



AshLea
Medical
Practice



Newsletter Autumn/Winter 2017

The AshLea Medical Practice Newsletter is produced and published by its Patient Participation Group

Gilbert House Surgery Ashted Tel: 01372 276385 Linden House Surgery Leatherhead Tel: 01372 375666

PPG Of The Year Award



Back in the summer, The AshLea Medical Practice PPG was delighted to receive news from the National Association of Patient Participation Groups that it had been awarded the prestigious Corkill Award for the "PPG of the Year 2017" and Chairman, Richard Garrard, attended their Annual Conference in June in Basingstoke to, on behalf of the PPG and the Practice, receive this award.

What has been happening at both Linden and Gilbert House to warrant such accolade you may ask?

With a Committee of ten volunteer patients and working closely with the GP's, much work has been happening over the past few years and Richard, during his acceptance speech, highlighted some of achievements which made AshLea PPG that little bit special and they include:

A "Communications and Patient

Involvement" sub-group was established to focus on trying to involve more patients with our PPG. We now have 380 patients signed up for electronic communication.

We are active on social media and have our own facebook page (Ashlea Medical Practice PPG) and we have established notice boards in both surgery waiting rooms which are regularly updated. We have produced two PPG pop-up boards, one for each surgery, and these advertise the work we do on behalf of patients.

At the beginning of 2016 the sub-group took over the production of the Practice newsletter, taking it from an A4-sheet to a 12-page booklet. The newsletter has been a major success and is aimed at educating and bringing patients up to date with current health issues, Practice information and PPG news.

There are two editions each year - Spring and Autumn. The Newsletter is self-funded and is distributed via the surgeries, electronically and through local outlets such as pharmacies, dentists, opticians etc. This enables us to reach patients who do not regularly attend the surgeries.

Other major projects included:

1) Autism for the under 18's - working with the Practice doctors, a questionnaire was sent

to appropriate patients and the results analysed. This resulted in improvements being made to help those specific patients and their families, offering early or late appointments when the surgery is quieter and, if possible, providing a separate office as a waiting room. We also produced a guide giving parents of autistic children contact information for help and advice.

2) A patient survey, via Meet & Greet sessions in the surgeries, resulted in 166 patients completing our survey. By and large patients were very happy with the Practice apart from some aspects of the appointment process. After further research, the PPG made a number of suggestions for improvement – all of which were accepted, implemented and welcomed.

3) Signposting local services – there are a wide range of local support services available but both doctors and patients are often unaware of how to access them. We therefore produced the Signposting leaflet which is now used by both patients and doctors.

4) Car parking problems. At Linden House the local Council have leased half the available car parking spaces to a private firm thus creating real problems for patients, particularly the elderly and patients with wheel/push chairs. Working with the Practice we organised a petition and presented the Council with 582 signatures. We involved both social media and the local press who took up our fight with a front page article.

5) We have become involved with our local Clinical Commissioning Group. This has ranged from actively involving our patients in a review of local community hospitals and a review of stroke units in Surrey to complaining about the sudden withdrawal of phlebotomy services and eye patients

being seen at St Helier instead of Epsom. **6)** We have established “Open Meetings” twice a year in which all patients are invited to hear an update from the PPG and a talk/presentation from a guest speaker on a topical subject. To date we have welcomed speakers on Alzheimers, Stroke, Diabetes and the Princess Alice Hospice.

There is much to be proud of and if you would like to become involved in any way, big or small, please contact: ashlea.ppg@talktalk.net or call: **Lynda Feeney** on 07436 003 449.

Update for Autumn 2017:

The PPG have decided that, due to problems with booking both convenient meeting accommodation and a selection of speakers, we will not be holding our Autumn meeting this year.

However, we are actively working on an exciting alternative for Spring 2018 so please look out for further information and hopefully, a resulting wider participation of many more patients.

Gym Referral

I asked my doctor what could be recommended for my weakening hamstrings that restricted my ability to get up from a sitting position or from the floor without using my arms to haul myself up. She suggested I could attend a referral course at the Leatherhead Leisure Centre. The forms were filled out and I was enrolled for 20 sessions at a cost of £45. I had a personal trainer and found I could become a full member at £33 per month. It has all worked out very well and I am much improved.

An elderly long term Linden House patient

Complementary Therapies - Acupuncture

Acupuncture with a fully qualified and British Acupuncture Council (BACc) registered practitioner, is one of the safest and longest established forms of healthcare. It is suitable for people of all ages, including pregnant women and children, and can be used effectively alongside conventional medicine.

An acupuncture treatment involves the insertion of very fine needles into specific points on the body. After a detailed consultation covering every aspect of your health and lifestyle, as well as your symptoms, an acupuncturist will diagnose which combination of acupuncture points is right for you

What is the evidence?

