

WINTER NEWSLETTER 2013



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2013 is fast coming to a close giving way to the New Year. Both Medwyn Surgery and the Medwyn Centre saw its growth in terms of staff and services to the patients, as reported in the earlier newsletters. In the New Year there will be further expansion, diversification and augmentation of the services

FLU SEASON

We are well into the flu season once again and we would like to remind all our eligible patients to book their appointments as soon as possible.

Flu (influenza) is a highly infectious illness that spreads rapidly through the coughs and sneezes of people who are carrying the virus. Because flu is caused by a virus and not bacteria, antibiotics won't treat it. Anyone can get flu, but it can be more serious for certain people in our community.

The best time of year to get the flu vaccination is in the autumn. It's free and it's effective against the latest flu virus strains. Even if you've already had a flu vaccination in previous years, you will need another one this year. It will only protect you for a year because the viruses

that cause flu are always changing.

Eligible patients are all those over the age of 65 and any patient under the age of 65 that fall into one of the 'at risk' categories, as follows: chronic respiratory disease, chronic heart disease, chronic kidney disease, chronic liver disease, chronic neurological disease, diabetes, immune-suppressed patients, pregnant women and carers.

Christine Coughlin



WHY IT IS IMPORTANT TO RATE YOUR SURGERY.

In 2011 a Department of Health report found that based on patient feedback, Medwyn Surgery was the highest recommended Practice in England. Significantly, 99 per cent of patients registered at Medwyn would recommend the Practice, compared to a

national average of only 58 per cent.

The Medwyn team would welcome your feedback again for 2013. We believe it essential to listen to your comments, in order to continually develop and improve standards of patient care. It will only take 2 to 3 minutes to rate us on the NHS Choices website at www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=44644

Feedback on telephone access, appointments, dignity and respect, involvement in decisions and providing accurate information will directly influence the Practice's development plans for the next 12 months.

The NHS Choices website www.nhs.uk also allows you to download information about common medical conditions, find out about other health services in Surrey and compares us against other GP practices in the area.

Dr Tomlinson

UPDATE ON COMMISSIONING

Surrey Downs Clinical Commissioning Group is responsible for commissioning healthcare for the 290,000 people living in Mole Valley, Epsom and Ewell, East Elmbridge and Banstead. The CCG is made up of 33 GP practices and has a budget of £314 million to buy healthcare from local hospitals, community services, social care, ambulance services, mental health care and any many other services for local people

You may have heard of the Better Services, Better Value (BSBV) proposals requiring the transfer of services from Epsom to Croydon and London. The GPs in NHS Surrey Downs Clinical Commissioning Group have voted no to the Better Services, Better Value (BSBV) proposals and the CCG will now withdraw from the BSBV programme.

The CCG was asked to indicate the level of support from GPs to meet the 'four tests' as part of the NHS England assurance process for the BSBV programme that proposes major service change in south west London and north-east Surrey. The four tests introduced in June 2010 for significant service change are:

- Support from GP commissioners

- Strengthened patient and public engagement
- Clarity on the clinical evidence base
- Consistency with current and prospective patient choice.

Five hospitals are included in the review:

- St George's Hospital in Tooting which remains a major acute teaching hospital in all consultation options
- Kingston Hospital which remains as a major acute hospital in all options
- Croydon and St Helier hospitals, either could be a major acute or local hospital (St Helier as a local hospital with or without a planned care centre)
- **Under all consultation options, Epsom Hospital would become a local hospital (with or without a planned care centre) with significant service reductions.**

Dr Claire Fuller GP and chair of NHS Surrey Downs Clinical Commissioning Group said: "As a GP-led commissioning group, we are charged with securing the best health outcomes for our population and we must do so within the resources we are allocated. Today's important ballot result has shown that GPs within

our CCG are not confident that the BSBV proposals are able to meet the needs of our local population at this time."

Dr Fuller added: "This decision is not taken lightly or without due care and consideration of patients and colleagues in south west London but our responsibility has to be to our local patients. We are not ruling out service changes in the future but we will now withdraw from the BSBV programme and together with our partners, focus our work on achieving the improvements we want to see locally."

