

NEWSLETTER

Issue 59

AUTUMN 2022

PPG Committee Members

Sue Stanbridge (Chairman); Mary Chamberlain (Vice Chairman); Joanne Adam (Treasurer); Jane Al-Kailani; Ruth Ellis; Elizabeth Malik; Yvonne Massie; Stephen Parris & Fiona Pring.

The aim of the PPG is to give patients an opportunity to become actively involved with the doctors and staff in planning and developing new services and to take an active interest in their own healthcare.



SAVE THE DATE!

All Kingswood patients are invited to attend a **Coffee & Cake morning being held in the Surgery on Saturday, 29th October at 11am.**

There will be a presentation on how to use the e-Consult system for those who still find it confusing as well as a short PPG AGM – further details on Page 4

TELEPHONES



HAVE YOU GOT A TELEPHONE APPOINTMENT BOOKED?

If you have a telephone appointment booked with a GP, it would really help us to help you if you could ensure you are by your telephone at the time please. This will save wasted appointments. If you need the GP to call your mobile number, please let Reception know when you book your appointment. Thank you.

PHONING THE SURGERY

If you telephone the Surgery there is no need to hang on the phone when the lines are busy. The system triggers a call back offer when you are patient number 11 in the Queue and the following message is given:

“We are experiencing high levels of calls, you can press 1 now to retain your position in the queue and we will call you back when you reach the front of the queue. Please have your phone to hand to receive our call. if however you would like to continue to hold without ending the call please stay on the line.”

EMAILING THE SURGERY

We would ask that if you need to email the Surgery that you remember that this email address is not constantly monitored, so please do not telephone asking if your email has been received. Please be assured that it will be dealt with in good time. Additional calls checking to see if emails have arrived delay staff dealing with your original email request .

When your email is received there is an automatic email reply with the message:

Thank you for contacting Kingswood Surgery. Please note, this is an automated message, acknowledging receipt of your email.

This email address is NOT monitored constantly.

If you need to contact the Practice as a matter of urgency, please call the Reception Team on 01892 511833.

Patients should also note that under data protection regulations, we are unable to accept and process any unsolicited images received via this email address without prior instruction for a patient to submit them from a member of the clinical team.

Should you need to book an appointment, please contact Reception on 01892 511833.

Thank you for your cooperation.

International Youth Day

The recent International Youth Day this year promotes the idea of intergenerational solidarity. Ageism presents in many forms and across the generations we can support each other to understand the difficulties faced by others of varying ages. <https://www.un.org/development/desa/youth/iyd2022.html>

Meningitis catch-up

If you have children heading off to university for the first time, have they had their full quota of meningitis vaccinations? If you're not sure, you can use the NHS app to check, or you can contact your GP surgery.

<https://www.nhs.uk/conditions/vaccinations/men-acwy-vaccine/>

Back to work blues

Returning to the office after a summer break often comes with a feeling of "the blues". This might be because work is stressful, but also because we're facing the longest time until we're likely to get another break. So, how might we deal with the "back to work blues"? <https://www.theguardian.com/money/2012/sep/03/beat-back-to-work-blues>

If you've had a relaxing summer break, how can you keep that relaxed feeling going for a bit longer to boost your overall wellbeing? <https://www.mind.org.uk/information...-tips-on-returning-to-work-after-the-holiday/>



Vitamin D supplements

As we learn more about the need to protect our skin from the sun, it becomes more difficult to ensure we get enough vitamin D. Our bodies produce vitamin D when they are exposed to sunlight. Protecting our skin from sun damage and reducing the risk of skin cancer must be prioritised over getting enough sunlight exposure to produce vitamin D. Therefore, it may be necessary to look for a suitable vitamin D supplement. Most at risk of vitamin D deficiency are babies and children aged 4 and under, those who are pregnant and anyone who does not spend much time outdoors.

