

## NEWSLETTER

Issue 60

WINTER 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.

All the doctors, health professionals and other staff at Kingswood Surgery, including the PPG Committee, would like to wish our patients and their families a very happy Christmas and a healthy New Year. Thank you for all your cards and good wishes—they are much appreciated.



**The Surgery will be closed on Monday 26th and Tuesday, 27th December and, Monday, 2nd January** - as always, please make sure that you order your repeat prescriptions in plenty of time. **Allowing at least three working days for them to be available for collection from a local pharmacy. If you require medical advice over the holiday period, then please telephone 111 for assistance.**

### Stay well in winter

With the cost of living and energy prices causing concern for many, the NHS has advice to help keep you safe and well through winter.

If you're struggling to pay your energy bills, there is help available. Martin Lewis and Money Saving Expert have put together a list of the support that may be available to you.

**Heat the person, not the home,** is one way to reduce your heating requirements, but there are always compromises. Eating a hot meal can help, and porridge or soup cooked in the microwave can be a quick and relatively cheap option.

Did you know that there are five alert levels for cold weather, and that from 1st November the alert level automatically increases until 31st March. If you're more vulnerable to cold weather, for example members of your household are over 65, under 5 or suffer from a long-term health condition, or if you have responsibility for someone who is vulnerable, you can get cold weather alerts sent to you. If you have elderly or vulnerable neighbours who might be affected by the cold weather and may find it harder to manage, please consider checking on them to make sure that they are okay.

- <https://www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/>
- <https://www.moneysavingexpert.com/u...if-you-re-struggling-with-your-energy-bills-/>
- <https://www.moneysavingexpert.com/utilities/heat-the-human-not-the-home-save-energy/>
- <https://www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice/cold-weather-alerts>
- <https://www.thenationalcareline.org/SafetyAtHome/CheckOnYourNeighbour>



**Need urgent medical help?**

**STOP THINK CHOOSE**

Stay calm, assess the situation      What advice or treatment do you need?      Choose where to get the right help quickly

Visit [stopthinkchoose.co.uk](https://stopthinkchoose.co.uk)

## Warm Spaces in Tunbridge Wells



As the cost-of-living crisis continues, the Warm Welcome Campaign claim that 16.4 million people will be plunged into fuel poverty this winter, with elderly people, children, people with disabilities, and those from ethnic-minority communities and low-income households being the most vulnerable.

<https://www.warmwelcome.uk/#find-a-space>

## 16 Days of Activism against Gender-Based Violence (25th November – 10th December)

25th November was International Day for Elimination of Violence against Women. Only two in three countries throughout the world have outlawed domestic violence. There are 37 countries which exempt perpetrators of rape from prosecution if they are married to, or eventually marry their victim. Violence is not acceptable and should not be tolerated. Help to raise awareness and end violence against women.



What is femicide? Femicide is the killing of a woman or girl because they are female. In the UK a woman is killed by her male partner or former partner once every four days.

<https://www.un.org/en/observances/ending-violence-against-women-day/background>  
<https://www.womensaid.org.uk/what-we-do/campaigning-and-influencing/what-is-femicide/>

## Self-Care Week

It was Self-Care Week in November, and we thought it would be a good time to look at the “self-care continuum”. Self-care is a vital part of our long-term health and can be as simple as healthy lifestyle choices.

Eating a well balanced, healthy diet is a vital part of self-care on many levels. A diverse intake of fruit and vegetables provides your body with a wide range of nutrients, and contributes to healthy gut flora.

<https://www.selfcareforum.org/wp-content/uploads/2012/08/The-self-care-continuum.pdf>  
<https://www.forbes.com/sites/nomana...lf-care-a-part-of-every-meal/?sh=12022db534fe>

## Lung Cancer Awareness



Lung cancer is the third most common cancer in the UK. Just under 50,000 people are diagnosed with lung cancer each year in the UK, and around 45 in every 100 people are 75 or over. Over 70% of lung cancers are caused by smoking, so if you do smoke, there’s no better time to consider quitting than right now.