Full details of the results are as follows:

Number of GP yes votes – 37 (25%)
Number of no GP votes – 110 (74.3%)
Number who GP abstained – 1 (0.7%)

Miles Freeman, Chief Officer at Surrey Downs said: "Our conclusion as a governing body has been drawn from much deliberation and careful review of the BSBV proposals and from rigorous testing of Epsom and St Helier's current quality and financial position. Our next steps are to make our vision for out of hospital care a reality so patients benefit from having integrated care delivered more effectively and efficiently. This important ambition can only be achieved with the support of patients and families, our partners in both health and local authorities and I now

look forward to discussing our plans more widely.”

Dr Monella

COORDINATE MY CARE

Coordinate My Care (CMC) has been commissioned by Surrey Downs CCG. CMC enables patients to have a personalised care plan that is underpinned by an electronic record that helps to coordinate and manage the care of patients with life limiting conditions.

This project will increase the coordination of patients in their last year of life, demonstrate multi-agency working and provide a shared record allowing all sectors to view one source of information. It will improve quality of care for patients and allow providers of services to patients to have up to date, pertinent information relating to the people they care for.

All key providers have signed up to use CMC and since rollout began in September and training has been delivered. Patients will receive coordinated care in accordance with their needs and wishes, and more patients will die in the place of their choosing.

Nan Nobes

DORKING HOSPITAL

In October Dorking Hospital opened 18 commissioned beds. These beds are identified as dedicated step up or step down beds but in

order to provide a degree of flexibility can be altered to meet the needs of the patients. Nominally the 18 beds are split with 9 of each kind.

The service provided is nurse led supported by medical management teams from local GP practices via a contract with CSH Surrey covering 08.30 to 6pm Monday to Friday, with a GP OOH service outside these hours providing emergency cover only.

Dorking hospital ward is supported by a multi-disciplinary team including nurses, physiotherapists, occupational therapists, healthcare assistants and a housekeeping team.

Nan Nobes

NEW STAFF

Dr Stuart Pavey



I joined the Medwyn team in August 2013 as one of the registrars, having taken over from Dr Augood. This surgery is not new to me, having worked here before in December 2012 to April 2013. I have thoroughly

enjoyed my three months here at Medwyn so far and looking forward to the rest of my time here as a GP in training.

I qualified from St Georges in 2008 and have worked in various hospitals and GP surgeries since ranging from Kingston in South West London to Eastbourne. My previous training was also in pharmacy and I hope to be able to marry these two skills together.

Looking forward to meeting all of you.

Dr Ehi Obadan

I am one of the new registrars at the surgery. I started in August 2013. My last two years were spent at the William Harvey Hospital, Ashford where I gained useful experience. I graduated in January 2005 from the University of Ibadan.

I am presently enjoying experience here at Dorking where I am making use of the beautiful sports/swimming facilities across from the surgery.

Hoping to meet you subsequently.



Dr Lavan Manmatharajah



I joined the staff at Medwyn Surgery in August this year as a General Practitioner, covering Dr Quirk on her maternity leave. I am very familiar to the surgery as part of my training was based here in 2011, and I am very excited to be once again involved with a dynamic and forward-thinking team. I completed the remainder of my GP training in the Dorking area and so I am very accustomed to the services available to patients.

I qualified from Kings College London in 2008 and have spent most of my life within London, however moving to the Surrey area has been a welcomed step and I hope to stay around for the foreseeable future!

I look forward to meeting you all.

Clare Harman



I have lived in Westcott for over twenty years. My husband's family have been in the Dorking area for over fifty years and have run a family business in West Street since 1956. I have two children and a menagerie of animals on our farm. I am really enjoying working at Medwyn and being at the surgery.

In my spare time I enjoy walking, theatre and travelling.

OCCUPATIONAL HEALTH

Medwyn Occupational Health

Occupational Health is a specialist branch of medicine focusing on health in the workplace. An organisations ability to understand the relationship between health and work underpins the success of its business. Occupational Health plays a vital role in enabling employers to reduce sickness absence levels and optimise staff performance and productivity. Employees in organisations that invest in occupational health generally

feel healthier, motivated and more valued.

Medwyn Occupational Health can deliver expertise across a wide spectrum of occupational health services. Our team is committed to tailoring its services to meet the specific and individual needs of your workplace. In addition to managing existing employee health issues, a proactive and collaborative approach aims to reduce and prevent health problems in the workplace.

If you work in an organisation that you believe could benefit from occupational health support please do not hesitate to contact our dedicated team of health professionals at admin@medwynoh.co.uk or call 01306 873936

Sharon Ede



I have lived in Dorking for over twenty years with my husband and two sons.