<https://www.nhs.uk/conditions/vitamins-and-minerals/vitamin-d/>

HOME DELIVERY OF MEDICINES - PAYDEN'S PHARMACY ABBEY COURT

We have been informed by Payden's Pharmacy that with effect from 1st September 2022, they will no longer be offering a delivery service for prescriptions sent to them, as this no longer forms part of their NHS contractual requirement.

This will extend to all types of prescriptions, including Dossett Boxes.

All patients who currently use Payden's will need to make alternative arrangements, if they wish to receive prescription deliveries beyond this date.



Asthma and COPD

Asthma often starts in childhood, but can also be diagnosed as an adult. There are different symptoms and triggers, so if you're concerned that you or a child may have asthma, please ask at your doctor's surgery.

If you suffer from asthma or COPD and are invited to have a review, you might want to take a look at this information from Asthma + Lung UK about how to manage your condition and get the most out of your appointment.

<https://www.nhs.uk/conditions/asthma/>
<https://www.asthma.org.uk/advice/manage-your-asthma/adult-review/>
<https://www.blf.org.uk/support-for-you/copd/managing-my-copd>

Organ donation

Organ donation is a difficult subject, often involving loved ones having to make decisions at a time when they are upset. While England and Wales now have an opt-out system, please make the time to discuss your wishes with those you care about. You can also register a preference. Understanding your wishes can make things easier for your family.



<https://www.organdonation.nhs.uk>

Cycle to Work Day

Was held in August, but let's not confine it to just one day. With huge benefits for the environment, and for your own individual health, it's worth considering whether you could commute by bike. Cycling should reduce the amount of time you spend queueing in traffic, and with changes to the Highway Code introduced this year, cycling safety is now very clearly a priority.



<https://www.cyclescheme.co.uk/cycletoworkday>

Accident prevention

In the UK over 6000 deaths per year occur within the home. More accidents occur in the living/sitting room than anywhere else in the house, and falls are the most common accidents.

We all like to feel safe at home, but feeling safe can lead to complacency about the dangers we may be exposed to in our own home. Every once in a while, think about the risks your home presents to you and others and spend a little time ensuring you've done what you can to minimise the risks.

<https://www.rospa.com/home-safety/advice/general/facts-and-figures>

<https://www.rospa.com/home-safety/advice/general/home-garden-safety-checklists>



Children's eye health and safety

From birth to 18 (while in full time education), the NHS provides free eye tests to ensure that any issues are picked up quickly and treated appropriately.

You should take your child for an eye test if you have any concerns about their eyesight, for example if you notice squinting, frequent headaches or screwing their eyes up while watching TV.

<https://lookafteryoureyes.org/eye-care/childrens-eye-health/>

<https://www.nhs.uk/conditions/eye-tests-in-children/>



Stress in children

Children are reporting increased levels of stress and anxiety. The Children's Society has an informative page about managing stress with some useful links, including a booklet on managing stress written by young people to help others feeling under pressure from stress.

Young Minds offers help and support for young people who are struggling with their mental health, and also offers support tailored to their families.

<https://www.childrenssociety.org.uk/information/young-people/well-being/resources/stress>

<https://www.youngminds.org.uk>

Breastfeeding

There are many benefits of breastfeeding, for both mother and baby, including reduced risks of various illnesses and diseases. In some cases, these benefits continue throughout life.

If you are breastfeeding and finding it challenging, there are plenty of options to find support.

World Breastfeeding Week 2022 is focused on promoting the warm chain of support for breastfeeding. Examining various roles, the warm chain demonstrates how each of us can affect the outcomes for mothers and infants in the first 1000 days of life.

<https://www.nhs.uk/conditions/baby/breastfeeding-and-bottle-feeding/breastfeeding/benefits/>

<https://www.nhs.uk/conditions/baby/breastfeeding-and-bottle-feeding/breastfeeding/help-and-support/>

How To Dispose of Inhalers

All used inhalers should be returned to a pharmacy to be disposed of safely. Inhalers should not be put in general waste. Landfill disposal is harmful to the environment, both in material waste and in the greenhouse gas emissions as the residual gas from canisters is released into the atmosphere



Are You Still Struggling with the e-Consult system?

