

# Staines Health Group Newsletter

Welcome to the twelfth edition of “SHG News”.

So here we are in Winter again and time for the much anticipated newsletter from SHG. It seems to be custom now to comment on the weather in my preamble so having enjoyed a mild October we then donned wellies to deal with the November showers and now scarves and hats for the move into December, let's hope the snow doesn't manage to creep down from the North just yet – perhaps it could wait for Christmas? On that note, the Doctors and staff of Staines Health Group wish all their patients a very Happy Christmas!

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## Christmas & New Year Opening

### Please note that the surgery will

Close	at	6:00pm	on	Fri	23 <sup>rd</sup>	Dec 2016
re-open	at	8.00am	on	Wed	28 <sup>th</sup>	Dec 2016

Close	at	6.00pm	on	Fri	30 <sup>th</sup>	Dec 2016
re-open	at	8.00am	on	Tue	3 <sup>rd</sup>	Jan 2017

For urgent assistance - please call – **NHS 111 - (dial 111)**

## Repeat Prescriptions

Please be advised that prescription requests over the Christmas period should be with the surgery:

- **NO LATER than 5pm - Tuesday 20<sup>th</sup> December**
- **If you are collecting your prescription from the surgery, please collect by 5pm Friday 23<sup>rd</sup> December.**
- **If you are collecting your prescription from your nominated pharmacy you will need to contact them to confirm their holiday opening hours**

**REQUESTS RECEIVED AFTER THIS DATE CANNOT BE GUARANTEED**

## CHILDRENS CORNER:

### ADHD

Parents of children receiving medication for children with ADHD under a “shared care” agreement with the paediatricians at Ashford and St Peters Hospital will be invited to the practice for their next monitoring appointment – this replaces the appointment with the nurse at the hospital and is a change agreed with the hospital and the CCG to ease demand for the hospital and to be more convenient for you. Please be sure to attend to ensure the GP can continue to prescribe the medication.

## ADULTS INFO:

### Get Active 50+

Get Active 50+ offers a variety of activities in your local area to help you discover the benefits of physical activity. Do you want to feel fitter and healthier; get out and meet new people?

Join us: [www.activesurrey.com/over50s](http://www.activesurrey.com/over50s)

For more information contact Mark Sherwood: [mark.sherwood@surreycc.gov.uk](mailto:mark.sherwood@surreycc.gov.uk)  
07973 976702

*ADULTS INFO: CONT.***Do you:**

- Often feel very thirsty?
- Urinate more frequently than usual?
- Feel constantly tired and worn out?
- Unintentionally lose weight?
- Have slow healing wounds?
- Have blurred vision?
- Have bouts of thrush?

Just one of these factors may indicate diabetes or pre-diabetes - your risk of type 2 diabetes increases as you get older, have a close relative with it, if you are overweight or obese or are of South Asian, Chinese, Afro-Caribbean or black African descent.

**Type 2 diabetes** usually affects people of the age of 40 and happens when your pancreas does not produce enough insulin to keep your blood glucose level normal, or your body may not be able to use the insulin it produces.

Diagnosis is by blood test to check your HBA1c level and may need to be repeated twice. The test may show you are approaching diabetes and that lifestyle changes could prevent you tipping into the disease. If you do have diabetes, lifestyle changes and treatment with tablets can help ensure you control the condition and avoid the problems Type 2 diabetes can lead to:-

- Heart disease
- Stroke
- Kidney disease
- Eye problems (retinopathy)
- Damage to nerves of the feet causing ulcers and infections
- Sexual dysfunction in men
- Miscarriage and stillbirths in women

Type 2 diabetes is under diagnosed in today's adult population – if you suffer with any of the signs above make a routine appointment to see your GP – it could change your life.

