



LINK – UP

summer 2009 edition no 12

Pulborough Patient Link your patient participation group

Website - www.pmgdoctors.co.uk for information on PPL, Pulborough Medical Group, appointments, prescriptions, services and useful links to other websites

FEEDBACK FROM LAST EVENT IN 2009

The last health event organized by the Committee on 23rd March 2009 dealt with the topic of Dermatology. The event which was chaired by Dr David Pullan was attended by over 120 patients, who heard presentations by Dr Bav Shergill and Dr Russell Emmerson, Consultant Dermatologists, concentrating on skin cancer but including topics such as ageing skin, skin awareness, melanoma and age spots. Following the talks, both speakers fielded a wide variety of questions from the floor. Refreshments were provided by the PPL Committee, who organized a raffle to raise funds to support the work of the PPL. The evening was sponsored by West Sussex PCT who covered the costs of hall hire, flyers and advertising.

SPOTLIGHT ON CHANGES AND SERVICES AT PULBOROUGH MEDICAL GROUP

- **Action for Deafness** – new service at Pulborough - held on second Tuesday of each month, 10am to 12 noon. The PCT have contracted Action for Deafness to hold hearing clinics at various centres within the community. The service at Pulborough is only a follow up service manned by volunteers to provide you with hearing aid checks and provision of batteries for them. By providing a local service in Pulborough, this will prevent patients having to travel further afield. No appointment is necessary, **please walk in between 10am and 12 noon on the second Tuesday of each month.**
- **AAA – abdominal aortic aneurysm assessment screening** – July clinics for men over 65 years only and self referral. This is a simple and painless test, which the NHS is offering free of charge to all men during the year they turn 65. The test is an ultrasound scan of your abdomen to look for an aneurysm and usually last less than 10 minutes. If you are a man aged over 65 you are more likely to have an abdominal aortic aneurysm, which is why this is the age group being invited to attend for screening. Screening is offered to find aneurysms early and monitor or treat them. This greatly reduces the chances of the aneurysm causing serious problems. If you are over 65 and have never been invited for AAA screening, you can ask for a scan by contacting your local screening service (West Sussex AAA Screening Programme, St Richards Hospital tel no. 01243 831503). You can also find information about the NHS AAA Screening Programme at aaa.screening.nhs.uk.
- Dr Amelia Bolgar got married in April 2009 and we wish her and her husband every happiness for the future
- Dr Sue-Ann Knight our first GP Registrar has now completed her 4 month attachment and a Dr David Orley has now joined us for his 4 month attachment
- Karen Morgan, Practice Nurse will be leaving to go on Maternity Leave at the end of May 2009. We have appointed two temporary Practice Nurses to cover her maternity leave – Wendy and Janine.
- We have appointed an additional phlebotomist - Carole, to assist Wendy and Janine with growing demand.
- Elaine Mattock, who has been our Patient Services Manager and worked first for Lower Street Surgery and then Pulborough Medical Group for 22 years, is retiring during the summer and we are currently recruiting for this senior post within our organization.



MP Visit - PMG

On 7th April, Nick Herbert MP paid a visit to PMG and met with GPs, nurses and other healthcare professionals to discuss a range of issues including the need for greater emphasis on preventing illness, liaison between surgeries and their patients, procedures for booking appointments and impact of increased bureaucracy. Mr Herbert was able to hear how a steadily increasing range of hospital, mental health and community services are being offered to our local population at the Primary Care Centre. At the same time, the doctors' surgery and pharmacy are managing an ever-increasing patient demand for primary care services as they seek to help people stay healthy as well as deal with illness.

PATIENT LIFESTYLE INFORMATION

We have recently set up a patient lifestyle questionnaire; this is for both new and existing patients. New patients will be invited to make an appointment for a new patient check, following completion of the necessary paperwork. For existing patients, completion of this questionnaire will enable us to update your records if necessary and if appropriate review your current care. Some of the information is requested by the Department of Health, so that we can provide patients with a better Primary Care Service. The green Patient Lifestyle Information forms are available from Reception at PMG.

Pulborough Medical Group – A Training and Learning Practice

During 2009 we will continue to welcome both Medical Students and GP registrar attachments to our Practice.

- Dr David Orley started work with us on 1 April 2009 and will remain until 31st July 2009.
- Dr Sarah Bella, another GP registrar will also be visiting PMG on occasions, as Dr David Pullan is her educational supervisor. These visits will give Dr Bella a chance to get to know everyone in the Practice in preparation for her attachment here for her third and final year of GP speciality training, when she will spend from 1st August 2010 until 31st July 2011 working as a GP in Pulborough. During the academic year of 2009/2010, we will also be accepting Medical Students from Brighton and Sussex Medical School during October and November 2009 and March 2010.

