

# Patient Participation Group

## Newsletter



incorporating the

[Friends of the Badgerswood and Forest Surgeries](#)

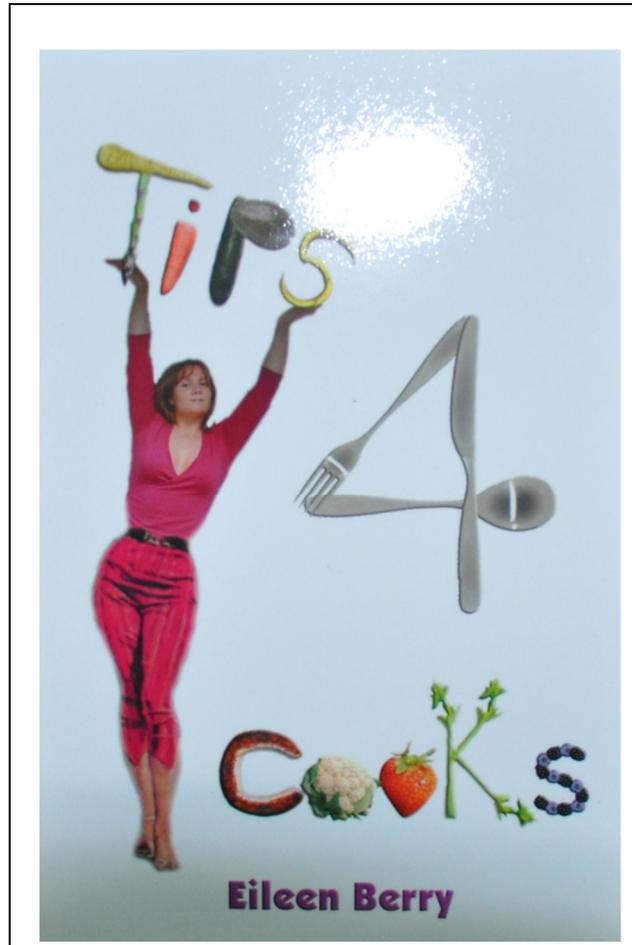
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January 2018

Issue 28

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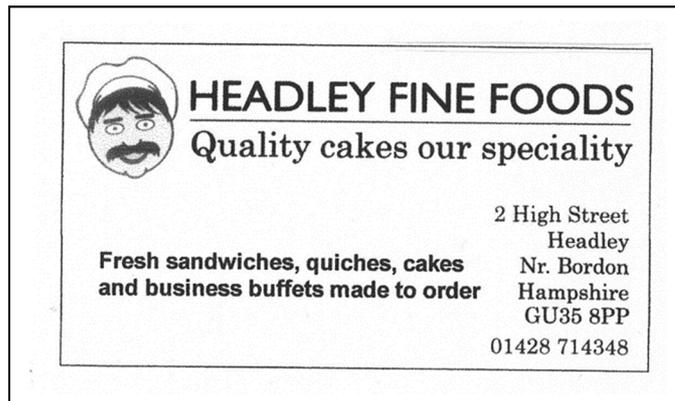
## Fundraising – Tips 4 Cooks



Brian Donnachie is a patient of Badgerswood. He has very kindly given the PPG copies of this book "Tips 4 Cooks" to sell to raise money for our latest projects. It was written by his wife Eileen who sadly passed away recently

We would recommend a minimum donation of £2. Copies are available in the receptions of Badgerswood and Forest surgeries. Please support us and give a thank you to Brian by buying a copy of "Tips 4 Cooks".

## **Chairman and Vice-Chairman Report**



Christmas has been and gone and we look forward to 2018. The PPG were very proactive as usual during 2017, culminating with the production of a 2018 calendar containing pictures taken by patients of the local area. All profit from the sale of the calendars will be used to fund-raise for various equipment at the surgeries. Should you wish to purchase a calendar, they can be obtained from reception at the practice for £7.50 (cash or cheque made payable to PPG only).

In summary, January's newsletter has articles on a very pertinent topic for a lot of patients – "Pain". We have two articles looking at pain from two different aspects, "Pain Killers - Guidelines and Protocols" and "Acupuncture & Physiotherapy" written by Alan Mowatt who is a private physiotherapist practising from Badgerswood Surgery.

We also have our usual slot on "Great British Doctors" which this time is on Thomas Young, an extremely influential doctor of the time whose achievements are so relevant to medicine today.

