

WEST BYFLEET HEALTH CENTRE

Incorporating the Patients' Participation Group

Issue No.15 Spring 2020

NEWSLETTER

Our three practices – Wey Family, Parishes Bridge and Madeira – have come together as a Primary Care Network

What is a Primary Care Network (PCN)?

A Primary Care Network consists of groups of general practices working together with a range of local providers across primary care, community services, social care and the voluntary sector, to offer more personalised, co-ordinated health and social care to the local population.

Primary care services provide the first point of contact in the healthcare system, acting as the 'front door' of the NHS. Over the next few years the practices will be working alongside paramedics, clinical pharmacists, social prescribers and physicians' assistants to deliver a holistic approach to healthcare, with a strong focus on prevention and personalised care.

The core characteristics of a PCN are:

- Practices working together and with other local health and care providers, around natural local communities that make sense geographically, to provide co-ordinated care through integrated teams
- Providing care in different ways to match different people's needs, including flexible access to advice and support for 'healthier' sections of the population, and joined-up care for those with complex conditions
- Focusing on prevention and personalised care, supporting patients to make informed decisions about their care and look after their own health, connecting them with the full range of statutory and voluntary services.

GP Digital Services

The NHS is embracing new technology as part of its drive to offer modern, convenient and responsive services to patients, their families and carers - with GP practices leading the way.

All three practices are now offering and promoting digital services to their patients. These include:

Patient Access: this service enables patients to go online to book appointments, order repeat prescriptions and (at some practices) view their own health records. This saves time for practices and allows patients to take more control of their healthcare.

Text messaging: Practices have the ability to contact their patients by text. If patients would like this capability, correct mobile numbers should be provided.

LIVI: If patients need to speak to a GP out of core GP hours, the LIVI App can be downloaded onto mobile phones and appointments made to speak to a GP by video. This will not necessarily be with a GP from your practice, but the GP will be able to access your medical records with your consent.

New Practice websites: Accelerate productivity, encouraging patients to do more online. The intuitive design of the website encompasses all parts of a GP Surgery and is also packed with national and local patient help. At the time of printing Wey Family Practice is utilising this facility, with the other two practices joining mid 2020.

www.wbhc.org.uk



Dr Sara Coe

At the end of April **Dr Coe** will be retiring from Wey Family Practice as the Senior Partner. She joined the practice in 1993 becoming Senior Partner in 2010. In addition to steering the practice she has worked tirelessly to improve care for the patients of West Byfleet bringing exceptional care

to their doorstep. It is through her efforts that the Health Centre provides the Volunteer Desk, the Vascular Service and in particular, the Gynaecology service utilising the ultrasound equipment provided by the Friends. Dr. Natalie Jesshop will be taking over as the Community Gynaecology lead and with Drs. Najim and Qureshi, Jeanette O'Neil (ultrasonographer) and Shernaz Screwvala (pelvic physiotherapist), will continue to provide NHS menopause, contraceptive, gynaecological and urogynaecological services in-house for our patients.

Community Clinics at the Health Centre

The clinics listed below are available at the Health Centre and can be accessed via referral through your GP.

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.

Dermatology Clinic

Provided by Ashford & St Peter's Hospital

Echocardiology

Dr J De Verteuil, Dr A Pal and Dr Z Morgan provide 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 First Floor Blue Area.

Doppler Clinic

Provided in the First Floor Blue Area.

Minor Surgery

For removal of lumps and bumps.

Podiatry

This service is via self referral to Chertsey Health Centre. Tel: 01932 570607 & 0330 7260333. Clinics are held at Chertsey 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.

Ultrasound Services

Provided by Diagnostic World.

Vascular Clinic

Provided by Ashford and St Peter's Hospital.

WHO's WHO and WHAT DO THEY DO?

Madeira Medical Practice GPs (including their special interests) 01932 340484

Dr Senthil Kumaran Diabetes, Minor Surgery, Joint Injection and GP Education

Dr Sundeep Soin ENT, Diabetes, Joint Injection and GP Education

Dr Louise Qureshi Gynaecology and Family Planning

Dr Kala Wijayasingam Elderly Care

Dr Mozghan Matourianpour Elderly Medicine

Nurse Alison Ingram Respiratory and Travel

Nurse Teresa Griffiths

Practice Manager Beverley Langford

Parishes Bridge Medical Practice GPs (including their special interests) 01932 336933

Dr Clare Burden Diabetes, Elderly Care

Dr Jane Donnelly Prescribing Lead, Acute Medicine

Dr Aliya Najim Women's Health, Family Planning, Coil Fitting, Menopause Services

Dr Jane McCahy Dermatology

Dr Philippa Hendley Child Health, Elderly Care

Dr Kiran Parmar Acute Medicine

Dr Emily Ruiz Women's Health

Dr Cheytna Mitra Family Planning, Child Health

Dr Stuart Daly Men's Health, Dermatology including Minor Ops

Dr Sneha Bolloju Dermatology

Dr Anjum Mahmood Acute Medicine, Mental Health

Nurse Lisa Blaine Diabetes

Nurse Fang He Respiratory, Travel

Practice Manager Kim Austin

Wey Family Medical Practice GPs (including their special interests) 01932 336880

Dr Martin 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 Women's Health and Contraception

Dr Kiran Parmar

Dr Karen Graham

Nurse Dee Young Diabetes and Travel

Nurse Lisa Raeside Respiratory and Travel

Practice Manager Liz Reynolds

Community Help-Desk News

Our Community Help Desk is on the first floor in the reception area.