My hobbies include craft making.

Sarah Vasey-Clissold



I live in South Street with my house rabbit "Alfie" and my hamster 'Fudge' - I work hard and I play hard – my hobbies are silver – smithing and making beaded jewellery, making handbags, general crafting and playing golf at Betchworth Park – oh – and socialising – lots! My partner in crime "Patrick" lives in Essex but is due to move to Dorking sometime in the near future – I hope soon.

Catherine Monella



I am the lead Occupational Health Nurse Advisor, and thoroughly enjoy my diverse role at Medwyn.

In my spare time, I enjoy cooking, dancing, travelling, dog walking and Pilates.

Dr Tomlinson's Cycle Ride

London Ride 100 Challenge

I was already awake before the 4.30am alarm call – this was in part trepidation and part excitement as I mentally prepared for the largest cycling event ever held in the UK - London Ride 100. Daylight started to break as I tucked into breakfast and it was clear that a hot summer's day was ahead - perhaps a bit too hot for cycling, but thankfully no rain!

After double checking everything on my bike worked, I left the hotel in Docklands to make my way towards Stratford. When I arrived at the Olympic Park, excitement and anticipation amongst the competitors was thick in the air. There were people from all over the world and amongst my group were cyclists from France, Germany, South Africa and the USA. At last we were off and as I hit the first London landmark, Canary Wharf, I realised there was a very long way to go. The pace was fast, with everyone wanting to get off to a good start. With all roads closed to traffic, the Tower of London, London Eye, Trafalgar Square, Piccadilly and Knightsbridge seemed to pass by quickly. By one hour I'd cycled 23 miles and realised my training up and down the Surrey Hills was paying off - I'd forgotten how easy it was to cycle on the flat!

As I departed London and headed into Surrey, the roads narrowed and the first big hill loomed. Reaching familiar territory gave me the advantage and I was delighted not to be one of the many cyclists walking their bikes to the top of Newlands Corner. Down into Shere, along to Holmbury and up the famous Leith Hill, I could feel my legs starting to wobble. I knew I was getting close to Dorking and needed a psychological lift as energy levels dwindled. As I came to the top of West Street I saw the first of many friends, family, colleagues and Medwyn patients cheering me on. This gave me all the encouragement I needed to zip up the zig zag to reach the top of Boxhill. The crowds were out in force as I headed back into London and when I eventually reached Embankment my legs and neck were burning and I felt desperate to stop. I knew I was on the home stretch and as the Houses of Parliament came into view cheers from spectators kept me going through to the Mall and the finish line! Five hours and 12 minutes after I started, it was over - I was delighted. At least an hour faster than expected and my sense of achievement was immense.

Thank you to everyone at Medwyn who helped raise £802.36. My name is down to compete again in 2014 and I hope to break the five hour barrier next time. Maybe my GP colleagues

can be tempted with a bit of persuasion from you!

EVENING OF VARIETY AND NOSTALGIA

The Friends of Medwyn and Cancer Research UK (Dorking Branch) held a combined fund-raising event at Betchworth Village Hall on Friday 25 October. Entertainment was supplied by the Westcott Players, with the theme an Evening of Variety and Nostalgia. Pictured (1) are John and Jacki Moss doing their skit on a one-legged, woman pensioner applying for the role of Tarzan and (2) Derek Ruby belting out the old favourites.



Many members of Brockham Choral Society were in the audience, who happily joined in with Derek.

Other acts included some most amusing monologues by Robert Edmondson and a couple of solo songs from Philip and Harriet Ruby.



With luck, everyone enjoyed the entertainment and the excellent supper provided by The Plough at Leigh.

Ann Heaps
Chairman
Friends of Medwyn

Friends of Medwyn

are hoping to hold a barn dance in Summer 2014 and would like to know if patients would be interested in attending. If you are interested could you please give your name and phone number to our reception team.