Patients are being asked to complete an e-Consult to ensure you get the most appropriate help, whether it is by email, telephone or a face-to-face appointment with the right person at the right time.

The Surgery know that some patients are unsure about this system or may have difficulty in filling out the form online.

To help with this the PPG are inviting you to a **Coffee and Cake** morning on **Saturday, 29th October at 11am in the Surgery** combined with a presentation on how the e-Consult system works and how to complete the forms.

We do hope you will be able to join us , even if it is just for the coffee and cake.

The usual PPG AGM will be part of the morning, but it will only be very short. We do hope you will be able to join us.



Flu Clinics

It's that time of year again when patients are being offered a flu jab to help ward off the winter flu.

The clinics are being held on:

Tues morning - 20th September 2022
Sat morning/afternoon - 24th September 2022
Tues morning - 27th September 2022

Tues morning - 4th October 2022
Sat morning/afternoon - 8th October
Tues morning - 11th October 2022
Sat morning/afternoon - 15th October
Sat morning/afternoon - 5th November

Please ensure you call the Reception Team to book your appointment.

As in the past, the PPG will be selling raffle tickets on the Saturday clinics to raise funds for the Surgery, so please remember to bring some cash with you to your appointment.



Coercive control

In the UK, coercive control is a criminal offence. One of the less recognised forms of domestic abuse, it can have a devastating impact on victims. Abusers may not recognise control of money, restriction of autonomy, or jealousy as abusive behaviours.

If you're a victim of coercive control, you might recognise some of the themes in the article from Vogue. In the early stages of a relationship, it's easy to mistake control for caring.

Women's Aid has a wealth of information about how to help keep yourself safe online if you're concerned that a partner or family member is monitoring your online activity. If possible, use internet away from the home. Make sure you understand private or incognito browsers and how to clear your history.

Women's Aid has information about domestic abuse including coercive control. The site has a quick exit button, in case you're concerned someone may see you.

If you are a man and concerned that your behaviour towards a partner or family member may be abusive, you may find the advice from Men's Health Forum useful. There is a five step programme to help you get out of a cycle of abuse.

Men can find themselves being abused by partners or family members. It can be difficult to accept that you're being abused, and harder still to seek help.

<https://www.healthline.com/health/coercive-control>

<https://www.vogue.co.uk/article/taking-back-control>

<https://www.womensaid.org.uk/cover-your-tracks-online/>

<https://www.womensaid.org.uk/information-support/what-is-domestic-abuse/coercive-control/>

<https://www.menshealthforum.org.uk/domestic-violence-you-dishing-it-out>

<https://www.menshealthforum.org.uk/domestic-violence-receiving-end>

Social Prescribing—What Is It?

Many things can affect your health and wellbeing; such as loneliness, stress, money or relationship problems. Sometimes it could be the stress of managing different long-term conditions.

Below Michelle, a Social Prescriber, gives an overview of what she does and how she liaises with patients.

Social Prescribing can help. It starts with a conversation. It might be a conversation you've just had with your doctor. Or with another person in the practice team. They will refer you to a Social Prescribing Link Coordinator who is part of the Imago team.

Link Coordinators are here to listen to you, and put you in touch with the people and activities that might help you to feel better.

Michelle may introduce you to a community group, a new activity or a local club. Or she might help you find legal advice or debt counselling. She might just help you find information and guidance: a bit of inside knowledge on your situation or what local resources there are in your area. She could even support you to create something new such as a gardening club, a fishing group, a 'men's shed' or knit and natter group.

Social prescribing can help you to have more control over your own health and find ways to improve how you feel in a way that suits you.

Studies show that people get better and feel better faster than those treated with medicine alone. And because it works, it's happening more and more – including here in this area.

