Friends of Park Surgery

(Patients Participation Group)

Newsletter No 70

Winter 2015

Charity No 1011608

PARKING AT THE SURGERY

Recent work on the retaining wall at the surgery is now almost complete and the car park is back to normal. New parking lines will soon be painted.

We are really disappointed that the two hour free parking from 8 am to 10 am in the Jubilee Car Park is no longer available to patients at the surgery. All users of this car park will now need to pay to park. There is a ten minute free slot if your visit to the surgery is really short but otherwise all parking will have to be paid for.

Practice Staff News

The practice is continuing to recruit new staff, including a practice nurse, at a time when it is proving difficult nationally to recruit health staff.

Our hard working and helpful reception team are coming under extra pressure just now as several of them are away from work for health and personal reasons. Please be understanding - they really try to be as helpful as they can under difficult circumstances

Have you had your flu jab?

If you have missed booking your flu jab at the open flu clinics it is not too late.

Contact the surgery about arranging for a **flu jab** if you're **65 or over**, or if you have **any** of the following problems (whatever your age):

- a serious heart complaint.
- a chest complaint or breathing difficulties, including asthma, bronchitis and emphysema.
- children and adults with weakened immune systems
- diabetes.

Carers Count

See page 4

How has the practice helped you?

If you would like to review how the practice has helped you please visit the website www.iwantgreatcare.org where you can add your review about the practice and your recent experiences

We really want to have your feedback!

You will need to know the surgery's postcode which is: RH12 1BG

100 Club Draw Winners

The results for October are:

Mr. Clayton - 1st Prize £80

Mr. And Mrs Paterson - 2nd Prize £30

Mr & Mrs Heeley - 3rd Prize £15

You can join the 100 Cub for only £12 a year
contact Tara Francis-Smith
at the surgery for more information

NEW CHAIRS ON THE FIRST FLOOR

The Friends of Park Surgery are pleased to have been able to contribute towards new chairs in the waiting room on the first floor and in the doctors' consulting rooms. They look much smarter and are in a covering that is easy to keep clean and fresh.

Would you like a free wellbeing MOT?
You can refer yourself to Horsham District Wellbeing - by phone, email or by visiting their website
Practice staff are taking up this offer!
See the information below

horsham district wellbeing

FREE Wellbeing MOT

Would you like to improve your health and wellbeing?
We can help you make a start

Find out about your:

- Weight/Body Mass Index
- Body Fat Percentage
- Metabolism and Physical Activity
- Muscle Mass
- Bone Mass
- Hydration Levels

www.horshamdistrictwellbeing.org.uk
01403 215111 or email info@horshamdistrictwellbeing.org.uk

EDUCATIONAL MEETINGS

Although the meeting on dementia held in April 2015 was very successful, attendance at more recent educational meetings has been disappointingly small. The last booked event was to have been attended by a surgical consultant who was to have given a presentation on breast cancer. We felt that this would have been of interest to many of our patients but only 14 people booked at attend.

We wonder whether with so much information available on the internet public meetings with invited speakers are no longer required and we should be looking at a different way to communicate directly with our patients. It does appear that the question and answer sessions with our partners are very popular and perhaps we should provide an opportunity twice a year for patients to attend an "open forum" and have the opportunity to quiz the partners about changes and developments within the practice. We will let you know how this develops. The first opportunity for such a meeting will be at our AGM on **Tuesday 29th March 2016.** Please contact the practice nearer the date to book your place.

CARERS' REGISTER

Please let the surgery know if you are a carer of a patient of Park Surgery. With your permission we can add you to our register of carers. You may not know you are a carer! You can be a carer even if you just pop in for a few minutes to keep an eye on someone. You do not have to be providing live in or daily care to register as one.

You can join the register if you are a Park Surgery patient but the person you are caring for is not. You can join if you are not a Park Surgery patient but the person you are caring for is one of our patients. Some people care at home for each other and are both on the register. There is a West Sussex plan to improve access to information and support for carers of all ages. The first step is to identify carers in our practice.

If you would like to be added to our carers' register please email the surgery at parkadmin@nhs.net

We are pleased to welcome our new doctor...

Dr. Penny Bugden

MRCGP, MBBS, MA (Cantab), DCH, DRCOG, DRSRH

has joined the team and we look forward to meeting her...

HELPING PATIENTS TO STAY AT HOME

Did you know about the new **Care Co-ordinator Team** at Park Surgery? We help the GPs to Support those patients over 75 who want to live at home and need help accessing support in the community. Horsham is rich in resources for the elderly so we just want to raise awareness of what is available. We are based at the surgery to work with patients over 75 and their GP to make sure that they receive support from us and other to help manage their health.

Day to day we can also make sure that whenever they have an urgent need to seek advice from a GP or nurse we can get a message to the relevant person. What we want to do is to help point patients in the right direction so that they can remain in their own homes and stay out of hospital.

Maria Stack works full time, is an ex-nurse and has lived in Horsham for 19 years with her family. You may already know **Tara Francis-Smith and Judith Hamilton**, who both live locally and have worked at the surgery for many years. They are our practice co-ordinators and co-ordinate doctors' visits and liaise with community staff, district nurses, etc.