It is funded by the Friends of the Health Centre at the request of the three Practices and is run Monday to Friday, a.m. and p.m. by a team of ten volunteers

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. We are there with leaflets full of information and help to cope with whatever you would care to discuss.

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

If you have two hours spare in the morning or the afternoon would you consider joining us as a volunteer at the Help Desk ?

Dominique Raymond is the newly appointed **Social Prescribing Link Worker** for the three Practices. Her email address is **Dominique.Raymond@woking.gov.uk** and she is based at the **Health Centre three days a week** and **two days a week** in the **Social Prescribing Office** at Woking Council. She works in conjunction with the Community Help Desk.

Social Prescribing aims to link people who have social, emotional or practical needs with a wealth of different services within the borough.

Through her role, Dominique helps people access support in the following areas:

1. **Remaining independent at home**
2. **Opportunities for social interaction**
3. **Practical help** (cooking, transport, shopping)
4. **Physical activity**
5. **Benefits and budgeting advice**
6. **Housing options advice**
7. **Mental or emotional support**
8. **Support around a disability**

Please look out for Dominique at the stand in the foyer of the Health Centre in June 2020 to promote CARERS' WEEK.



Chair's Report

Dear Trustees, Supporters, Volunteers and Stakeholders of The Friends,

Thank you for your support and collaboration during an exciting and important part of the Charity's life. In the last year, we have been fortunate that a significant increase in revenue from the NitWits offset increased "operating costs" and reductions in the value and number of the regular donors which are our lifeblood. The Friends have been able to use our funds to replace the outdated Ultrasound scanner (£40,000) and to increase equipment available for diagnosis at-home as well as in the Health Centre itself.

We are very excited to be able to support investments in the new telephone system which has recently been installed but we continue to seek new sources of funding in order to be able to keep this level of investment going in the future. I hope you will consider becoming a Friend and completing the form overleaf.

I look forward to hearing from you to get your ideas, support and focus, relieving sickness within our community and supporting the Practice teams who provide such an invaluable service to us all.

Nick Quin, Byfleet, March 2020

Please Contact: Nick Quin Chair — Nickaquin@yahoo.co.uk
Jon Patient Treasurer — Jonpatient@hotmail.com
Sheila Dickson Vice-Chair — Sheila.dickson@ntlworld.com

<https://www.wbhc.org.uk/> <https://www.wbhc.org.uk/about.aspx?p=X04952>

Transport to the Health Centre

These services typically have no fixed charge but donations towards expenses are welcomed

Byfleet Care, the 'Good Neighbour Scheme' Byfleet and West Byfleet

Byfleet Care the Volunteer Car Service for Byfleet and West Byfleet reg. charity no. 1025279, is run by a Co-ordinator, Beverly Leddy on **07936 513863**. Beverly will explain how to register as a client and where they can take you. 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' Pyrford and Wisley

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 Tina Osborne on mb: **07732 066314**- 9.30 - 12.00 Monday to Friday. 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 New Haw & Woodham

Since 2003 we have offered transport to anyone in the KT15 3 postcode so if you live in this area (whatever your age), if 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. 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 - Celia Jaffreys **01932 343644**. 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 Sheerwater

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. Ring **07564 697507** anytime and leave your name and phone number. We will pick up the message and ring you back.

What have the Friends done in the past?

- Bought modern equipment such as the Ultrasound Machine and the ECG Machine
- Paid for Sonographers' and Physiotherapists' services and running costs of various clinics not supported by the NHS
- Installed Touch-Screens in reception, comfortable chairs and chilled water in the waiting rooms

What are the Friends doing in 2020?

- We are issuing this newsletter to keep patients informed of changes to the Practices' staff and services
- Continuing to run our volunteer Help Desk to support patients' wider needs
- We have invested in an improved telephone system to reduce waiting times and improve efficiency
- Together with the Practices we will identify further services or equipment needs that might help patients in the future

Exercise

Sandra Gates is a Specialist Exercise Instructor and runs **Cancer and Cardiac Rehabilitation and Prevention** classes Tuesday, Thursday & Friday 10.00 - 11.00 at Byfleet Village Hall, 54 High Road KT14 7QL, and her colleague **Viv Holden** 07973 825279 runs one on Monday 7.30 - 8.30 pm

Sandra Gates: 07768 790887

email: info@wellbeingandexercise.co.uk

www.wellbeingandexercise.co.uk



I wish to become a Friend of West Byfleet Health Centre

Name												
Address												
									Post Code			
Practice					Patient Name							
Bank/Building Society					Branch Address							
Account Name												
Account Number					Sort Code:							
Please pay		£		on this date			d	d	m	m	y	y
and monthly/quarterly/annually (delete as applicable) thereafter until further notice.												
To: The Friends of West Byfleet Health Centre, Caf Bank, 25 Kings Hill Ave, Kings Hill, West Malling, Kent ME19 4TA SC 40-52-40 A/c No. 00008492												
<input type="checkbox"/> GIFT AID I confirm that I am a UK tax payer and that the tax I will pay will at least equal the tax that the charity may reclaim in this donation. Please treat all donations that I make to the Friends of West Byfleet Health Centre from March 2020 until further notice as Gift Aid Donations, Registered Charity 1086545								<input type="checkbox"/> I would like a tax receipt for my donation				
Signature									Date			

Please return to: The Treasurer, Friends of West Byfleet Health Centre, West Byfleet Health Centre, Madeira Road, Surrey KT14 6DH