The Roy Castle Lung Cancer Foundation has produced a booklet called “Follow my Lead” which aims to raise awareness around how the things we say when someone tells us they have cancer aren’t always helpful. Aimed at those who know someone diagnosed with lung cancer, it’s relevant for all cancers and is well worth a read.

<https://www.cancerresearchuk.org/bout-cancer/lung-cancer>

<https://roycastle.org/campaigns/follow-my-lead/follow-my-lead-booklet/>

## 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>



## Domestic violence and coercive control

If your relationship feels challenging, have you considered whether it might be abusive? People often think that their relationship cannot be considered abusive if there is no physical violence, but domestic abuse also includes many different forms of control and emotional abuse.



Women's Aid identify coercive control in the following way: An act or a pattern of acts of assault, threats, humiliation and intimidation, or other abuse that is used to harm, punish, or frighten the victim. If you think you may be experiencing coercive control in your relationship, you can seek support from Women's Aid.

The government website has a great deal of advice and guidance if you, or someone you know is suffering from domestic abuse. With information available in multiple languages and an easy read version, as well as a sign language video, there is advice for any situation.

If you are concerned that your activity online is being monitored by an abusive partner, you can access information about how to search for information more safely.

The Women's Aid website has an "exit site" button positioned on the right hand side so you can leave the site quickly if needed.

<https://www.womensaid.org.uk/inform...ors-handbook/am-i-in-an-abusive-relationship/>  
<https://www.womensaid.org.uk/information-support/what-is-domestic-abuse/coercive-control/>  
<https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>

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

Men become victims of domestic abuse less frequently, but some men are victims of serious domestic abuse. If you're a man who is being abused by your partner, you can find help and advice here. <https://mensadvice.org.uk>

Whether you are male or female, if you recognise that you may be abusing a member of your family you can ask Respect for help. Abuse can be mental or physical and support is available to help you stop. <https://respectphonenumber.org.uk>

## Anti-Bullying Week

If you know someone who is being bullied, reach out to offer your support. Bullying is never okay.

Whilst anti-bullying week was 14th—18th November, it is never to late to offer support to someone who is being bullied or to report bullying.

<https://anti-bullyingalliance.org.uk/anti-bullying-week/odd-socks-day>  
<https://anti-bullyingalliance.org.uk/anti-bullying-week/anti-bullying-week-2022-reach-out>



## COPD

World COPD Day this year encourages us to ensure that we're doing all we can to support the health of our lungs so they can support us for the rest of our lives.

COPD (chronic obstructive pulmonary disease) is a group of lung conditions that cause breathing difficulties. If you're affected by the symptoms of COPD, and in particular if you're over 35 and smoke, or used to, you should make an appointment to see your GP.

<https://goldcopd.org/world-copd-day-2022/>  
<https://www.nhs.uk/conditions/chronic-obstructive-pulmonary-disease-copd/>

## World Antimicrobial Awareness



If you've ever wondered why the GP won't prescribe antibiotics when you're unwell, you might find this article interesting. Antibiotics won't work for every illness, and won't have any effect at all on a viral infection.

If we prescribe antibiotics when they aren't needed, we increase the risk of antimicrobial resistance. Antimicrobial resistance means that bacteria become more resistant to the antibiotics we have available. If antimicrobial resistance increases, we have fewer tools to use when people do become unwell with bacterial infections.

<https://www.webmd.com/a-to-z-guides/bacterial-and-viral-infections>

<https://patient.info/news-and-features/why-wasnt-i-prescribed-antibiotics>

## Wellness Walks

Tunbridge Wells Borough Council are working with the Ramblers in establishing **Wellness Walks** in our area.