There are quite a few changes to practice services in January, the main ones being phlebotomy (blood tests) and extended access. In brief, w.e.f. 15/01/18 our phlebotomy service will be undertaken by Southern Health at the Chase Hospital, details of clinic times etc. included within this newsletter. This service had been commissioned by SE Hants Clinical Commissioning Group.

We are also part of GP extended access, Badgerswood being one of the 5 "hubs" to offer extended hours appointments, thereby giving more flexibility and availability for patient appointments. Again, details are included within this newsletter.

As a training practice, we welcome Dr Hugh Finlayson who commenced in post on the 06 December 2017 and will be with us for 4 months. As a GP training practice we hope to encourage future doctors into general practice as so many are either immigrating or choosing a different route in medicine. You may be asked if you are happy to be given an appointment with Dr Finlayson who will be supervised by Dr Sherrell.

Dr Sherrell also heads up the practice research, so you may receive an invite from us to participate in a project should you wish and are eligible.

On another topic, Dr Leung is actively involved with the Bordon new town project so we will update patients on progress in the coming year.

David Lee, our PPG Chairman continues to run our First Aid Training courses which have been extremely popular. He will be looking to provide future dates so if you are interested please let the practice know who can add your name to the waiting list.

The PPG has ideas for future social events and our usual biannual meetings so watch this space!

Finally, from the Practice and the PPG we wish you a Happy New Year.

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### **Flu Jab**

For everyone who is due their flu jab

Remember this year is thought to be a year with a more serious form of flu

Don't forget to contact the Practice and book in for your flu jab

### **Looking for a venue for your function or group activity?**

#### ***Lindford Village Hall***

offers:

- a large, light Main Hall with semi-sprung wood-block floor;
- a Committee Room ideal for small meetings: and
- a fully equipped kitchen.

Contact Derek Barr 01420 479486 to discuss bookings

## Issues raised through the PPG

We have had no direct communication from patients this past quarter but always check on comments made to NHS Choices. Patients are asked to rate the surgeries by a Star rating system 1 to 5, 1 being poor and 5 being good. In the past quarter, Badgerswood received 4 comments from patients, all rated 5 star and Forest received 1 comment, also rated 5 star. We reprint these comments here.

These have raised the over all ratings of the 2 surgeries to:

Badgerswood - 4 Stars  
Forest - 3.5 Stars

### Badgerswood Sugery

#### **Tender Loving Care**

*I have been with this surgery for many years, and with several GP's, my previous one having retired.*

*The GP service is excellent - each GP has time for their patients. They have a lovely sense of humour when appropriate and the Practice Manager is a joy.*

*The receptionists are all most helpful.*

*There are Nurse Practitioners whom I see sometimes for a minor ailment. These are always "on the ball" and I am please that I do not always need to take up the time of a GP.*

*This surgery is most innovative and brings experts in house thereby saving travel.*

#### **The Gold Standard**

*I was diagnosed with several life changing conditions nearly 20 years ago. During this time I have been with several surgeries and have seen many GPs, consultants and specialists.*

*I have no reservations in saying that Badgerswood is the standard by which all other surgeries should measure themselves.*

*We all have our bad days, but in my experience Every member of the team that I have dealt with has been friendly, courteous and professional. They always go above and beyond what one would normally expect of the level of service you'd expect. I collapsed in the pharmacy recently, and couldn't have received better help or care had my seizure happen in a private hospital. They even called out of hours to see if I was ok.*

*Regarding reception, on the occasion that the member of staff isn't behind the desk, it's normally because they've had to run an errand in the office behind, and someone has always come through to answer my question within a couple of minutes. The automated appointment arrival system makes life much easier now in checking in should I arrive on one of those occasions.*

*The GP that I see regularly I cannot praise highly enough. From their easy going manner and dry sense of humour, to their professionalism and care they are without doubt the finest GP that has ever had the misfortune to have me dumped in their lap. And given that they have the pressure of running the practice as well, I am in awe of his ability to make the time to see as many patients as they do, given all the demands on their time.*

*Surgery appointments rarely run exactly to time - this is something that I've come to accept over the many years I've had to attend them. What I've learned in that time is that it's usually because people book a single appointment and they overrun because they needed a double - ive been both victim and culprit in that respect. What's the GP going to do....kick them out without treating them? Of course they aren't.*

