



Friends of Park Surgery  
Newsletter No 68  
Spring 2015  
Charity No 1011608

### Nursing and Residential Care Home Services

Park Surgery offers a care home service to thirteen nursing homes in and around Horsham.



Doctors visit the nursing homes on a weekly basis to see Park Surgery patients in the nursing homes. They review new residents and discuss with the care home management the calls the care homes make to the out of hours and emergency services to help reduce unnecessary hospital admissions.

### Team Photo Boards

Friends of Park Surgery have funded two photo boards that will have photographs of all staff members in the surgery to help everyone to identify staff and put names to faces

### ANNUAL GENERAL MEETING

The FOPS AGM will be held on **Tuesday 24th March 2015 at 6.30 pm** in the Surgery, after the next committee meeting which will run from 5.30 pm to 6.30 pm.

If you would like to attend please call us on 01403 330266 so we have an idea of numbers.

The current FOPS Committee members are:

Stewart Mackman—Chair  
Penny Sewell— Secretary  
Norman Hewell—Membership  
Ian Mogford—Membership/Draw  
Phillip Head -Treasurer  
Sue Sturt  
Lilian Bold  
Phillip Lansberry  
William Goldstein  
Jennifer Pearce  
Dr Nat Athallah—Partner  
Paula Salerno—Practice Manager  
Tara Francis-Smith—Co-ordinator



### Telephones!!

We are aware that a few people have been misdirected to a wrong number when they have dialled the surgery. This is a glitch outside our control but we are making every effort to ensure that the company responsible for the technology will have it sorted out quickly.

See the news elsewhere in this newsletter about the new Communications Room which will be coming soon.

Remember the surgery number is now **01403 330266**. For out of hours help patients should continue to ring **111**.

### Remembering and Keeping Appointments

*Have you told the surgery your mobile phone number? If you do this you will receive a reminder about your appointments. Our lives are so busy it's easy to forget an appointment. Missed appointments are a real problem for surgery staff, and frustrating for those who are trying to get to see their doctor when all available slots are filled. If something prevents you from attending the surgery please call as soon as possible to release the slot for somebody else.*



## DEMENTIA AWARENESS AND DEMENTIA FRIENDS

There is a plan to build a Dementia Friendly Horsham and District community and the newly formed Dementia Governance group will establish key areas of work that will support people to live well with dementia. Park Surgery will be part of that group and the surgery is exploring how to be more dementia friendly in the practice.

### HORSHAM HEARTSAFE



Dr Liz Fisher has been in talks with HDC and the CCG, SECAMB and the Community Responder team to make Horsham Heartsafe !

The team want to encourage more public access defibrillators in Horsham and also more people trained in CPR.

If you are unlucky enough to have a cardiac arrest you are dependent on how far away the nearest defibrillator is and if there is somebody prepared to use it.

- Call for help and ask for the nearest defibrillator
- Ask someone to call 999
- Push hard in the centre of the person's chest
- Press hard and fast to the beat of Staying Alive
- Keep going until a defibrillator arrives
- Turn defibrillator on and listen to the instructions given
- Put pads on the chest, stand clear and press the charge button when instructed

You may have also noticed a new defibrillator on the outside of Swan Walk , a partnership between the team and the manager of the shopping centre, Gill Buchanan .

Dr Liz Fisher and partners (past and present) of Park Surgery have championed a public access defibrillator to be placed on an external wall of Park Surgery. This will mean easy access at any time, day or night to a PAD for emergency use. This means walkers and users of the park together with anyone passing in the vicinity can use the defibrillator for emergencies.

It will be safe in a cabinet that is alarmed but not locked and available to everyone not just Park Surgery patients and staff.

Liz has already raised some money towards this goal by teaching CPR to some healthcare professionals at a neighbouring surgery and has donated this to the Friends to spearhead the campaign.

## PRACTICE IMPROVEMENTS

We are pleased to tell you that the surgery plans to create a Communications Centre on the top floor of Park Surgery in a previous meeting and training room. This will mean all telephone calls will be taken away from the reception areas, leaving staff free to deal with patients who visit the surgery. This will make reception much more peaceful and less stressful and staff will not have to juggle talking to patients and trying to answer the phones at the same time.