Wellness Walks differ from general Ramblers Walks in that they have been created to offer people a chance to meet up for more social contact rather than serious walking. These Wellness Walks take place either weekly or monthly depending on the route or organiser and last between 45 minutes and an hour. They will usually cover around 2 miles around a local park or area. At the moment the local walks we have are;

**Dunorlan Park - Every SECOND FRIDAY** - monthly meeting at the Cafe for a 10.00am start.

**Calverley Park - Every THURSDAY** - Weekly meeting at the cafe for a 1.30pm start for a long 1'20" or short 50 mins walk around the park.

**Hilbert & Grosvenor Park - Every MONDAY** - Weekly meeting at the cafe for a 10.30 start 1 hour around the park.

**The Common - SECOND SATURDAY SAUNTER** - Meeting at the Fir Tree Road Car Park for a 10.30 start. Around 1 - 1.5 Hours around the Common with a few more hills. This walk as a slightly longer Wellness Walk

As well as the above starting this month a **THIRD THURSDAY TREK** that will take the form of a Ramblers standard walk. This month's walk will also go from The Common and start at the Fir Tree Road Car Park on Thursday 17 November again meeting for a 10.30 start. As a Ramblers Walk this one will be 4 miles and take around 2 hours with breaks. Each month this walk will go from a different location.

**ALL THE ABOVE WALKS ARE CIRCULAR RETURNING TO OUR ORIGINAL START POINT.**

For these lead walks all new routes are checked by walk leaders beforehand and an official risk assessment has to be produced. Only once this has been done and signed off by Ramblers Officials can the walks be registered and, more importantly, will they be covered by the Ramblers Insurance policy. This is a very specific requirement.

The Wellness Walks are free and open to all members or not for as long as you wish, these are partly Council funded.



You can find out more at:

<https://beta.ramblers.org.uk/go-walking/wellbeing-walks-groups/ramblers-wellbeing-walks-tunbridge-wells>



## Use the right service

 <b>Self care</b> Visit <a href="http://www.nhs.uk">www.nhs.uk</a> Minor cuts and grazes Bruises and minor sprains Coughs and colds Sore throat	 <b>Pharmacy</b> Minor ailments Bites and stings Upset stomach Medication advice	 <b>NHS 111</b> Feeling unwell? Need medical advice? Don't have a GP to call?	 <b>GP Advice</b> Out of hours call 111 Persistent symptoms Chronic pain Long term conditions	 <b>Urgent Care Centres</b> Breaks and sprains X-Ray and ultrasound Cuts and grazes Fever and rashes	 <b>A&amp;E or 999</b> Emergencies only Choking Chest pain Blacking out Serious blood loss
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## Public Governor - here to represent you Loretta Bellman

A public governor is a direct link between the NHS Trust and the people it serves. I am one of twelve elected Public Governors who together comprise the Council of Governors. Each Governor represents one of the twelve local authority areas in Kent.

Kent Community Health NHS Foundation Trust (KCHFT) is a large provider of NHS care in patients' homes and in the community. The workforce includes doctors, community nurses, dieticians, health visitors, dentists, podiatrists, occupational therapists, physiotherapists, family therapists, clinical psychologists, speech and language therapists, pharmacists, health trainers and many more.

### What is the role of a Public Governor?

The Council of Governors represents the best interests of its' members and enables local people to have a say about the development of community services. The Council also provides challenge and insight to the Board of Directors. Statutory duties include the appointment of a new Chief Executive.

On an individual basis I sit on the Patient and Carer Council. This is a direct way of enabling the patient and carer voice to be heard. I link to Hawkhurst Hospital, the local community hospital for the Tunbridge Wells area. I support all the West Kent community initiatives including the Rapid Response Team, Hospital At Home & Home Treatment Service which often prevents frail older people being admitted to hospital.

### Who elects a Public Governor?

My background is nursing but you do not need any special skills or experience just a passion for making NHS services better and for involving a wide range of people.

