

### Mission Statement

The Charity's objectives are to provide ancillary equipment, services and facilities with the intention of raising the level of care and treatment the West Byfleet Health Centre is able to provide to all its patients

#### Parishes Bridge Medical Practice GPs

*(including their special interests)*

**Dr Joanne Horgan** — Paediatrics and Neonatology, Musculoskeletal and Sports and Respiratory Medicine  
**Dr Steven Bews** — Men's Health, Dermatology including Minor Surgery  
**Dr Clare Burden** — Diabetes, Elderly care  
**Dr. Najim** — Gynaecology and Obstetrics  
**Dr. Param** — Diabetes, Elderly care  
**Dr. Burton** —  
**Nurse Lisa Blaine** — Diabetes  
**Nurse Helen Smith** — Respiratory  
**Nurse Emma Downer** — Travel  
**Manager** — Leah Hopkins

#### Madeira Medical Practice GPs

*(including their special interests)*

**Dr Mark Lynch** — Child Health and GP education  
**Dr Sundeep Soin** — Aesthetic Medicine and Dermatology and GP Education  
**Dr Senthil Kumaran** — Diabetes and Acute Medicine  
**Dr Louise Qureshi** — Gynaecology and Family Planning  
**Dr Mozghan Matourianpour** — Elderly Medicine  
**Nurse Alison Ingram** — Respiratory & INR  
**Manager** — Noreen Golding

Dr Lucy Worth left Madeira Medical at the end of March to take a Career Break from General Practice. Dr Worth has been an integral part of our team for many years and has been a wonderful partner for the last 6 years. We thank her for all she has done for the practice and wish her all the best for the future. She will be greatly missed by us all.

Janet Lake retired as Practice Manager in March, after working for the Practice for over 13 years and will also be missed. The practice welcomes Noreen Golding as the new Practice Manager.

#### Wey Family Practice GPs

*(including their special interests)*

**Dr Sara Coe** — Women's Health, Family Planning, Coil Fitting, Menopausal Services, Vulval Dermatology, Child Health and Stroke  
**Dr M Churchill** — Dermatology and Urology  
**Dr Tanvir Arain** — Diabetes, Hypertension, Paediatrics and GP Education  
**Dr Vishal Patel** — Minor Surgery, Cardiology and Elderly Care  
**Dr Natalie Jesshop** — Special interest in Women's Health and Contraception  
**Dr Karen Graham**  
**Nurse Dee Young** — Diabetes & Travel  
**Nurse Lisa Raeside** — Respiratory & Travel  
**Manager** — Liz Reynolds

#### COMMUNITY CLINCS AT THE HEALTH CENTRE

The clinics listed below are available at the Health Centre and can be accessed via referral through your GP. The Podiatry, Abdominal Aortic Aneurysm 'AAA', Travel and Smoking Cessation clinics can be accessed via self-referral.

**Abdominal Aortic Aneurysm (AAA)** for men over the age of 65 (see <http://www.patient.co.uk/health/abdominal-aortic-aneurysm> for further information). Patients can self-refer by ringing 01784 884859.

#### Audiology

**Echocardiology** - Dr J De Verteuil provides a Heart Function Clinic every week.

**Gynaecology Clinic** - a team comprising GPs, nursing staff, ultrasound and physiotherapist, who specialise in female health disorders including menstrual/PMT, menopause/HRT, polycystic ovaries, prolapse/bladder problems, fertility, uro-gynaecology continence and pelvic pain.

**Leg Ulcer Clinic** - provided in the Treatment Room of the Health Centre.

**Doppler Clinic** - provided in the Treatment Room of the Health Centre.

**Minor Surgery** - for removal of lumps and bumps.

**Podiatry** - this service is via self-referral (tel: 01932 570607). Appointments are sent directly to the patient by the Podiatry Service at Chertsey Health Centre. Clinics are held at West Byfleet Health Centre.

**Smoking Cessation** - by appointment, enquire with your practice reception, where information about support groups is available.

**Travel Clinic** - The Practice Nurses provide full and comprehensive travel advice and vaccination service. Please refer to the back page of this newsletter for further information.