*Badgerswood suffers from this problem, even though their appointment times are generous. Several surgeries ago I started taking a book with me. If they are running on time, fantastic. If not then I can relax and have a good read.*

*Their recent refurbishment has vastly improved the facilities there, from better parking and being able to offer rooms for a variety of treatments, to a huge and well stocked pharmacy with an amazing team running it. All in all, if you fall into this surgeries catchment area then count yourself incredibly fortunate.*

*I know I do*

### **Excellent service from my GP for the past 10 years**

*It was 12 years ago when I moved to the area and joined this practice as a patient. I have a variety of minor but annoying health issues which my GP takes great care of and advises me; enabling me to help myself !*

*Because I work, sometimes it takes a little longer to find an appointment that fits both diaries usually within 10 days, and much quicker during the school holidays. The 7 pm appointment being a great help.*

*Having said that, in a recent urgent situation I was seen within 3 hours. Over the years I have appreciated the new and extended surgery and the additional facilities that I can use if and when required including electronic prescriptions to the pharmacy of my choice, in Alton.*

*When needs be I have been referred quickly to specialists and issues sorted appropriately.*

*The new system for confirming your arrival seems to work well. The receptionists are usually helpful or will go and make enquires to check. Only once in 12 years have I felt "wrong footed" when asking for help at reception. Of course like other areas of the NHS I am sure that my doctor's surgery is under a lot of pressure from funding to employing sufficient medical staff.*

*I would heartily recommend them to others arriving in the area.*

#### **Friendly and helpful reception team**

*Supporting my family we made a late call to the surgery. I explained the issue to the receptionist who calmly told me they would talk to a GP and call us back. They did. They offered options and as it was after 6 pm we assumed we would not get to see a GP.*

*After a while the receptionist called us back and suggested I take my family down to Badgerswood. Well past 630pm we were delighted by the patient focused approach of the GP and by the gentle friendly receptionist.*

*Please let the team know we are very grateful.*

### **Forest Surgery**

#### **We are always treated well by every member of staff**

*My wife and I are always treated with respect by all members of staff.*

*We get a very good response to getting appointments to suit and can access these by phone or by popping in. At our previous practice you could not book ahead and could never get through by phone and had to turn up at 8.30 am and stand in front of the receptionist to get attention.*

*They were there to suit themselves and not us.*

*My wife was also very seriously ill soon after joining the practice and immediate attention from reception and the go meant she was in hospital within hours..Cant ask better than that*

The PPG appreciate these comments from these patients. These are patients understanding how hard the practice is working to deliver a standard of care which is the highest they can deliver. Such praise can only encourage an even better service with a closer liaison between patient, medical, nursing, pharmacy and reception staff.

Can you help the PPG to improve the Practice further? Constructive comments welcome. We are also looking for help in running the PPG – fund raising, newsletter committee and editing, patient liaison and surveys etc. Do you have some time to help us? Please contact us at [ppg@bordondoctors.com](mailto:ppg@bordondoctors.com) or via surgery receptions.

## 1st Aid Training

In 2017, the PPG have trained 108 people from Headley, Bordon, Linford and surrounding areas in Basic Life Support techniques. Our aim has been to try to teach in the first instance, those people who may have most need of these skills eg drivers of the Headley and Bordon Voluntary Care schemes (HVC and BVC) who regularly drive ill patients to and from hospital and GP surgeries, those who work or live near defibrillators and may be called on to help in time of emergency, and carers. We also offer training to our PPG members.

The following table shows where the majority of people enrolled from to join our courses. As you can see, we initially targeted the Voluntary Care groups and have now trained well over half the drivers from Headley and Bordon.

PPG	11
HVC & PPG	9
HVC	19
BVC	11
BVC & PPG	1
High Street Shops	4
Spar shop Lindford	1
Here's Headley	5
Friends, relatives etc	5
British Legion	1
Acorn	17
	84

Unlike most other 1<sup>st</sup> Aid Training courses, the PPG have offered this training to everyone for free. Our aim is to try to make more people in our area aware of Basic Life Support skills in case these are ever needed. Courses are run to Resuscitation Council UK standards and by medically qualified instructors who have much experience in 1<sup>st</sup> Aid Training.