Evidence of acupuncture's effectiveness is growing as researchers evaluate the best ways to measure the body's response to it. To date the focus has been on pain management.

Can it help me?

Acupuncture is considered to be beneficial for a wide range of conditions. The National Institute for Health and Care Excellence recommends acupuncture on the NHS for migraines and headaches. Because an acupuncture treatment is designed to affect your whole body, not just your symptoms, you may notice other niggling problems resolve during a course of treatment.

Who has Acupuncture?

Many people have acupuncture to relieve specific aches and pains, such as, headaches and low back pain, or for common health problems like an overactive bladder. Other people choose acupuncture when their body feels out of balance, but they have no obvious diagnosis. Many have regular treatment because they find it so beneficial and relaxing.

What happens when I go for treatment?

A qualified acupuncturist will use many diagnostic methods to plan individual treatment based on your state of health and lifestyle. Acupuncture needles are inserted at selected points to affect your whole body, as well as your symptoms. Single-use sterile needles come in sealed packs and are safely disposed of after each treatment.

What does it feel like?

Acupuncture needles are so fine that most people don't feel them being inserted. It is normal to feel a mild tingle or dull ache at the acupuncture points but many also feel deeply relaxed.

Is it safe?

Two recent research studies concluded that, when practiced by properly trained and qualified traditional acupuncturists, the risk of adverse events from acupuncture is extremely low.

Does it have side effects?

Occasionally a small bruise can appear at a needle site and people may feel dizzy or tired after a treatment but this soon passes

This is an independent article written for the newsletter by Stephanie Wood who holds a BSc Hons in Acupuncture and has been a member of the BAcC since 2008. Stephanie holds a weekly clinic at Ashtead Health and Beauty. For more information or to discuss how acupuncture could benefit you, please contact Stephanie on 07754 414677 or at:

steph@onehundredpaths.co.uk

or visit: www.acupuncture.org.uk

The Diet Myth:

Retired GP, Dr Margaret Chilton, has a life long interest in nutrition and we are delighted that she agreed to write this article for our newsletter;

If you are seriously interested in your diet, and are totally confused by the plethora of articles and advice on the subject, you might like to read "The Diet Myth" by Tim Spector, Professor of Genetic Epidemiology at Kings College London and Hon Consultant Physician at Guy's and St Thomas' Hospital. Don't be put off by this as it is a very easy read!!

It seems to be accepted nowadays that one's diet really is important, not only to keep weight under control, but also to help in preventing illnesses like heart attacks, strokes, raised blood pressure and possibly some cancers. (Incidentally, for the first time I actually looked up the word "Diet" in the dictionary—it means "mode of living".) Professor Spector has done an enormous amount of research into this subject and it is one of the most sensible books on the subject of food that I have read.

He says that at least 30,000 books have been written on diets, most of them by people with no qualifications and little knowledge. You must have seen, every day in almost every newspaper, some article on diet and often two, in the same paper; which contradict each other. Next day there will be another and another. They are written very convincingly and you may almost be persuaded that they tell the truth.

If you've kept up-to-date with food advice you will know how it swings from one extreme to the other. From the frugal rations of WW2, to eating large steaks as soon as meat rationing finished. For a short while, less sugar was suggested but then came the low fat regime. Too many people were told to reduce their cholesterol levels. This meant the low sugar idea was abandoned and sugar was added to foods ad lib to make it tastier. You might call it "the low cholesterol era". This has had the disastrous effect of contributing to the present wave of "so called" obesity and diabetes epidemics. So now it's OK to eat animal fat – in moderation – but sugar is out. It turns out that the research on cholesterol levels, despite involving many thousands of people, was flawed.

Prof Spector goes on to explain why some people, despite valiant efforts and loads of will power, really cannot lose weight. There is another factor, the microbiome. Our guts contain an army of microbes, 100 trillion of them, weighing 2 KG. These tiny creatures are essential to us humans. They affect how we think, our moods, our weight, almost everything we do. They even affect our DNA.

They have to be looked after. Our food is not only important for the state of our blood vessels and brain, but for the health of our microbiome. If this is a new concept for you, keep an eye open for articles on it and on epigenetics. Weight loss may depend on your microbiome.

There just isn't a universal diet. Everyone is unique. No-one can really work out what your diet should be except you. You know what upsets you and what doesn't. You know how much you can eat without either putting on weight or losing it, what gives you indigestion or ulcers in your mouth, or even arthritis.

You may think the diet Prof Spector eats is a bit strange, so here are my

suggestions for you. There is no reason why you should take any notice of what I say, except that, as a medical student in the 1940's, we had a good grounding in nutrition and I don't think the basic needs of the human body have changed much since then.