Thank You



FIRST AID COURSES
IF YOU ARE INTERESTED
IN LEARNING BASIC FIRST
AID PLEASE SIGN UP AT
RECEPTION
CLASSES OF TWO HOURS
FOR A MAXIMUM
OF TWENTY PEOPLE
CAN BE ARRANGED WITH
THE RED CROSS

*The Friends
of
Medwyn
wish all
Medwyn Centre
staff and patients
a very happy
Christmas with a
wonderful and
healthy New
Year*

TREATMENT FOR SIMPLE BACK PAIN

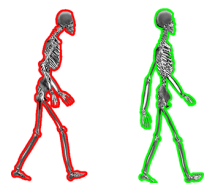
- **Don't take pain lying down** – we now know that days spent lying flat on your back on a hard floor don't work. You may need to rest for the first 48 hours if your pain is very severe but after that keep generally active and avoid activities that cause pain
- **Pain relief** – if needed, painkillers (and sometimes anti-inflammatories) are best taken as a regular dose. Ask your pharmacist or GP for advice.
- **Physical treatments** – such as physiotherapy may be beneficial by providing advice on coping strategies, posture and heat/ice, along with massage, gentle mobilisations, electrotherapy and a simple programme of exercises to follow to help you return to full function and to help prevent a reoccurrence
- **Seek further advice** – if the pain worsens or persists beyond 4-6 weeks

PREVENTING BACK PAIN

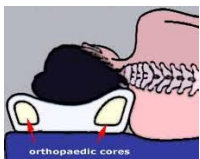
Exercise – general exercise to maintain muscle tone and improve well-being along with specific exercises to strengthen the lower trunk, in particular, the core stability or postural muscles



- **Good posture** – in all positions and activities – not just when sitting



- **Sleep** – ensure your mattress is supportive enough that your normal spinal curves are maintained when lying down.



- **Take care when lifting** – use your knees to get down and don't twist the trunk



- **Weight** – keep this under control to minimise the stress on the back



RESPECT YOUR BACK AT ALL TIMES – you want it to last a lifetime!

Cranfold Physical Therapy Centre

Horsham, Southwater,
Cranleigh and Dorking



- Chartered Physiotherapy
- Acupuncture
- Approved by all the major insurance companies including BUPA

Web: www.cranfoldphysio.co.uk Tel: 0845 025 4000

USEFUL RESOURCES FOR PEOPLE WITH DEMENTIA, THEIR CARERS AND FAMILIES IN THE DORKING COMMISSIONING LOCALITY AREA

1. SILC Surrey Independent Living Council

<http://www.surreyilc.org.uk/>

Telephone: 01483 458 111

Fax: 01483 459 976

Minicom: 01483 459 977

SILC can now be contacted via text on 0790 481 2935

admin@surreyilc.org.uk

Surrey Independent Living Council can provide you with information and advice about direct payments, carers breaks and carer support and respite schemes

2. Action for Carers (Surrey) – the council's carer information and support service

Links to local carer groups

Telephone Us: 01483 302748 www.actionforcarers.org.uk

3. Surrey Information point: Surrey County Council's information website

<http://www.surreyinformationpoint.org.uk/>

Contact Surrey County Council for information about local services. Lines at the contact centre are open Monday- Friday 8am-6pm- 03456 009 009.

Adult social care team: can be contacted via the Surrey County Council contact centre.

You will be offered an assessment and provided with information about services and tools to support you and your carer.

4. The Wellbeing Centre

Offers information, advice and support for anyone who is concerned about their own memory or that of a loved one or friend. You will be able to try out a range of Telecare equipment such as personal alarms and door sensors, and meet local dementia navigators as well as representatives from Citizens Advice and Age UK and Age Concern.

	ss	one
The Fairfield Centre	Leret Way, Leatherhead, KT22 8AH	01372 376 058, fairfield.centre@molevalley.gov.uk
The Longmead Centre,	Sefton Road, Epsom, KT19 9HG	T: 01372 720563

5. Surrey and Borders Partnership NHS Mental Health Foundation Trust

Your psychiatrist and local community psychiatric teams.

Community Mental Health Team for Older People (CMHTOP)	Area	Contact Name	Address and Tel
	(Epsom, Ewell)	Advanced Practitioner Mike Rakatoo. Mid Surrey 1	The Meadows, West Park Hospital. Epsom, Surrey KT19 8BP. Tel 01372 203440
	Leatherhead, Banstead)	Advanced Practitioner Anne Cornell Mid Surrey 2	The Meadows, West Park Hospital. Epsom, Surrey KT19 8BP. Tel 01372 203440
	(Dorking Bookham)	Advanced Practitioner Anne Cornell Mid Surrey 2	Clarendon House, West Street, Dorking, RH4 1QJ. Tel 01306 502400

6. The Alzheimer's Society Dementia Navigators

To support journey through diagnosis, offer carer support, drop in sessions, Banstead Dementia Cafe. Attend the local memory clinics.
Mid Surrey area telephone 01372 729988

7. **MIND** - is a mental health charity which provides specialist advice and support for anyone who has / knows someone who has a mental illness. Their phone service is open Mon-Fri 9-5pm on **0300 123 3393**. Also check out - www.mind.org.uk

8. **Age UK Surrey**

<http://www.ageuk.org.uk/surrey/>

01483 503 414

Age UK provide numerous services such as a home time service (providing domestic support), home visiting service (a friendly volunteer will pop in and visit to minimise isolation), a gardening scheme, foot care and shop mobility service (where you can hire a wheel chair or mobility scooter to go into town and do your shopping).