Hi, I'm Dr David Orley, the new Specialist Trainee taking over from Dr Sue-Ann Knight, as many of you may already know, or have even been seen by me. In contrast to Dr Knight, however, I am working at the PMG Practice full-time, and not also at St Richard's, which means I have the benefit of getting more experience and opportunity to learn how the Practice works, as well as the kinds of conditions which you come across as a GP rather than a Hospital doctor (a surprising difference!). My time at the Practice, unfortunately, is also limited to only 4 months before I too have to move on to complete my training in various different posts before gaining my "wings" as a GP.

I have the privilege of having my own room here at the Practice, as well as my own surgeries/clinics in which I can see people independently, but have the advantage of having a Supervisor, with whom I can discuss any conditions or treatment issues of which I am unsure, in order to optimise my training experience.

Seeing as I am still training, I get longer appointments, which though initially are 30mins long, I hope to be able to tailor down to at least 20 minutes before finishing my rotation here at the practice. It also means, however, that I sometimes over-run and I recognise that time-keeping is an essential skill as a GP which I still have a lot of work to perfect! (I hope everyone can bear with me as I do).

I cannot express how wonderful my experience has been so far as a trainee here at the PMG Practice, where every one of the staff has made me feel welcome and been supportive. My sincere thanks also go out to all the patients I have (and will) see for allowing me to gain the experience and opportunity of using my knowledge as well as the chance to increase it, with an aim to becoming as best a doctor that I can.

Community Nurse Led Services at PMG

Hi, my name is Sean Cemm and I have been the Advanced Primary Practitioner otherwise called Community Matron, since June 2008. I only deal with patients who are registered with either Pulborough Medical Group or Petworth Surgery and I am employed by West Sussex PCT. My role is relatively new within the NHS and it has been introduced to manage the increasing problems associated with chronic long-term conditions. There are 17.5 million people in the UK living with Long- term conditions such as hypertension, asthma, chronic obstructive pulmonary disease and diabetes and of this figure 75% are over 75 years old, with 45% having more than one long-term condition. Many of these individuals have complex needs. My role involves the care co-ordination and case management of these individuals. It is patient orientated, taking a proactive approach, empowering the individual, carer and or family to manage their long-term condition to improve and or maintain their quality of life and thus preventing acute episodes where they become quickly unwell and require hospital admission. Referral criteria are in place to ensure that those patients with the most complex needs are targeted. Having accepted them onto my caseload I then perform a comprehensive detailed assessment of both the health, which includes advanced physical assessment and social needs of the individual. Health promotion is fundamental to the role and this may involve medicines management, provision of equipment or help with grants for heating and or benefits. Working closely with GPs and other professionals across boundaries enables me to facilitate this for the individual. It is a new, exciting and evolving role, which allows me to deliver a service that fits the complex needs of the individuals I see and goes a long way to improving theirs and others quality of life.

PMG Practice Nurse Led Clinics at PMG

Travel Health Clinics, Minor Injuries, Leg Ulcer Clinics (Wound Management), Diabetic Clinics, Coronary Heart Disease Clinics, Chronic Kidney Disease, COPD (Chronic obstructive pulmonary disease), Spirometry and Respiratory Care, Baby Immunisations and Child Health, Antenatal and Postnatal (joint care programmes with midwives in surgery).

PMG Travel Clinic – Tricia McKinlay, Practice Nurse

I have been a Practice Nurse at Pulborough Medical Group for nearly 5 years and as part of my role, I am regularly involved in giving travel advice. The travel vaccination/advice service we provide continues to be one of the busiest activities we undertake here at PMG. Pulborough and the surrounding area is home to many travellers, some of whom travel on some amazing adventures to far flung corners of the world. This makes the job interesting but also involved and at times complex. Much can be done to help the process and we, as much as possible, try to minimise the time and number of visits for the patient.

Here is some information about the process which should be of interest and will help you to understand the many considerations before a vaccination can be recommended. The risks and the vaccinations can vary depending on the holiday destination, duration and season of travel, purpose of travel, plus standards of accommodation and food hygiene and what activities are being undertaken. The potential risks around the world change by season, for example, Malaria, so the time of year is important. Diseases come and go like Swine Flu, at present, so destination is relevant. These two aspects alone are complicated to track and plan around. This surgery is also a designated Yellow Fever Vaccination Centre and so we attend regular updates/training to maintain this status.

The internet has several authoritative sites which have up to date data on the potential risks. They give good information about current risks and advice on precautions you can take during your travels to avoid some risks. Here are a couple of these sites www.fitfortravel.nhs.uk and www.malariahotspots.co.uk.

Your own medical history is also important; this may influence which type of malaria prophylaxis or vaccination we recommend so again a further consideration. Often we need to see you to discuss the planned travel before a vaccination can be offered. Not all vaccines or malaria tablets are held here in the surgery or in our pharmacy, so may need to be ordered for you. Lead time is

therefore important as you can see. A common fault is coming to see us the week or 2 weeks before you go on holiday. So how much time should you allow? This is definitely where you can help with your own research. A course of injections may be spread over weeks. Not every patient can be treated on the first visit to us and it may be a day or two before a convenient appointment can be arranged. So allow as much time as is reasonably possible, certainly several weeks before your intended exposure to the potential risk if possible. Travel preparation is not an exact science, not all information sources agree and recommended vaccinations vary and develop over time. The recommendation is to know the risks and take advice as to how best to prepare. Forward planning, appropriate preventive measures and careful precautions can substantially reduce the risks of adverse health consequences. The importance of travel insurance and advising insurers of pre-existing conditions is vital. Although we and the travel industry can provide a great deal of help and advice, it is the traveller's responsibility to seek advice and take the necessary precautions for the journey.