**Ultrasound Services** - provided by TICCS

**Vascular Clinic** - provided by Ashford and St Peter's Hospital.

## CHAIRMAN & TREASURER'S ANNUAL REPORT



I wish first to pay tribute to two former trustees: John James, a founding trustee, who died in 2016; and Michael Roberts, a former Chairman, who died in 2017. Both gave greatly of their time, advice and support and will be remembered with gratitude and real affection.

The charity continues to prosper and to pursue its objectives with commitment and success. The more significant pieces of equipment that we have funded in recent years are listed below. We shall continue to fund the purchase of specific items of equipment; but in recent years we have shifted our emphasis away from one-off purchases, towards financing the provision of additional, on-going services at the Health Centre. Typically, these are services that can be found elsewhere within the NHS, but only if the patient is able to travel to hospital to access them. Providing these services at the Health Centre is of great benefit to patients, particularly those who are elderly or infirm. We have for some years funded the provision of ultrasound scanning equipment and in part funded its operation. This enables the Health Centre to carry out abdominal and gynaecological scans. More recently, we have funded the provision of "consumables" for the Treatment Room, which helps to keep it running. We have also funded a psychosexual clinic and specialist physiotherapy sessions.

Our Treasurer, Richard Cartledge, refers further to our finances, but I should like to sum up our thanks for three particular groups of donors. First, our regular givers, who typically donate by standing order on a monthly basis and are the backbone of our charity. Secondly, the wonderful Wit Knits, who continue to produce huge quantities of knitted items and to donate the proceeds of sale to the Friends. And thirdly, to our one-off donors and benefactors. We are often remembered in people's wills and this always comes as a deeply appreciated surprise. One such benefactor, a former patient of the Health Centre who died in 2015, left the proceeds of her estate to the Friends. This substantial amount will enable us to help fund particular projects into the foreseeable future.

I am deeply indebted to my Vice Chair, Sheila Dickson; to our Treasurer, Richard Cartledge; to our Secretary, Peter White; and to all my fellow trustees, including Graham Marshall, who stepped down from the board at the AGM in November 2016. I am very grateful for Graham's wise counsel and support during his time as a trustee. Sheila deserves extra thanks and recognition for her tireless work in continuing to produce this Newsletter; and for her equally determined efforts to establish the Community Help Desk that is now situated in the reception area of the Health Centre and which the Friends support financially. I should also like to thank all those who work at the Health Centre for their advice and support: the clinicians, the practice managers and the business managers and administrators.



Following the comments of our Chairman, Chris Newell, I am pleased to endorse his thanks to our various supporters and donors. Much of our regular income comes from standing order givers but recent years have seen a gradual decline due to the inevitable death of some who have given for many years, often since the charity was formed, and we would welcome new supporters in this regard. The majority of our givers are able to gift aid their donations and this provides £2,500 or so in gift tax recovery from HMRC per year. However, despite the gradual decline in regular income our finances have remained robust due to one-off donations and to certain significant bequests.

Our spending as a charity in the latest financial year to the end of March 2017, reflects the changes outlined above. The services that were funded, including support for the Treatment Room, cost £14,000, whilst new equipment purchases came in at £6,300. The present 2017/18 financial year will see the cost incurred of a new Cardiac ECHO machine which has recently been purchased to replace an earlier machine, started some 15 years ago. The new machine is one of the best portable cardiac point-of-care ultrasound machines for sale and with a 5 year support package, will cost £46,000.

**CHRIS NEWELL** *Chairman*

**RICHARD CARTLEDGE** *Treasurer*



### EQUIPMENT PURCHASED BY THE FRIENDS

#### we seek your help

Funding from The Friends leads to more vital pieces of medical equipment being purchased for the benefit of all 30,000 patients in the three practices at the Health Centre. This is a list of purchases bought since March 2013

#### 2014

- 1 Ambulatory Blood Pressure Monitoring System
- 3 iPads, for doctor information access on home visits
- 1 A & D Medical Oscillometric Compact ABPM
- 1 Coagucheck XP Plus meter