Plans are also in progress to improve the internal signage in the building. This will benefit everybody but will be designed especially to make the surgery easier to navigate for patients living with dementia. We are making a real effort to work with Dementia Friends to make our environment more accessible and friendly.

### Private Members Draw results from October 2014 to January 2015

Thanks to Ian and Christine Mogford for running the Draw



#### October 2014

Mrs. M. Mitchell (53) £75   Mrs. D. Norris (239) £35   Mr. D. Marshall (186) £15

#### November 2014

Mrs. Copeland (13) £75   Mr. R. Gale (215) £35   Miss M. Wright (27) £15

#### December 2014

Mrs B. Thyer (240) £75   Mrs. M. Culhane (179) £35   Mrs. Ilesley (125) £15

#### January 2015

Mrs. C. Murrell (120) £75   Mr. Bridgeland (147) £35   Mrs. E. Kent (208) £15

### Routine reviews.....

**Some conditions need to be reviewed on a regular basis and the following is recommended:**



**Annual checks for those with:**

- Asthma
- COPD
- Diabetes

**A blood pressure check every nine months for:**

- Hypertension

You can make an appointment to see a specially trained nurse for any of these checks in the normal way and you don't need to wait for the surgery to contact you (although you will receive a reminder). Always ask your nurse about the best way to self manage your personal condition.

A blood pressure monitor you can use yourself is available on the first floor and this can be used at any time. If you aren't sure how to do this just check with the reception staff. The machine will give you a printed readout of the result which should be handed to reception so they can record the results in your notes.

### PREMISES

The practice has bid for an 'improvement grant' from NHS England to so that we may purchase the furniture, phones and PCs needed to equip our new communications room, as well as cover all the electrical and decorating work needed.

We have also recently carried out essential works to the lift and are about to start on a 3 week programme to replace some of the lead flashing and roof tiles; we will also be installing a system to stop leaves clogging the gutters and apologise for any inconvenience whilst this work is going on and a cherry picker is on site.

A new ceiling mounted projector has been installed in our new training room and this with our new signage and photo-boards will support our plans to be more dementia friendly.

## **FRIENDS OF PARK SURGERY SPRING MEETING**

**Wednesday 29 April 2015**  
**Normandy Centre, Denne Road, Horsham RH12 1JF**  
**Doors open at 7 pm for meeting at 7.30 pm**  
**Tea and coffee will be served on arrival**

**The main topic for this meeting will be a**  
**Dementia Friends Session**

**The speaker will be Jacquie Pond from the**  
**Alzheimer's Society**

**This is a highly recommended training session which staff from**  
**all local GP practices have already attended that highlights the**  
**difficulties of living with dementia**

**There will also be the always popular question and answer**  
**session with the doctors**

**Please telephone the practice on 01403 330266 to book a seat**

**We are looking for volunteers who would be willing to assist with distribution of our**  
**newsletter. For more information and/or an offer to help please contact**  
**Pam Brakes c/o Park Surgery**

### **FRIENDS AND FAMILY TEST**

**We hope you have noticed the leaflets in the practice asking patients to**  
**comment on the care and treatment they have received at the practice by**  
**either completing a form or going to the website [www.iwantgreatcare.org](http://www.iwantgreatcare.org).**  
**Two volunteers from FOPS, William Goldstein and Lilian Bold have also been**  
**personally discussing the survey in the practice with patients.**  
**The survey has been in operation since December and we are now able to**  
**analyse the initial results.**

**The main question is “ How likely are you to recommend our GP practice to**  
**friends and family” with responses from “extremely likely” to “extremely**  
**unlikely.” We also asked for comments regarding the practice and are aware**  
**that the majority of comments are regarding the difficulty getting through on**  
**the phones, lack of doctor appointments and difficulties with parking -**  
**issues that we constantly seek to improve. 95% of patients said they we**  
**likely to recommend Park Surgery with 5% unlikely to; mostly because of**  
**the car parking situation. A full report will be on the website in due course.**  
**The survey is to continue and the practice has to report results monthly to**  
**the CCG.**