In 2018, we are going to push to expand this training. We now are finding increasing support from various areas who wish not only training, but help in running our courses. The cost of running these courses has come from kind donations by people attending and other sources, from PPG funds as required, and from the committee who really want to see this work. Our aim is to try to make this region the safest to be in if you have

an acute emergency. Our courses at present are looking at life threatening incidents. In time we plan to run courses on acute non-life threatening incidents and injuries for those people who wish to expand their knowledge after the primary course.

Anyone who wishes to attend one of our courses, please contact us at [ppg@bordondoctors.com](mailto:ppg@bordondoctors.com). This email address reaches both the Badgerswood and Forest Surgeries end of the PPG. We will reply and try to find a course to suit your availability. Bring a friend, a relative, even someone from outside our region. All are welcome. We're happy to train anyone.

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**Badgerswood and Forest Friends and Family Test  
(Dec 2014 – Nov 2017)**

How likely to recommend services to Friend and Family?

	Total	%
Extremely likely	526	79.9%
Likely	108	15.7%
Neither likely nor unlikely	12	1.8%
Unlikely	9	1.4%
Extremely unlikely	7	1.1%
Don't know	1	0.2%
	658	100%

Extremely likely and likely 95.6%  
(as at 2/12/17)

Our Educational Article this time is  
about

## **Pain management**

In fact we have 2 very different articles about this to  
interest you.

The first article is on

### **Acupuncture and Physiotherapy**

by

Alan Mowatt

Physiotherapist who consults privately at Badgerswood

The second article is about

### **Guidelines and Protocols for the use of 'over-the-counter' painkillers**

based on the NICE guidelines

Both methods are complimentary and each have their  
place to play in pain control.

Both interesting reading for you.

## **Acupuncture & Physiotherapy – A Perfect Combination..!**

It is a little known fact that acupuncture for pain relief has been widely used by many physiotherapists for decades. But how does it work...? Acupuncture is a method to stimulate the nervous system in order to calm pain and restore normal nerve conduction. This, in turn, enables muscles to relax, movement to improve and areas of swelling to reduce. Sensory nerves (that send bodily sensations to the brain) broadly conduct three main stimuli. These are pain, touch, and temperature. The brain then interprets these into a picture of what the body is experiencing. For instance, by touch we can tell if an object is hot, cold, hard, soft or indeed painful... and then interpret what the object may be.

However, if a person has been suffering with pain for a period of time, it is possible for them to establish a 'pain pattern' within the nerve. This means that the nerve conducts pain to the brain in preference to any other sensation. This is best likened to a three lane motorway with 'pain', 'touch' and 'temperature' as the lanes. Imagine roadworks are now in place on the 'touch' and 'temperature' lanes forcing all the traffic to travel up the 'pain lane'. The brain will now feel all sensations as painful, so even light touch can become very unpleasant.

Acupuncture seeks to restore normal sensation by stimulating the touch and temperature 'lanes' in the nerve to enable better 'traffic flow'. It should therefore not be a painful experience, as this would just add to the existing problem.

Acupuncture is part of traditional Chinese medicine (TCM) which dates back over 3000 years. It is based on re-establishing the correct balance of Qi (chee) within the body. This philosophy was created prior to the extensive knowledge of the human body that we have today. Modern scientific evidence has demonstrated that needling stimulates a release of endorphins, serotonin and melatonin to assist in pain relief, relaxation and general well being thus reducing pain and muscle spasm and assisting healing processes. Physiotherapists combine the principles of TCM with multi-faceted modern scientifically evidenced treatments.

Acupuncture needles are extremely fine and feel very different to a hypodermic needle, used for injections. The sensation can vary from a warmth, pressure, maybe an ache... but not pain. Typically a physiotherapist would use approximately 6 - 12 needles (depending on the area being treated) and they would stay in place gently stimulating the nerve for 10 - 20 minutes, after which the needles are removed and the patient can continue about their daily business uninterrupted.

Following acupuncture the patient may experience an immediate relief of pain, although this may take longer to achieve. Occasionally there will be a brief irritation of the nerve, but this should result in improvement thereafter. Typically, however, the physiotherapist would look to repeat acupuncture up to 3 times in order to achieve a good result. For more chronic conditions this may require a few more treatments but improvement should be experienced throughout.

As a physiotherapist with over 20 years' experience, I have personally used acupuncture to treat many patients with chronic pain lasting years with excellent results that have abolished their symptoms.