*OLDER FOLK:*

**Shingles** is a nasty condition that can have lasting painful effects. The shingles vaccine is available for all:

- **People aged 70** on 1 September 2016 (i.e. all those born between 2 September 1945 and 1 September 1946, inclusive).
- **People aged 78** will also be offered the vaccine in a catch up programme (i.e. all those born between 2 September 1937 and 1 September 1938, inclusive).
- **People under 70 years** of age are at lower risk of shingles but will become eligible for the vaccine in the year following their seventieth birthday.
- **People aged 80 years and over are not eligible** for the shingles vaccination because the vaccine becomes less effective as people get older.

The take up of the vaccine is reasonable with 71% of those eligible having had the vaccine with us so far. Again, we write to all who are eligible but if you got a letter some time ago and didn't do anything but now feel you would like it, do contact us – you can still have the vaccine as long as you haven't had your 80<sup>th</sup> birthday. If you haven't yet been invited, but are within the date of birth ranges above and would now like it, our nurses can check eligibility and suitability and give the vaccine where appropriate. For more information see the Public Health promotional leaflet at:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/548406/9855\\_Shingles\\_2016\\_A5\\_leaflet\\_03\\_web.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/548406/9855_Shingles_2016_A5_leaflet_03_web.pdf)

As we're talking vaccines, don't forget that you can also have a **pneumococcal vaccination** as soon as you **turn 65** (what a nice birthday present!) – This protects against the pneumococcal bacterium. More than 90 different strains of the pneumococcal bacterium have been identified, though only 8 to 10 of them cause the most serious infections – the vaccine for adults protects against 23 strains and is around 50-70% effective at preventing pneumococcal disease.

The vaccines are inactivated or "killed" vaccines and do not contain any live organisms. They cannot cause the disease against which they protect.

*“Healthy citizens are the greatest asset any country can have.”*  
– Winston S. Churchill

## MEET THE GP:

Dr Patel recently returned from maternity leave and following 8 years as a GP with the surgery, has been invited to join the partnership. Dr Patel will become a partner early in 2017.

Being a partner will mean she will have a direct impact on the running of the practice and will be involved in its future strategy and direction. With many GPs approaching retirement age in

North West Surrey, we are happy to welcome this comparative youngster to the partnership!

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## CARERS COUNT:

Carers Support Spelthorne have asked us to let parent carers know of their 2017 support group dates. These are for those of you caring for a child or young adult with:

- ANY Special needs (meeting 1st Tues monthly)
- As/Asperger's (meeting 1st Wed monthly)
- Attention Deficit Hyperactivity Disorder—ADHD (meeting 1st Thurs monthly)

All groups are held at Spelthorne Borough Council, Knowle Green in Room 201. for full details contact:

[nicolew.css@gmail.com](mailto:nicolew.css@gmail.com) tel: 01784 444208 or  
[jacqui.css@gmail.com](mailto:jacqui.css@gmail.com) tel: 01784 444233

Surrey Independent Living Council (Silc) is supporting the development of "stamp" – Stamp is a new app that will bring all your services together making it quick and easy to find, locate and book whatever you choose, when you choose. It can be used on smart phone, tablet or laptop and there is a 10-week free trial. To find out more and help build the app that meets your needs visit [www.ourstamp.co.uk](http://www.ourstamp.co.uk)

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## HOW TO:

### Avoid medicine waste

These days many of you ask a pharmacy to manage your repeat prescriptions. Often, medicines that are taken 'as needed' such as some pain killers or inhalers are simply ordered each time the prescription expires meaning you end up with an excess of medication at home. This costs the NHS an estimated £300 million each year and this money could be much better used. If you don't need your repeat medication, tell **the pharmacist or your GP so that it is not automatically ordered**. If you have far too much, let us know and we will take the item off repeat prescription for a time and add it back when you need it again.

Take a look at - <http://www.medicinewaste.com/> for full details of the impact of medicine waste.

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## DID YOU KNOW?

If you are signed up for **Patient Access**, you could get your **blood test and other investigation results** on-line. Depending on whether we have already verified your identity via appropriate documents, we can now switch on the facility for you to view aspects of your medical record. If you are interested please see the section on viewing medical records on our website –

[www.staineshealthgroup.co.uk](http://www.staineshealthgroup.co.uk)

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## FROM A PATIENT'S PRESPECTIVE

I am pleased to let you know that we have 2 new members for our Patient Representation Group – just a reminder that this is a virtual group who are consulted by email about matters at the practice and sometimes the wider health community through the local Clinical Commissioning Group. More members are always welcome.