The role is voluntary and the members of the Trust elect Governors for a three year term. More members are always welcome. Membership enquiries: 0300 7900 506  
email: [kchft.comms@nhs.net](mailto:kchft.comms@nhs.net)

### How do you contact me?

I can be contacted via the Governor Support Office and the team will put you in touch with me: 01622 211972 [kcht.governors@nhs.net](mailto:kcht.governors@nhs.net)

Governor Support Office.  
The Oast, Unit D, Hermitage Court,  
Hermitage Lane, Barming,  
Maidstone, Kent ME16 9NT

## 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.

**Call 116 123**

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

## Christmas Raffle Winners

A huge thank you to everyone who purchased a raffle ticket or donated.

The winners are:

TB won the hamper  
RH won the turkey from Fullers  
DP won the Christmas cake  
JP won the Manic Ceramic voucher  
JS won the Christmas decoration  
ST won the toiletries bag  
SW won the Christmas pudding  
GW won the set of mugs  
MV won the Christmas flowering plant

Well done to everyone who won and hope they enjoy their prizes. All proceeds will benefit patients.



## **Proposal to not accept routine phone calls between 12:30 and 1:30pm**

Kingswood Surgery currently offers continuous phone cover between 08:00 and 18:30 Mondays to Friday.

We have evaluated how the practice currently operates and would like to introduce a one hour period each day where our mainlines into the practice are turned off for one hour between 12:30 and 1:30pm, although we will maintain an open line for medical emergencies.



### **Why do you want to do this?**

We have identified a number of operational benefits, which will positively impact the running of the practice and the quality of service which we offer. These include:

- Enabling GPs to have a proper break in the day's workload to allow them to review medical results; and
- produce letters and raise requests on behalf of patients following surgeries.

We also believe this will also alleviate problems which currently arise when our front-desk reception staff swap shifts.

At present, our reception teams are often attempting to handover whilst taking patient calls and enquiries, prolonging the handover itself and creating a poor patient experience.

### **What happens if I have an urgent need to see a doctor?**

Emergency calls will still be accepted and these will be forwarded to the duty doctor for a response. The only calls which we will not handle during this hour will be those for routine appointments.

### **When do you propose to implement this change?**

As we are required to make patients aware of these proposed changes and engage in consultations; if they were to go ahead, we would not anticipate that these changes would be in place before January 2023.

### **How do we make our views known?**

We are required to gain patient consent for any proposed change, such as this.

The Kingswood Patient Participation Group (PPG) will be canvassing patients at our vaccination events. If the majority of patients oppose this proposal, it will not go ahead.

### **THE CHOICE IS YOURS**

**PLEASE LET US KNOW YOUR VIEWS BY NO LATER THAN FRIDAY 23rd DECEMBER**

**You can comment by picking up a form from the Surgery, completing and returning it to Reception or**

**Email your choice to: [sue.stanbridge@ymail.com](mailto:sue.stanbridge@ymail.com)**

**Please put 'Kingswood Phone Proposal' in the heading**

An advertisement for saving money on broadband. It features a green bag of money, a smartphone, and a Wi-Fi symbol. The text says "save money on your broadband" and "To find out how you can save visit [kent.gov.uk/socialtariffs](https://kent.gov.uk/socialtariffs)". At the bottom, it says "Eligibility criteria applies" and lists logos for Digital Kent, Kent County Council's Helping Hands Scheme, and the NHS.

save money on  
your broadband

To find out how you can save visit  
[kent.gov.uk/socialtariffs](https://kent.gov.uk/socialtariffs)

Eligibility criteria applies

DIGITAL KENT  
Kent County Council's Helping Hands Scheme  
NHS

## **Help For Households—Government Website**

Countries around the world are facing rising goods and energy prices, inflation and cost of living pressures after the pandemic and Putin's invasion of Ukraine.

We know people are worried so the government is offering help for households. See what cost of living support you could be eligible for.

[https://  
helpforhouseholds.campaign.gov.uk/](https://helpforhouseholds.campaign.gov.uk/)