Acupuncture is a very safe form of treatment with little or no side-effects. Prior to treatment you will be asked a few basic medical questions to be sure that there is absolutely no risk of side-effects occurring. Acupuncture needles are sterile and disposable and there is no risk of infection. There is also no spiritual basis to acupuncture in this setting - it is purely a science-based treatment that has now been well researched and is accepted by The National Institute of Clinical Excellence (NICE) as a suitable treatment for these conditions.

Of course, most sources of pain in the human body have an underlying physical cause and this will need to be assessed and treated in order to prevent the pain returning. A physiotherapist would perform a thorough assessment before commencing potential acupuncture treatment in order to not only resolve the pain but also resolve the underlying cause (if it is still present), therefore bringing about a long-term solution to the problem.



Acupuncture uses very fine needles to assist with recovery from various conditions.

To see if acupuncture with physiotherapy could benefit you – contact Badgerswood Surgery's private physiotherapist Alan Mowatt on 01428 609975 or email [backtogetherphysiotherapy@gmail.com](mailto:backtogetherphysiotherapy@gmail.com).

## **Pain Killers Guidelines and Protocols**

Medically the definitions of a 'Guideline' and a 'Protocol' differ.

A guideline is a statement, usually made by an expert or team of experts, which gives guidance about the optimum care of a condition using all available best research evidence. From this evidence, the best advice can be given to all practitioners about how to develop a treatment plan.

A protocol is the treatment plan developed from a guideline. Protocols may vary from department to department depending on facilities available, on local and current patient problems, and many other factors.

Basically guidelines are advisory. Protocols must be followed. However, the strength of the statements made by a well-constructed guideline means that significant deviation from the guideline may be as serious as not following a protocol.

In 1993, all the Colleges in Scotland decided to set up a joint group to look at all things medical with the aim of "reducing variation in practice and outcome, through the development and dissemination of national clinical guidelines containing recommendations for effective practice based on current evidence". This group was called the "Scottish Intercollegiate Guidelines Network (SIGN)". Membership of SIGN includes medical specialties, nursing, pharmacy, dentistry, patients, health service managers, social services and researchers.

On 26<sup>th</sup> February 1999, an equivalent group was set up in England called the National Institute for Care Excellence (NICE) later called the National Institute for Health and Care Excellence. This group was set up to provide "national guidance and advice to improve health and social care".

Both these bodies still exist and function and both are highly respected. Much of their evidence overlaps but their presentation of information varies, SIGN presenting much material in a form as would be used directly into a protocol. Both always document where they have looked for evidence and what studies they regard as having been well conducted, valid and providing good useful evidence.

Sometimes, no absolutely valid study may have been conducted proving without doubt that a certain treatment option is the correct approach or

some disagreement between studies may occur and in this case, expert opinion and weighted evidence is used.

Let us look to see how guidelines have been developed for an individual item. We have looked at 'over the counter' pain killers. Medically we call pain killers, 'analgesics'. Many years ago aspirin was the accepted pain killer of choice. It was known in ancient times as an extract from the willow tree but the pure form of aspirin extract in tablet form only came to be used in the early 20<sup>th</sup> century. But aspirin has side-effects such as stomach irritation, bleeding and ulceration. We now have other analgesics introduced since, with less side effects eg [paracetamol](#) in 1956 and [ibuprofen](#) in 1962.

Paracetamol comes under several names eg Panadol. The World Health Organisation (WHO) keeps a List of Essential Medicines, the most effective and safe medicines needed in a health system and paracetamol is one of these. It has no problems with gastric irritation. However many people feel mildly nauseated with this.

The history of Ibuprofen is interesting. It belongs to a group of drugs known as 'Non-Steroidal Anti-Inflammatory Drugs (NSAIDs)'. Initially discovered in 1961, it started off as a prescription only drug for inflammatory conditions such as Rheumatoid Arthritis. Its analgesic properties were soon recognised. It went through a process of 'available by prescription only' to 'free to buy over the counter' in view of its lack of serious side effects and good analgesic properties, and it has now also entered the WHO List of Essential Medicines. It also has mild problems with gastric irritation and its use alone is not advised in people with gastric problems. It can however be used with a powerful antacid drug added, normally a proton pump inhibitor eg Omeprazole

These drugs are only mild to moderate analgesics and studies confirm they are more effective in combination. They also enhance opioid drugs.