#### 2015

- 2 new Vaccines fridges
- 6 Hand help Spirometers
- 3 Wall mounted touch screens for patient check-in
- Keito M8 Health Monitor plus associated trolley and other equipment
- 1 Medi Plinth Bariatric Couch
- Marsden Floor Scales

- 1 Wall mounted Ophthalmoscope/Otoscope system
- IT equipment for start-up of Volunteers Desk
- 4 trolleys
- Treatment Room consumables
- Psychosexual Clinic

#### 2016

- 1 Finger Pulse Oximeter
- Desk and other equipment for Volunteers Desk
- 1 Specialist Hydraulic Phlebotomy Chair
- New Chairs for Waiting Rooms
- 1 Further wall mounted Ophthalmoscope/Otoscope
- 3 ECG Machines
- 3 Ear thermometers
- Dermatoscope
- CPR Testing equipment

#### 2017

- Philips CX50 Cardiac Echo machine plus 5 year support package
- 1 3 Litre Accuracy Check Syringe for checking/maintaining spirometer quality control

### WEBSITE

Please visit our websites via [www.wbhc.org.uk](http://www.wbhc.org.uk) where you will find information and latest news on your Practices.

Also, take a look at the 'Useful links' tab for information on mental health, obesity, dementia, cancer care, women's health, asthma, carers support and lots more. Local voluntary support groups are available to support patients with concerns - the groups are also listed under the 'Useful links' tab.

### PATIENT ONLINE SERVICES

If you wish to, you can now use the internet to book routine appointments with a GP, request repeat prescriptions for any medications you take regularly and look at aspects of your medical record online.

You need to be over 16 years of age.

Please take to your practice proof of identity which must include photo identity.

You will be given log in details and information on how to register on-line.

### ANXIOUS OR DEPRESSED?

Are you feeling stressed, anxious or depressed? You are not alone. One in four people experience a mental health problem every year. Your local NHS provides a FREE service offering advice and support.

Providers offer a range of therapies in a sensitive and caring environment for those aged 18 years or over. There are four current providers who offer support either through face to face, telephone or online contact.

You are able to self refer without the need to see your GP first.

The current providers are:

**IESO Digital Health** - 01954 230066

**Mind Matters** - 0300 330 5450

**Talking Therapies** - 0300 365 2000

**ThinkAction Surrey** - 01483 746900

More detail can be obtained from the GP Reception or the community help desk if you need help choosing a provider

Dr. Vishal Patel  
Wey Family Practice

The Practices would like to remind all those under 65 years in an 'at risk' group, and all those over 65, that our flu vaccination clinics begin in early October.

### INFLUENZA! INFLUENZA!

It is far better to get protection before the flu viruses arrive.

You can contact your Practice to make an appointment from mid September onwards.

## COMMUNITY HELP DESK - WELLBEING COORDINATORS



This new help desk was begun on 8th August last year after some careful planning. It is funded by The Friends of the Health Centre at the request of the three Practices and is run by ten volunteers.

**We are open from Monday to Friday with a morning slot from 10am - 12pm and an afternoon slot from 2pm - 4pm.**

It has been quite slow for people to realise we are there to help but it is gradually getting busier.

**Our purpose is to promote all the hundreds of possibilities that are available locally to make life easier and happier for everyone.**

Of course, the reason for patients attending the Health Centre is primarily to seek the advice of a doctor regarding their health, but many people need help in their everyday life too - often to combat loneliness as a starter. We are there with a plethora of leaflets full of information and help to cope with whatever the patients would care to pursue or discuss.

It is not even for patients visiting doctors. We are there to meet patients directly and to talk about their worries and their hopes.

**Please just come to the desk, sit down, and tell us how we can help you.**

Problems about transport for example are given their own space in this Newsletter for your ease of contact, so please keep it handy by your telephone.

I am afraid you cannot contact us by telephone but only by coming to the desk in the reception area at the Health Centre as there are times of the day when the desk is not staffed.

**The philosophy behind our efforts is 'Social Prescribing' that is empowering patients to improve their health and wellbeing and social welfare by connecting them to non-medical and community support services.**

It is an innovative and growing movement, with the potential to reduce illness for all ages.