HAVE A HAPPY AND HEALTHY HOLIDAY!

AMBITIOUS PLAN FOR PULBOROUGH PATIENT LINK

Pulborough Patient Link supported by Dr. Tim Fooks and Liz Coulthard has agreed that its work should include a more interactive debate on health issues.

Earlier in the year, the Committee members reviewed the work of the PPL and came to the conclusion that many local health issues were not considered by itself or the membership. So it has been agreed that the very successful programme of public meetings and exhibitions should be continued but supplemented by broadening the Committee membership and taking responsibility for the Newsletter.

It is intended that consideration of health issues should not only involve the services provided by the Pulborough Medical Group but also the services provided to its patients by the West Sussex Trusts.

The Committee has invited me to stand for election to the Chair, a position which has been vacant for sometime, and decided to add several members to the Committee. The existing members are happy to continue but will be advising the members to elect Councillor Brian Donnelly to provide a District Council input, Dr. Gwen Parr, Chair of Pulborough & District Community Care Association, and John Ray. As well as providing a welcome link to the Community Care Association, Gwen and John will work together to produce the Newsletter.

The Committee will look forward to receiving suggestions or questions about the local health services but will not be involved in individual complaints which should be addressed to the Practice or, if it is felt desirable, to West Sussex PCT. Dr. Fooks has offered to bring an anonymised analysis of complaints to the Committee for its consideration.

At the General Meeting on the 22nd June, members will be asked to approve a Constitution for the Link and to elect the Committee so that the new objectives of the PPL can be met.

It is an ambitious project which will depend on wide participation. It does meet the national policy of the NHS, supported by West Sussex PCT, to involve patients in the way health services are delivered.

STUART HENDERSON.

PPL Committee Member

PPL COMMITTEE

Chairman	Vacancy – Hilary Willoughby acting Chair
Vice-Chairman	Hilary Willoughby
Hon Secretary	Mavis Cooper
Hon Treasurer	Warwick Dean Taylor
Membership Secretary	Pat Newcombe
Social Secretary	Valerie Beswick
PMG Liaison Officer	Liz Coulthard
Newsletter editor	Vacancy – Liz Coulthard acting news letter editor
Committee Members:	Ray Thomas, Stuart Henderson and Brian Donnelly
Associate member:	P&DCCA Representative - Gwen Parr

PPL MEMBERSHIP APPLICATION FORM

IF YOU WOULD LIKE TO JOIN US PLEASE COMPLETE THIS MEMBERSHIP APPLICATION FORM:

NAME

ADDRESS

.....

POST CODE

TEL NUMBER EMAIL

I WOULD BE INTERESTED IN BECOMING A CORE HELPER – YES/NO
I WOULD BE INTERESTED IN JOINING THE PPL EMAIL PANEL – YES/NO

MEMBERSHIP FEE PER HOUSEHOLD IS £3.00. CHEQUES SHOULD BE MADE PAYABLE TO PULBOROUGH PATIENT LINK, OR CASH CAN BE PAID TO RECEPTION AT THE SURGERY. PLEASE COMPLETE FORM AND EITHER LEAVE AT SURGERY OR POST TO MRS P NEWCOMBE, MEMBERSHIP SECRETARY, 29 COOMBE CRESCENT, BURY, PULBOROUGH, WEST SUSSEX RH20 1PE.

CORE HELPER – (WHAT IT MEANS) If you are interested in helping PPL with their events either by selling raffle tickets at the surgery or serving teas at events, if you would like to join a friendly group and learn more about your health services, then please complete the application form above and return as directed, indicating that you would be interested in joining a 'Core Helpers'

EMAIL PANEL

We are looking for patients to be part of an email panel to provide valuable feedback to be used in decision making for future services. The PPL are becoming more and more involved in reviewing many of the NHS proposals, commissioning ideas and projects and we are trying to set up a Panel of Email members who would be prepared to receive, review and respond to a variety of proposals that require patient feedback. The PPL Committee would find your support invaluable to meet the "change Agenda" of the NHS. If you feel you would like to do this, we would be very pleased if you could give us your name, email address and a contact telephone number. (Please complete slip below and send to Mavis Cooper, 50 Glebelands, Pulborough RH20 2JJ or email to pdandmj7@tisacali.co.uk).

To find out more about what we do, don't forget to look on the PMG website (www.pmgdoctors.co.uk) and follow the link to PPL

I WOULD LIKE TO JOIN THE PPL EMAIL PANEL

Name

Email Address

Tel. No.

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