The referral is received via our NHS social prescribing mailbox.. Our Care Coordinator processes all referrals and assesses which are signposting and referrals and which are Mental Health support either for Adults or Children and Young People. She will liaise with GP's if a patient is deemed to have high mental health needs and will work to get the appropriate support required.

Current wait time for initial contact by Michelle is 4-6 weeks. Once she supports a patient she will work with them for up to 12 weeks. During this period, she will contact them once weekly and will work on a person centred plan with them and set goals with them to help improve their mental health.

She has several contact support methods available and these are either Surgery appointments, Home Visits, Telephone Calls , Zoom calls and community visits to local parks and coffee shops.

She likes to adapt to the patients' needs and will do her utmost to accommodate them at a venue that suits them . Most support contacts last 1 hour. She also offers guided coaching for those patients with anxiety who like the thought of trying something new in the community but are too anxious to take that first step on their own so they go along to support them for the first activity.

For patients under 18 wishing to see the Social Prescriber the current waiting time for initial contact is 3 weeks. They visit children in Schools and outdoor venues and the appointment times also last 1 hour.

Michelle

Samaritans

If you're struggling and need someone to talk to, but you don't want to talk to a GP, the Samaritans are available to speak to 24 hours a day, 365 days a year. Whatever the issue that you're facing, you will be listened to by someone non-judgemental and supportive who will give you space to speak.

If you don't feel that you can talk to someone about the thing that is bothering you, the Samaritans have more than one way you can access support.

<https://www.samaritans.org>

<https://www.samaritans.org/how-we-can-help/contact-samaritan/>

Surgery Closures

The Surgery will be CLOSED for essential staff training on the following dates:

**Thursday 8th September.
From 12 noon.**

**Tuesday 18th October
from 1 o'clock**

**Wednesday 9th November
from 12 noon**

Bank Holidays

Imago Community Buddy Bench

What started out as an idea for a bench from staff member, Michelle Weller, Social Prescribing Link Coordinator for Tunbridge Wells, quickly became reality with the support of local volunteer involving organisations and some great partnership working.

Michelle said *"The idea behind it came when I was on a community visit to Calverley Park with a patient who has Social Anxiety. The patient struggled to make friendships and maintain them. Whilst we were at the park he noticed people joining others on benches and chatting and he said he would like to be able to do that and just talk to a random stranger who did not know his life story."*

This gave Michelle the idea for a bench that could be used by local residents to encourage open wellbeing conversations. With the help of fellow **Imago Community** colleagues and **Tunbridge Wells Borough Council** the buddy bench was approved.

In partnership with **TN2 Men's Shed** a design was agreed and the group set about making the bench. What makes it all the more special is one of Michelle's previous patients helped make the bench.

The bench was installed in **Grosvenor & Hilbert Park** on 15th June by **Kent High Weald Partnership** volunteers. You will find the bench situated by the willow arch with the quote:

Everything becomes a little different as soon as it is spoken out loud

Michelle said *"I have really enjoyed working on this project and hope it will give many visitors to the park enjoyment, a place for reflection and sharing experiences"*.

We would like to take this opportunity to thank TN2 Men's Shed project, Tunbridge Wells Borough Council, Friends of Grosvenor & Hilbert Park, Kent High Weald Partnership, Timpson's in Sainsbury's for donating the plaque and Jim's Smile Project for providing affirmation cards.



Mental health for young people

The NHS website has a fantastic page about how you can help and support children and young people with their mental health, including ways you might be able to identify if someone is struggling. Additionally, Kooth is an online support service for young people. It's available in areas across the UK. If you think you might benefit, it's worth taking a look.

Young Minds might be just the support you're looking for, if you, or someone you care about is a young person who needs support with their mental health.

<https://www.kooth.com> <https://www.youngminds.org.uk> <https://www.nhs.uk/every-mind-matters/supporting-others/childrens-mental-health/>