9. **Crossroads Care**

<http://www.crossroadscare Surrey.org.uk/>

01372 363300

10. **British Red Cross** – the organisation have a home from hospital scheme which supports discharge. The organisation also have an equipment loan which runs over a period of six weeks post discharge. At present only available via hospital referral on discharge.

<http://www.redcross.org.uk/>

07834 529091/01483 749050

11. **The Brigitte Trust** 316 High St Dorking RH4 1QX End of life care charity 01306 875929

12. **Benefits Helpline 0800 882200**

COLD HOMES HAVE A SIGNIFICANT IMPACT ON PEOPLE'S HEALTH. ONE OF THE BEST WAYS OF KEEPING YOURSELF WELL DURING WINTER IS TO STAY WARM.

Keeping warm over the winter months can help prevent colds, [flu](#) or more serious health conditions such as [heart attacks](#), [strokes](#), [pneumonia](#) and [depression](#).

The chances of these problems are higher if you're vulnerable to cold-related illnesses because of one or more of the following:

- you're over 65
- you're on a low income (so can't afford heating)
- you have a long-term health condition such as heart, lung or kidney disease
- you are disabled

Flu is a highly infectious illness that can spread rapidly. If you're at risk of complications from flu, you may be eligible for a free flu jab.

Last winter (2012/13) in the UK, there were 31,000 deaths linked to the cold weather.

Currently, there are 2.39 million households in the UK in fuel poverty. This is when a household has a low income and the cost of heating their home is high, and should they spend the amount they need to keep their home warm, they would be left with an income below the poverty line.

How to stay warm

The government's advice on getting ready for winter aims to reduce cold-related illness and deaths. Key tips include:

- Keep your home warm. Your main living room should be between around 18-21C (65-70F) and the rest of the house at a minimum of 16C (61F). You can also use a hot-water bottle or electric blanket (but not both at the same time) to keep warm while you're in bed.
- Eat well. Food is a vital source of energy, which helps to keep your body warm. Try to make sure that you have hot meals and drinks regularly throughout the day and keep active in the home if you can.
- Wrap up warm, inside and out. Layer your clothing to stay warm and wear shoes with a good grip if you need to go outside. If possible, stay inside during a cold period if you have heart or respiratory problems.
- Check on older neighbours or relatives to make sure they're safe and well. Make sure they're warm enough, especially at night, and have stocks of food and medicines so they don't need to go out during very cold weather. If you're worried about a relative or an elderly neighbour, [contact your local council](#) or ring the Age UK helpline on 0800 00 99 66.

Read more tips on how to cope in [very cold weather](#).

Cold weather benefits

You may also be able to claim financial and practical help with heating your home. Grants available include the [Winter Fuel Payments](#) and [Cold Weather Payments](#).

Winter Fuel Payments of up to £300 are available if you were born on or before July 5 1952.

To find out more about Winter Fuel Payments, call 08459 151515 (8.30am-4.30pm Monday–Friday, textphone 0845 601 5613) or visit <https://www.gov.uk/winter-fuel-payment>.

Cold Weather Payments may be available to you if you receive certain benefits or have a child who is disabled or under the age of five.

To find out more about Cold Weather Payments contact Jobcentre Plus (you can find the nearest office in the phonebook) or visit <https://www.gov.uk/cold-weather-payment>.

The Energy Saving Trust (EST) has advice on how to reduce bills and make your home more energy efficient. They can also advise on grants and schemes available around the UK. Find out more online from the [EST website](#) or call 0300 123 1234 (9am-8pm Mon-Fri and 10am-2pm Sat).

For more information on cold weather benefits and other help available read the 'Financial help to heat your home' section in the [Keep Warm Keep Well leaflet](#).

Dr L Tomei from the NHS Website