Eat some protein twice a day, (meat, fish, cheese or eggs, or if vegetarian, lentils, beans etc). Eat lots of fresh fruit and vegetables – 5 pieces a day as a minimum and preferably 7 or 8. Avoid “fast foods” as much as you can and if you do have to eat them, supplement with fruit and veg. Have as much variety as possible. The Mediterranean diet is popular and probably good, but perhaps not for Northern Europeans or Eskimos. Don't eat food you hate. It would be a shame if the diet didn't work. And let's face it, a high fruit and veg diet is expensive; so is time, and ready-made meals can be a blessing. Just make sure there is enough vegetable with them. Don't make your life a misery—food is meant to be enjoyed!

The Diet Myth is published by Weidenfeld & Nicholson, (available on Amazon), and it is also available as an E-book.

Do you need a Wellbeing Prescription?

What is that, we can hear you ask?

It is a free, easy to access, service offered at both Linden and Gilbert House to encourage patients to become healthier, more active, lose weight, eat well, stop smoking, meet new people, combat anxiety problems, get out and about and “get things off their chest”—not all at once, we might add!

Patients are referred to the Wellbeing Prescription Team by their GP, Practice Nurse or you can self refer.

You will receive a full Wellbeing MOT, followed by advice and an introduction to further services which may be of great benefit to the patient depending on individual needs. Further appointments will be made to monitor progress and to obtain ongoing advice and support.

AshLea Medical Practice is fortunate in having the support of Alice Foster as their Wellbeing Advisor and you can book an appointment, to take those first steps, by contacting the surgery.

Want a little more information first? You can log into:

www.wellbeingprescription.co.uk or speak to an independent Advisor on 01883 732 787.

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*Let us know at least 3 hours before your appointment.



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Getting in touch

Information will be available at www.childrenshealthisurrey.nhs.uk from 1 April 2017.

Tel: 0345 222 1517
Email: ask.cfhs@nhs.net



CITIZENS ADVICE MOLE VALLEY OUTREACH

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Appointments or walk in now available at:

St Nicolas Pastoral Centre, Bookham
Tuesday mornings between 10.00 am & 12noon

St George's Christian Centre, Ashted
Last Wednesday of the month for walk in session 11am to 12.30pm
Or by appointment

Trinity Children's Centre, North Leatherhead
Every Wednesday afternoon 1pm-3pm

To make an appointment, get in touch
help@citizensadvice.org.uk

For advice call 03444 111 444
Text 07464 802232

Leatherhead office - open for walk ins:
Monday-Thursday 10am to 1 pm

Appointments only:
Monday-Wednesday 1pm to 4pm
Thursday 1pm to 6.30pm




Helping people feel confident in their community




We can now contact you by text message!

Let us tell you about:

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- Medication reviews and prescriptions
- Opening hours
- Test results arriving
- Vaccination reminders

Check at reception that we have your mobile phone number



What is Safe Place?

The Safe Place scheme gives vulnerable people a short term 'safe place' to go if they are feeling threatened when out and about in their local town.



If you are feeling vulnerable, members of staff can:

- provide you with a comfortable environment
- listen to you
- allow you to use the telephone, or contact someone on your behalf
- provide you with a glass of water
- allow you to use the toilet
- in case of an emergency, call 999

Members of staff are asked to provide short term support to the members of public. **Please do not:**

- take up a lot of their time
- delay them from doing their jobs
- be abusive or aggressive to members of staff
- put members of staff in danger

You are welcome to take a Safe Place card, on which you can add your name and an emergency contact number, if it helps to make you feel safe.

You can collect a Safe Place card from Dorking Sports Centre reception or contact Mole Valley District Council on partnerships@molevalley.gov.uk

For more information on the scheme, visit www.molevalley.gov.uk/safeplace



Accessible Information for All

The Accessible Information Standard came into force on 31st July 2016 with the aim of ensuring that people with a disability, impairment or sensory loss are provided with information that can easily be read and understood enabling them to communicate effectively with health and social care services.

In simple terms, this basically means the following requirements need to be met:

1. Identify: Ask patients if they have any information or communication needs and how those needs can be met.

2. Record: Record those needs clearly and in a set manner.

3. Flag: By way of an "alert" flag, highlight the patient's needs and the required action to meet those needs.

4. Share: With the patient's consent /permission, share this information with other NHS and adult social care

providers.

5. Act: Take steps to ensure that patients receive information which they can easily access and understand, and receive communication support should it be needed.

The AshLea Medical Practice has already started work on implementing these requirements and the work is ongoing. With the support of the PPG, the Practice is liaising with SDCCG with regard to additional resources to progress the work being done and we will be updating you in our Spring 2018 Newsletter.

In the meantime if you, or a patient known to you who needs support, please do bring this to the attention of the Practice.