Codeine is an opioid extracted from morphine. It has mild to moderate analgesic properties. It has all the side-effects of morphine including nausea, vomiting, constipation and addiction if used over a prolonged period. As with paracetamol and ibuprofen which enhance the effects of each other if used in combination, codeine also enhances the other 2. It must however be used with care in the doses recommended for over the counter sales.

Many studies have been conducted looking at these drugs in isolation and in combination as well as other analgesics. Studies have looked at how good they are as pain-killers and their side-effects, how serious these are and how frequent. From a careful study of all the best trials, NICE has laid down careful guidelines for the use of the preferred drugs, when they should be used, when in isolation and in combination and which work best together. Their effects have looked particularly at persistent and difficult to control pain. The NICE guidelines are below. Patients should be recommended to follow these guidelines when they have pain especially if chronic and persistent.

Remember the cause of the pain must always be diagnosed and treated where possible. Also analgesics work better as a preventer than treater. Regular use of low dose mild analgesics to prevent pain usually results in overall less use of pain-killers than waiting for severe pain to happen, then trying to control with large analgesic doses.

### **NICE Guidelines for Pain Control**

#### **Analgesics should be used in a step-wise progression**

1. Paracetamol - increase dosage to 1gm x 4 / day
2. Low-dose Ibuprofen (400mg x 3 / day) – increase to 2.4Gm / day  
If intolerant of NSAIDs, weak dose codeine (60mg 4 6 hourly - max 240mg / day)
3. Paracetamol 1Gm x 4 /day + low dose Ibuprofen OR  
Paracetamol 1Gm x 4 / day + weak dose codeine
4. Paracetamol 1Gm x 4 / day + alternative NSAID (eg Naproxen 250 – 500mg b.d.)
5. Weak opioid (eg Codeine) + paracetamol + NSAID

#### **NB**

1. Treat cause where possible
2. Continuous pain - full clinical assessment and regular analgesia
3. Go to maximum therapeutic dose of the analgesic in use before changing or adding another.
4. Patients with GI problems should either avoid NSAIDs or add a proton pump inhibitor eg Omeprazole
5. Patients with cardiac or circulatory problems should have low-dose ibuprofen (400mg / day)
6. Beware long term use of opioid drugs (dependence and withdrawal problems)
7. Elderly people should be prescribed weak doses of opioids
8. Beware effervescent drugs in patients with hypertension (high salt content)

**Great British Doctors No 15**  
**Thomas Young**  
**13<sup>th</sup> June 1773 – 10<sup>th</sup> May 1829**



Thomas Young has been described as “The last man who knew everything” and a “truly original genius”. For a man who over-turned Isaac Newton’s theory of light, was mentioned by Einstein in a forward of one of his books, spoke 14 languages, or at least was familiar with these, and made significant contributions to the translation of the Rosetta Stone, amongst a myriad of other interests, publications, lectures, awards and qualifications, these phrases seem justified.

Thomas Young was born on 13<sup>th</sup> June 1773 in Milverton, Somerset, the eldest of 10 children. His parents were Quakers and although Young had been made to read the whole Bible as a child and even memorise extensive sections, he failed to demonstrate any religious faith throughout his life. Initially he embarked on a career in medicine, enrolling at St Bartholomews in London, but moving to Edinburgh, then to Gottingen in Germany where he eventually qualified MD in 1796.

Returning to the UK, he entered Emmanuel College in Cambridge, but at this time inherited the estate of his grand-uncle which made him financially stable for the rest of his life. This allowed him to embark on those studies which interested him whenever he wished. In 1799 he set up Practice in 48 Welbeck Street, London, this address being recorded today with a blue plaque.

Two years later he was appointed Professor of Natural Physiology at the Royal Institute, a post he held for 2 years. During this time he delivered 91 lectures, many of which contained ideas and theories he would later work on to prove. During his time as Professor, he was appointed Foreign Secretary to the Royal Society. In 1811, he was appointed as physician to St George's Hospital.

Not all his research works involved medical matters. He sat on a commission to study the exact length of a pendulum to produce 2 seconds. He became interested in Life Insurance. He sat on the Board of Longitude, was superintendent of HM Nautical Almanac Office, Honorary Member of the [American Academy of Arts and Sciences](#), an associate of the [French Academy of Sciences](#), and member of the [Royal Swedish Academy of Sciences](#).