Our work is also as Wellbeing Co-ordinators and the suggested five ways to Wellbeing are encompassed in these five coloured circles given here.

**Ask us more about it at the desk where we have encouraging leaflets in all these areas.**

## 5 Ways to Wellbeing

### TAKE NOTICE...

Be curious. Be aware of what is going on around you.

### CONNECT...

With others, your family, your friends, your community.

### KEEP LEARNING...

Try something new. Sign up for that course.

### BE ACTIVE...

Exercise. Dance. Play. Move your mood.

### GIVE...

Your time. Your presence. Your appreciation.

### DROP-IN ADOLESCENT ASTHMA CLINIC

**Lisa Raeside**, is the Practice Nurse at Wey Family Practice and is setting up a drop-in Adolescent Asthma Clinic at the West Byfleet Health Centre. Lisa has recently achieved her Asthma Diploma and has identified that young asthmatics need help with their asthma control which has encouraged her to start up this new clinic.

Evidence shows that when young adults are with their peers, they may be more likely to discuss their asthma concerns than if they were in a formal clinic setting. This drop-in clinic will provide a forum for young adults to meet in a relaxed and informal manner. We can then educate them as a group about asthma control, identify when their asthma is worsening and teach them about the correct use of inhalers. This will empower them to manage their own asthma care as they approach adulthood.



Dr. Sara Coe

### TALKING ABOUT CANCER

Cancer starts when cells change abnormally and begin to grow and multiply. The most common cancers are breast, prostate, lung and bowel cancer.

1 in 2 people with cancer survive over 10 years

#### NHS SCREENING

If cancer is detected by screening at an early stage before symptoms appear it is easier to treat and there is a better chance of surviving it.

NHS screening offered to our patients include:

- **Breast mammograms**  
50-70 years - 3 yearly, but after age 70 years, patients may self refer 0333 2002 062
- **Cervical smears**  
25-49 years 3 - yearly, 50-65 years - 5 yearly
- **Bowel faecal occult blood test**  
60-74 years 2 - yearly, but after age 75 years, patients may self refer 0800 7076 060

#### Lifestyle changes which reduce chance of cancers

- **STOP SMOKING**
- **MAINTAIN HEALTHY WEIGHT BMI 20-25**
- **REDUCE ALCOHOL INTAKE**
- **STAY ACTIVE**
- **SAFETY IN THE SUN**

If you need more information please discuss with your practice nurse/GP. See Wey family practice web link: [Macmillan.org.uk](http://Macmillan.org.uk)

## TRANSPORT TO THE HEALTH CENTRE

**Byfleet Care - the 'Good Neighbour Scheme'** covers Byfleet and West Byfleet, reg. charity 1025279, and is run by a paid Co-ordinator, **Beverly Leddy**, on **07936 513863**. Beverly will make an appointment to visit you and will explain how to request help and will sign you up as a client. There is no fixed charge for this service; however, donations towards petrol costs are always gratefully received. Any resident of Byfleet and West Byfleet who is an older person or is disabled, or has a temporary mobility problem, may ask for help. **The helpline is 07977 583995 from 10am-12noon, Monday to Friday each week.**

**Pyrford and Wisley - 'Helping Others'** We are a volunteer group set up by the parish in 1971 to meet the transport needs of the ill and housebound in the community of Pyrford and Wisley. Our Co-ordinator is **Jean Smith** on **01932 341 795**. We transport patients to the West Byfleet Health Centre and to dentist and hospital appointments. We also take and collect prescriptions and shop for the ill and housebound.

**New Haw & Woodham Good Neighbours** Since 2003 we have offered transport to anyone in the KT15 3 postal area so if you live in this area, whatever your age, you do not drive, and need a lift to and from the Health Centre please ring **07855 680950** Monday to Friday between 10 am and 12 noon.

We also provide transport to the local hospitals for appointments and visiting, to dentists, opticians, hairdressers, shopping and social activities, such as visiting housebound friends and playing bridge. For this service we ask our clients for a small donation to cover the expenses incurred by our drivers. We are always needing more volunteers as drivers and as duty officers to cover the telephone at the office, so if you have some spare time and live in KT15 3 - I would love to hear from you - **Bill Preston 01932 347456**. Our aim is to link those with a little time to spare with those in the community who need and ask for help.

