inception the PPG has had regular meetings with the Practice giving patient feedback (Patients Voice) both good and sometimes not so! Plus discussing ideas and suggestions on how everything from the appointments system to the telephone response times could be improved. Working with the practice changes have been made but obviously as technology improves and demands change more needs to be done.



This quarterly newsletter “Take Stock” is produced and edited by the PPG and paid for by the practice. On the practical physical side through “Fund Raising” the PPG has:

- Installed an automatic door at the main entrance,
- Changed all of the chairs in the practice to more hygienic, easily cleaned and disinfected ones, so reducing cross infection.
- Added a hearing aid loop to the reception area and a special light for use with the visibly impaired.
- Automatic light system in the toilets, helping the disabled and parents with young children.
- Produced and fitted the Practice sign above the reception area.
- Fitted the wall buffers around the reception area.
- Added special wide and higher chairs in the waiting room.
- Defibrillator.
- Two couches for the nursing rooms.
- TV Monitors in the waiting room.
- Leaflets galore.

For all of this we have to thank the generosity of those members of the 200+ Club together with everyone who has purchased raffle tickets over the years.

We are here to feed into the practice your thoughts and concerns and to also feedback information from the practice on changes and health issues which affect you the patient.



All patients of the SH Medical Centre are members of the PPG, there is no membership fee. What does help us, is for you to provide your name and email address, if you have one, so we can include you on the regular newsletter mail outs from the surgery and electronic copies of “Take Stock”. This will enable you to be kept informed about surgery matters. Please give your email address either to reception or email “Keep me informed” to: ppgshs@gmail.com

The members of the committee are all volunteers and I would like to thank and acknowledge all those who have been committee members from its start 7 years ago on the excellent work they have and are doing. My thanks also to the new members who have joined the committee since I became Chairman for their commitment and enthusiasm. Brenda Gerry, Colin Grover, Graham Powell, Carol Rickell, Laura Savage, Steve Hotston, Tony Harknett, Linda Wright, Ann Stevenson, Frances Simner.

Barry Simner, Chair



Female patients may soon start to receive text reminders for cervical screening. The reminder will be sent 2 weeks after their initial invitation letter. These reminders are just to remind patients to book an appointment for a smear.

If an appointment has already been booked the reminder can be ignored.

Hot Topic for Patients with T2 Diabetes

Type 2 Diabetes *is* a reversible Condition

By Dr Stefanova



Like many colleagues, I was guilty of telling patients that Type 2 diabetes mellitus (T2DM) is a lifelong condition that would progress over time and would require lifelong treatment.

Recent research done by Roy Taylor, Professor in metabolic diseases and popularised in 'The 8-week Blood sugar diet' and 'Count and Calories' books, prove that using very low calorie diets reverses diabetes.

His initial results were corroborated by the results of Diabetes in Remission clinical trial (DIRCT). After 12 months on low calorie diet 45.6% of those taking part in DIRCT were in remission, defined as normal blood sugar levels (HbA1C <6.5%) without any T2DM medication for 2 months. 24% of participants have lost >15kg body weight. There is a clear link between T2DM remission and weight loss and these results have the potential to change the way diabetes is viewed and treated. Another study has found that a radical low calorie diet has the potential to reverse the condition even 6 years into the disease.

Unfortunately in primary care diabetic clinics we have very little time to devote on comprehensive dietary and lifestyle advice. We recommend the resources below for self-help for patients who are ready to make dietary changes and lose weight encouraged by the knowledge that they can be free of diabetes.



1. The 8-week Blood Sugar Diet - the book encourages low carbohydrates Mediterranean style of eating and there are options from which people can choose to suit their lifestyle.
2. To help work out how many calories and how much carbohydrates you are eating - www.carbsandcals.com
3. NHS choices – Food and diet - www.nhs.uk/Live/well/Goodfood/Pages/Goopdfoodhome.aspx
4. British Heart Foundation - www.bhf.org.uk/informationsupport/support/healthy-living/healthy-eating
5. UK Physical activity guidelines - www.gov.uk/government/publications/uk-physical-activity-guidelines
6. Change 4 life - www.nhs.uk/Change4Life/Pages/why-change-for-life.aspx
7. Diabetes UK - www.diabetes.org.uk

Make a difference to the lives of people affected by dementia

Volunteer today
Alzheimers.org.uk/volunteer



The Alzheimer's Society is introducing their new **Side by Side** service in Biggin Hill and surrounding area and are looking for volunteers.

Side by Side is a fun, friendly, super-flexible volunteering opportunity for someone like you to help somebody with dementia continue to play an active part in their community. Even if you are short on time, or have a lot on **Side by Side** could be just the thing for you.

That could be going to a football match, the cinema, a jog around the park, swimming, a mooch around the shops, a catch up over coffee or supporting them to volunteer themselves. Whatever they'd like to do, together you can decide where and when.

One thing you can be sure of is bringing a lot of joy into a person's life by empowering them to continue to play an active part in their community. Sign up for **Side by Side** and get ready to make a difference, not only to their lives, but to yours.



Call today and find out more on 01322 524950 or Carol, **Side by Side** Co-ordinator directly on 07545 094 591



Dr Bridget Hopkins will be running her last London marathon in 2019 to raise money for the charity Children with Cancer UK. "As it is my last fundraising event, it would be fantastic to beat my £1000 target again".



Her fundraising page is <https://uk.virginmoneygiving.com/hopkins-marathon-madness>



**Do we need to fast for a Cholesterol Blood Test?
Dr Hopkins says:**

Last year, the guidance from NICE and the Joint British Societies on cardiovascular risk assessment changed to non-fasting samples for a lipid profile. Therefore, a fasting sample is no longer needed

THE ACT-FLARE STUDY OF KNEE PAIN
DO YOU SUFFER FROM KNEE PAIN?
ARE YOU AGED 40 OR OVER?

Join our community study online today and help uncover the causes of flare-ups. Sharing your experiences could help transform how we approach and manage knee pain to help improve people's lives.

01782 732950
clinicaltrials.keele.ac.uk/actflare



New Website Launched

The Stock Hill Medical Centre website has now changed. The new site is more user friendly and compatible with smartphones and tablets. It also allows the Bromley Clinical Commissioning Group (CCG) to display standard messages for patients to access directly.

The website address remains the same: www.stockhillmedicalcentre.nhs.uk.

Repeat Prescription Changes

With the advent of the new website the option for ordering repeat prescriptions has changed and all patients will need to register for Patient Access - the benefit of ordering repeat medication via patient access means less administrative input from the practice as the request will drop directly into the



the relevant GPs inbox without the need for surgery staff to workflow the requests. Over the last month, the surgery has sent messages to patients who ordered their medication via the previous website, advising them to register for patient access. Patients will need to visit the surgery in person with Photo ID and proof of residence.

Additional benefits of Patient Access include the ability for patients to book appointments online and access their medical records. Patient Access has a messaging system but this is not yet live at Stock Hill. They will be reviewing this decision in the New Year.

To find out more about  **Patient Access** visit: www.patientaccess.com