To list all his achievements are too numerous to mention here so we will discuss only his contributions to medicine. There is no doubt that the work he did with light and vision were his most outstanding works and he himself felt these were his greatest achievements. It is of note that these works still form the basis of ophthalmology today and his experiments still are quoted.

100 years before Young, Isaac Newton had proposed that light travelled as particles. At the time there was great controversy about this theory and many other physicists disagreed with Newton, believing that light transmitted in a wave form. Newton however felt that light had to travel as particles because waves tend not to travel in straight lines and therefore would not reflect and refract in the way light does. By using a prism, and splitting light into 7 colours, then reassembling the light into white with a second prism, he showed that light was travelling in a straight line with each of its component colours. Most physicists came to accept his theory although over the next century, several still remained unconvinced.

By using a similar effect to waves on water where 2 sources of waves cross and intersect, Young was able to show the same effect with 2 light sources, convincingly showing that light travelled as a wave form, disproving Newton's theory.

Young also went on in the 1790s, to show that the eye focuses itself by adjusting the curvature of its lens. From this he became the first person to describe the disorder of astigmatism, or abnormal irregular curvature of the lens.

He also demonstrated that the eye depends on 3 colour receptors for colour vision not 7 as had been postulated by Newton. Newton indicated 7 as this was a lucky number in Greek mythology and also his prism had split a column of light into the "7 colours of the rainbow". However, the cells in the retina of the eye which pick up coloured light are known as 'cones' and we now know that there are 3 types of cone in the human eye each picking up a different colour wave-length (blue, green and red). This is as had been predicted by Young.

He also made other contributions to medicine, many now obsolete. He wrote about the function of the heart and arteries. He also wrote about consumption (tuberculosis). He also devised a rule (Young's rule) for calculating the dose of a drug for a child

$$\text{Child dose} = \frac{\text{Adult dose} \times \text{Child age in years}}{\text{Child age in years} + 12}$$

Young died in London on 10 May 1829, and was buried in the cemetery of St. Giles Church in [Farnborough](#), Kent, now part of the London suburb of Bromley. [Westminster Abbey](#) houses a white marble tablet in his memory.

## **HEADLEY CHURCH CENTRE**

**Is available for hire for**

**receptions, activities, parties**

**Kitchen facilities, ample free parking**

**Accommodation up to 70 people**

**Very reasonable hourly rates**

***For further information, please contact***

**Keith Henderson 01428 713044**

## **Exciting new digital trial to start at Badgerswood Surgery**

Wessex AHSN is working with Hampshire-based digital innovators xim, and Badgerswood Surgery in Bordon, Hampshire, to test a new way of monitoring patients' vital signs. The LifeLight® system can check a patient's vital signs - their pulse, breathing rate, blood pressure and blood oxygen level - by simply sitting in front of a computer screen.

LifeLight® does this by using a standard camera on the screen, which detects very small changes in a person's forehead skin colour, and may identify unknown health conditions or underlying problems. The whole process is completely contactless, and only takes a minute. If a potential health issue is spotted, this is reported within 24-hours, allowing health professionals to help the patient and treat and prevent the underlying issue before it develops. Badgerswood Surgery has agreed to help test LifeLight® and to see how the system will work in a busy GP practice. If the trial is successful, the system will help save valuable GP appointment time, but most importantly, help diagnose patients sooner allowing the NHS to prevent and treat patients faster, keep them well, and potentially out of hospital.

Rachel Dominey, who is leading the project for the AHSN, said: "We are pleased to be partnering innovators with primary care professionals for this pioneering work, with the hope that many will benefit from cutting-edge innovations, in a setting which is so familiar to many patients. It's great news that Dr Leung and his surgery colleagues have agreed to pilot this work, which could have excellent benefits not just for Badgerswood patients, but others across Hampshire and beyond."

Dr Anthony Leung, GP partner at Badgerswood Surgery, said: "We'll be very interested to see the outcomes of this trial, and if it helps our patients. This system could save me critical minutes in a consultation. I can also see a point when this is made available in the waiting room for patients to self monitor."

Laurence Pearce, CEO and founder of xim, said: "As a forward-thinking practice, Badgerswood Surgery is an ideal partner to trial our revolutionary technology. The support received from Wessex AHSN is ensuring that once proven, innovations like ours will be able to benefit patients and GP surgeries across the whole Wessex region."

