



WILLOW GREEN SURGERY



Volume 15 Issue 13 **NEWSLETTER** October 2018

PATIENT LINK

Patient Link will be selling raffle tickets at the flu clinics (see dates below). They are also available for purchase behind the reception counter at the Surgery.

If anybody has anything that they would like to donate as raffle prizes, these will be very welcome.

Many thanks to those who have donated books to the Patient Link book shelf, please bring along any you have read. We are always very grateful for more books.

Charity number 1127311

FLU CLINICS

Flu clinics are now up and running. The next clinics are as follows;

- Thursday 25th October
- Thursday 8th November
- Saturday 10th November

This year we have had a significant change in the vaccines. There are different vaccines for Over and Under 65's. When you arrive at the Surgery for your jab you will be directed to the correct clinician and Admin staff will check you are being given the correct medication. Please make sure you have your preferred arm exposed in good time.

We strongly recommend that anyone over 65 years of age or in an 'at risk group' has the vaccination. At Risk groups include anyone who has diabetes, asthma or any chronic respiratory disease, liver or renal disease, chronic heart disease, if you have impaired immunity or are a pregnant lady. Seasonal flu vaccines are designed to protect against infection and illness caused by the three or four flu viruses' research indicates will be most common this season. In previous years we have offered flu vaccinations to any patient who requested one. The Government recommends that only patients OVER 65 or in an

'AT RISK GROUP' (see above) are given the vaccine free and anyone outside of these groups should arrange to have the vaccine privately. Private vaccinations are often available through local chemists or supermarkets. In line with other practices in the area, we will only be giving the flu vaccine to patients in one of the 'at risk groups' mentioned.

KEEP WELL THIS WINTER

WELCOME OUR NEW STAFF

A Warm Willow Green welcome to the following new and returning staff:

Dr Barbara Sekulovic has returned to cover Dr Lednor's maternity leave.

Dr Peter Davies has joined the practice as a salaried GP.

Dr Alaa Al-Metwali has joined the practice as our 13th GP Registrar.

Narmen Bahig has joined us as our Clinical Pharmacist. Narmen will be working with our patients and staff at the Surgery.

ANGELA CATHCART HCA FUNDRAISER

Angela will be participating in two runs this year and has chosen **Patient Link** as her nominated charity. The Charity is based at the Surgery and aims to provide transport to patients who may find it difficult to get to the Surgery. In addition, surplus funds help to provide the Surgery with much needed additional equipment.

Angela will be competing in:

- Chichester Half Marathon on Sunday 7th October 2018
- Great South Run on Sunday 21st October 2018

There are collection boxes in the Surgery if you wish to donate.



NEWS FROM THE PPG

WGPPG held its 3rd meeting at the Willow Green Surgery on Saturday 14th July. There were 14 of us, Jayne Dyball our Practice Manager joined us for some of the meeting.

Some people reading this newsletter will have attended the **REAL Patients Group*** Public Meeting in April of this year.

The second of these meetings is planned for 20th October 2018 and is to be held at The Windmill Theatre from 10am - 12noon. Doors will open at 9.30am giving the opportunity to speak with local service providers in the Studio.

There is a varied and interesting Agenda & once again there will be the opportunity to ask questions about local Health Service Provision. **Watch out for further publicity.**

SYSTEM ONE ONLINE

We started our meeting discussing System One, the NHS online system which enables patients to access appointments, renew prescriptions and view their medical records. It had been suggested at a previous meeting that the system would benefit from an access guide, so we viewed some available training videos. It was agreed that training sessions at the surgery and at other community locations could help patients feel more confident in their use of the system. We are working on these ideas.

SURGERY NEWS FROM JAYNE

Jayne started by reminding everyone about the 'Virtual' PPG - REAL Care Online. This provides the opportunity for all patients to join in discussions on health related matters without the need to come along to our regular meetings on a Saturday morning. It is necessary to register for access to this by going online at www.myppg.co.uk.

We discussed at length the high number of missed appointments at the surgery & how this problem might be tackled. We are all affected by this practice, particularly at the present time when GP, Nurse & other professionals time is at a premium. A 'Brainstorm' provided some thoughtful ideas which will be further explored.

Other matters discussed were the recent CQC Inspection, Practice Statistics, the Health Day organised by Patient Link, the Flu vaccination programme for 2018 & Urgent Treatment provision.

Our next meeting is on Saturday 13th October at 11am & is open to all patients of the Willow Green Surgery.

Come along to get involved in plans for local Healthcare Provision our Agenda is suggested by our members.

* **REAL Patients Group** comprises patients from all six practices in the Rustington, East Preston, Angmering & Littlehampton Area. Members from the REALPG attend the Local Community Network Board meetings to represent the views of Patients.

Sonia Jacob

GP ACCESS HUBS

The GP Access Hub Clinics (formerly called MIAMI) are up and running again. This time around there are appointments with Clinicians every day from 13:00 until 20:00. You may be given an appointment by the Doctor or the receptionist to see a Doctor at the GPAH Clinic that has been set up once again at Park Surgery in Littlehampton. This is a collaboration run by all the Practices in the Arun Locality and appointments must be pre-booked as before.

There are also pre bookable Saturday Nurse Clinics offering smears, dressings, pill checks and asthma reviews which will alternate between Angmering Medical Centre and Filtzalan Medical Group.

Park Surgery also has a walk in clinic for minor injuries that have occurred on the day, such as cuts, burns and scalds, insect or dog bites, the clinic is open between 9am and 5.30pm, Monday to Friday.

KEEPING WELL THIS WINTER

Many minor illnesses can be treated at home with basic medicines that are available from your local pharmacy. Stocking up on essential medicines can help you avoid a trip to the GP or even A&E.

Medicine cabinet essentials include:

Painkillers such as aspirin, paracetamol, and ibuprofen, anti-diarrhoea tablets and rehydration powders. Indigestion treatment, Bandages and plasters, antiseptic cream or spray.

DOCTOR, DOCTOR

Why are trees very forgiving?
Because in the Autumn they "Let It Go" and in the Spring they "turn over a new leaf".

What do you give to a pumpkin who is trying to quit smoking?

A pumpkin patch!



Rustington

East Preston

Angmering

Littlehampton



Coppice/Angmering Medical Centre
Fitzalan Medical Group
The Lawns Surgery
The Park Surgery
Westcourt Medical Centre
Willow Green Surgery

‘Your voice in the local NHS’

Public Meeting

Saturday 20 October 2018

Doors open 9.30am - Meeting starts 10am

Windmill Theatre, Littlehampton, BN17 5LH

Come and meet GPs & patients from the area

Hear about new GP extended access

Learn about local MIND projects

Question & Answer session

Contact: realpatientsgroup@gmail.com

[07736 575651](tel:07736575651) [@PatientsREAL](https://twitter.com/PatientsREAL)

Please let us know if you need wheelchair access