Since our 'GOOD' CQC inspection and the very positive report we received, we have not been very active with patient surveys etc but we plan to address that again soon – so any suggestions would be welcome.

We continue to receive letters of support and compliment and I thank everyone who takes the time to do this – it certainly helps us to keep striving to provide good service at times when demand seems to spiral. We also receive complaints – although not many - and always seek to deal with these fairly and appropriately and to learn from them where we can.

If you have any comments or items for the next newsletter, feel free to contact us via our generic email [staineshealthgroup@nhs.net](mailto:staineshealthgroup@nhs.net), leave a message with reception or write to me via the practice address.

*"Love begins  
by taking  
care of the  
closest ones -  
the ones at  
home.*

*Mother Teresa*





Staines Health Centre  
Burgess Way  
Knowle Green  
Staines  
Middx.  
TW15 1NL

Phone:  
01784 265229

E-mail:  
staineshealthgroup@nhs.net

www.staineshealthgroup.co.uk

*“When things go wrong, don't go with them.”*  
– *Elvis Presley*

## FOCUS ON:

### Six Steps to a happier and more positive you:

The Public Health team at Surrey County Council are working to help improve people's well-being. One way they suggest people can do this is to try the “Wheel of Well-being”. This is a tool that aims to help improve mood, reduce the risk of depression, strengthen relationships and even add years to people's lives.

The “wheel” involves

**Body** – being active  
**Mind** – keep learning  
**Spirit** – give  
**People** – connect  
**Place** – take notice  
**Planet** – care

You can read more about this at [healthysurrey.org.uk/wheelofwellbeing](http://healthysurrey.org.uk/wheelofwellbeing)

Don't forget that there are several ways to self-refer for help with anxiety, stress and depression:-

Organisation	Services offered	Get in touch	Clinic locations
Ieso Digital Health	One-to-one online therapy service using written (typed) conversation.	01954 230 066 <a href="http://www.iesohealth.com/surrey">www.iesohealth.com/surrey</a> <a href="mailto:info@iesohealth.com">info@iesohealth.com</a>	Online. Appointments available at a time to suit you, including evenings and weekends. You will need internet access and a tablet, PC or smartphone.
Healthy Minds	Complementary workshops, face-to-face consultations and over the telephone, or a combination of both.	01483 698 986 <a href="mailto:healthyminds.surrey@nhs.net">healthyminds.surrey@nhs.net</a>	<b>Chertsey</b> - Monday <b>Stanwell</b> – Mon, Thurs & Friday <b>Walton</b> – Thurs & Friday <b>Weybridge</b> – Monday to Friday <b>Woking</b> – Monday to Friday
Mind Matters	Workshops, face-to-face, telephone and online therapy sessions.	0300 330 5450 <a href="http://www.mindmattersnhs.co.uk">www.mindmattersnhs.co.uk</a> <a href="mailto:RXX.surreyIAPT-referrals@nhs.net">RXX.surreyIAPT-referrals@nhs.net</a>	Chertsey, Cobham, Weybridge and Woking
Talking Therapies Surrey Online	Online therapy service offering support 24/7 at a time that suits you.	0300 365 2000 <a href="http://www.berkshirehealthcare.nhs.uk/surreyonline">www.berkshirehealthcare.nhs.uk/surreyonline</a> <a href="mailto:bks-tr.surreytalkingtherapies@nhs.net">bks-tr.surreytalkingtherapies@nhs.net</a>	Online. Support you need from the comfort of your own home or whilst out and about. You will need internet access and a tablet, PC or smartphone.
Thinkaction	Face-to-face, group, one-to-one and telephone therapy sessions.	01483 746 900 <a href="mailto:surreyptp@addaction.org.uk">surreyptp@addaction.org.uk</a>	Sheerwater, Staines, Weybridge and Woking