**Sheerwater Helping Hands** If you find it difficult getting to medical appointments and live in the Sheerwater area, let one of our Volunteers drive you there. We can also help with other trips and shopping. We do not make a charge but ask only for a small donation towards expenses. Ring **07564 697507** anytime and leave your name and phone number. We will pick up the message and ring you back.

## WEST BYFLEET HEALTH CENTRE ECHO SERVICE

The community cardiology service, based at West Byfleet Health Centre, has been providing a service for local patients for fifteen years; a service which has proved to be very successful and popular.

The service specialises in seeing patients with a variety of cardiac conditions, including suspected heart failure, atrial fibrillation, valvular heart disease, assessment of heart murmurs and high blood pressure. The most important piece of equipment, which is essential in order to be able to deliver the service, is the echocardiogram (heart ultrasound) scanner.

We are extremely grateful to the Friends of West Byfleet Health Centre for their support

in purchasing the new echocardiogram (Philips CX50); this is a very advanced and high specification scanner. The scanner will be of great assistance in improving the diagnosis, and helping with the management, of patients seen in the West Byfleet cardiology clinic. All patients seen will be having an echocardiogram and benefit from the scanner's enhanced diagnostic capabilities. In turn this will ensure the cardiology clinic continues to provide a high quality service, which will be of great benefit to all our patients for many years to come.

Many thanks to the Friends of West Byfleet Health Centre for all your kind and generous support. — **Dr Chris Arden, Dr John DeVerteuil and Dr Peter Savill**

## HOW TO PREVENT FALLS

**95% of hip fractures are caused by falls and a third of patients die within a year of a hip fracture. We need to focus on PREVENTION**

**Begin an exercise programme to improve leg strength and balance**

- Go to Tai Chi classes
- Ask your GP to review your medications
- Get an annual eye check up
- **Make your home safer:** remove clutter and tripping hazards like rugs, install railings and grab rails
- Have good lighting especially on stairs.

## COMMUNITY HELP DESK



**Would you come and join us as a volunteer?**

For one slot per week on the desk at the Health Centre in West Byfleet, to help patients find out about all the interesting things that are available to help them

Slots are 10am - 12pm & 2pm - 4pm  
Everyday from Monday to Friday

**I look forward to speaking to you**

**Sheila Dickson** (Vice Chairman of The Friends)  
18 Rectory Lane, Byfleet KT14 7KR  
Tel: 01932 341963  
email: Sheila.Dickson@ntlworld.com

## THE FRIENDS TRUSTEES

**Chairman: Chris Newell** - 01932 342634  
[chrisnewello@btinternet.com](mailto:chrisnewello@btinternet.com)

**Vice-Chairman: Sheila Dickson** 01932 341963  
[sheila.dickson@ntlworld.com](mailto:sheila.dickson@ntlworld.com)

**Treasurer: Richard Cartledge** 01932 401448  
[richard\\_magpies@hotmail.com](mailto:richard_magpies@hotmail.com)

**Roger Allan** 01932 352 253  
[roger.e.allan@btinternet.com](mailto:roger.e.allan@btinternet.com)

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**Carey Harrison**  
[Carey.j@hotmail.co.uk](mailto:Carey.j@hotmail.co.uk)

**Ines Meade** - 01483 382241  
[meadeines@aol.com](mailto:meadeines@aol.com)

**David Melham** - 01483 760675  
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**Esther Watson-Green** - 01932 345702  
[estherwg@btinternet.com](mailto:estherwg@btinternet.com)

**Norman Woolley** - 01932 341051  
[nwbruins@o2.co.uk](mailto:nwbruins@o2.co.uk)

## BECOME A FRIEND and SUPPORTER



Please make a donation to future purchases of equipment for the Health Centre by sending it with this form to:

**SHEILA DICKSON** - Vice Chairman  
HOOD'S FIELD, 18 RECTORY LANE,  
BYFLEET KT14 7LR

NAME.....

ADDRESS.....

POSTCODE.....

TEL NO:.....

EMAIL.....