Want to know more? Further information can be obtained on the NHS website:

www.england.nhs.uk/accessibleinf



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Ashtead, Leatherhead, Fetcham, Bookham, Epsom, Epsom Downs, Tadworth, Dorking, Cobham, Esher, Effingham, Oxshott ... happy to cover other areas, however; a fee of £5 maybe added for time and car fuel costs. e.g Capel, Aldershot, etc.





jennabaer@hotmail.co.uk

Dental Care: The importance of healthy Teeth and Gums

We were fortunate in having a discussion with Deborah Hall, Dentist at Astek Dental Centre, Fetcham, who told us:

As your mouth is a very important part of your body, allowing you to both eat and speak, it is necessary to keep it healthy.

There are millions of bacteria in your mouth. This bacteria consumes sugar and releases acid which is the cause of tooth decay. By reducing the amount, and frequency, of sugar you consume it will reduce the acid produced and therefore prevent the likelihood of needing fillings, root canal treatment or extractions. By having good oral hygiene you will reduce the number of bacteria in your mouth and therefore lower the amount of acid that is produced which causes tooth decay.

This bacteria, if left to stay in the teeth and gums, can also cause periodontal disease. This can result in bleeding gums, halitosis (bad breath) or mobile teeth which may fall out or require extraction.

You can achieve good oral hygiene by brushing your teeth for 2 minutes twice a day with a fluoride toothpaste. It is also important to either floss or use little brushes to clean between your teeth daily.

Regular dental examinations are essential. If your dentist can identify problems early it will prevent future discomfort and the need for tooth extractions or extensive treatment which can be costly. They give advice on your diet to help prevent tooth decay and erosion as well as discuss your oral hygiene habits and how to improve your technique. By looking in your mouth your dentist will also screen for oral cancer and any other abnormalities.

If you haven't seen a dentist for a while, now is the the time to act and book an appointment for an examination! *Deborah Hall B.D.S (Lond) B.Sc. (Hons) A.R.C.S. Astek Dental Centre, 19 Cannon Grove, Fetcham, KT22 9LG*



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My Medication Passport:

My Medication Passport is a written record of a patient's medicines. It is designed to improve communication between patients, carers and healthcare professionals and maintain a record of changes made to the patient's medication. Features of the My Medication Passport include:

- relevant information about the patient, their GP and other healthcare professionals
- list of medicines the patient cannot take and the reasons why
- compliance aids in use
- list of the patient's current medicines
- changes made to current medicines and why
- blank pages for the patient to record additional medical information such as vaccinations, screenings etc.

What are the aims?

The passport aims are to help patients/carers have a complete record of their medicines as well as an understanding of the reasons for any changes being made. It's designed to empower patients/carers to take control of their medication and help seamless transfer of medication information across healthcare interfaces.

For more information, look at the website:

<http://clahrcnorthwestlondon.nihr.ac.uk/resources/mmp>



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Did You Know?

1. Art Group in Ashtead: Tuesdays 2 - 4 pm St Michael's Catholic Church
Conquest Art is a charity inspiring people with disabilities and long term health issues to discover their creative energy and build self-confidence through art. No art experience is necessary and all materials and refreshments are provided. First session is FREE, thereafter £1 per week plus an annual subscription of £5 to Conquest Art.
 Interested? Contact: enquiries@conquestart.org or visit: www.conquestart.org.

2. Parent to Parent Support- The National Autistic Society

Are you a parent or carer to someone on the autism spectrum? You can get free support from a volunteer who is a parent to a child or adult on the autism spectrum.

How do I use the service?

You can call 0808 800 4106 free from a landline (and on most mobiles)

OR use the online enquiry service at <http://www.autism.org.uk/services/community/family-support/parent-to-parent/enquiry.aspx>

For further information visit The National Autistic Society at www.autism.org.uk

3. Surrey Downs Diabetes UK. Adjusting to the knowledge that you, or a family member, has diabetes takes time and it is often helpful to meet other people who have gone through a similar situation. They can offer understanding help and support at an important time. Contact Brian Matier on 01372 741 670 for further details about your local Diabetes UK Support Group.

4. Looking after your pet at Christmas.

Did you know that holly, mistletoe, and poinsettia plants are poisonous to dogs and cats? Keep these out of reach of animals and make sure any berries are promptly swept up. Seasonal food, such as chocolate, grapes, raisins and turkey bones are all hazardous to our dogs and cats, so be kind to them by not treating them this Christmas!

5. Working with the Epsom & Ewell Foodbank, AshLea Medical Practice Food Bank has been established and items can be donated at either Gilbert House or Linden House. Please hand goods into reception and keep an eye out for the list of non-perishable goods which are particularly required. Any donation is, of course, gratefully received and so please do support your surgeries to make this a successful contribution to the community.

6. **Congratulations** to both Dr Lynne Davies and Dr Sharon Williams from Linden House who successfully completed a 26.7 mile walk in 8.5 hours at the end of July. They accomplished this amazing feat to raise money for Macmillian Cancer Support. Their smiles tell it all!!!



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