During the trial, patients' GP will also record their vital signs in the traditional ways making sure the new system is accurately reading patients' vitals. All patients' data is anonymous, protected and safe.

## **Changes within the Practice**

### **1. Phlebotomy Service (blood tests)**

With effect from 15 January 2018, phlebotomy will be undertaken for Badgerswood and Forest patients at Chase Hospital. The clinics will be run from 8.30am-12.30pm Monday, Tuesday, Wednesday and Friday. The service is a walk-in (no appointment necessary) based on a maximum of 48 patients to be seen per day commissioned. Patients will require a blood request form to accompany them so will need to request this from the Practice a week beforehand. This service is being run by Southern Health but commissioned by SE Hants Commissioning Group. Should you experience any issues from this service, any complaints should be addressed to the Commissioners, details of which, can be obtained from reception at Badgerswood or Forest Surgery.

### **2. GP Extended Access**

There is a new local “extended access” service running from 6.30pm-8.00pm weekdays and 8am-4.30pm on Saturdays and Sunday mornings. This new, extra service is in addition to each practice’s normal service which remains the same but gives patients a greater choice when choosing to book appointments. Anyone registered at surgeries across both the Fareham and Gosport area and the South Eastern Hampshire area, including our practice has access to the service. Routine appointments for the service can be booked via their own practice and more urgent “same day” appointments at weekends, booked via NHS 111. The extra service will be run from five “hub” locations:- Badgerswood Surgery, Petersfield Community Hospital, Waterlooville Health Centre, Havant Health Centre, Fareham Community Hospital and Gosport War Memorial Hospital. For Sunday access, the only hub location offering this service is Havant Health Centre. GP extended access is not a walk-in option – it is appointments only.

### **3. New GP Trainee:**

A new GP Trainee, Dr Hugh Finlayson, started in our Practice on 06 December 2017 and will be with us for 4 months.

### **4. Flu Season:**

The Practice still has stocks of flu vaccine for those at risk so please do call reception if eligible and book a nurse appointment.

### **5. Pneumococcal Vaccine:**

Unfortunately the Practice is still waiting for a stock of pneumococcal vaccine for those eligible.

## We ask for your help again



We are looking for donations to purchase a **Hyfrecator.**

This is an instrument used by our doctors during the treatment of skin lesions to stop bleeding and oozing and should help our doctors carrying out minor surgery in the Practice.

Cost £1320

Donations please to either surgery reception  
Cheques made out to "PPG of Badgerswood and Forest Surgeries"



and

**Bordon and Whitehill  
Voluntary Car Service**

We take people in the Bordon

Whitehill community who do not have their own transport to Hospitals, local Surgeries, Dentists, etc. If you need help please call us.

Also, we are desperately in need of **co-ordinators** to help us take telephone calls from patients and arrange drivers. They do this at their own home. Can you help us?

Our telephone number is **01420 473636**

## Practice Details

<b>Address</b>	<b><u>Badgerswood Surgery</u></b> Mill Lane Headley Bordon GU35 8LH	<b><u>Forest Surgery</u></b> 60 Forest Road Bordon Hampshire GU35 0BP
<b>Telephone Number</b>	01428 713511	01420 477111
<b>Fax</b>	01428 713812	01420 477749
<b>Web site</b>	<a href="http://www.bordondoctors.com">www.bordondoctors.com</a>	
<b>G.P.s</b>	Dr Anthony Leung Dr I Gregson Dr H Sherrell Dr Laura Hems	Dr Charles Walters Dr F Mallick Dr L Clark
<b>Practice Team</b>	<b>Practice Manager</b> <b>Deputy Practice Manager</b> <b>1 nurse practitioner</b> <b>3 practice nurses</b> <b>2 health care assistants (HCAs)</b> <b>1 physician associate</b>	Sue Hazeldine Tina Hack
<b>Opening hours</b>	<b>Badgerswood</b>	<b>Forest</b>
Mon	8 – 7.30	8.30 – 7.30
Tues/Wed/Thurs	8 – 6.30	8.30 – 6.30
Fri	7.30 – 6.30	7.30 – 6.30
<b>Out-of-hours cover</b>	<b>Call 111</b>	

### **Committee of the of the PPG**

<b>Chairman</b>	David Lee
<b>Vice-chairman</b>	Sue Hazeldine
<b>Secretary</b>	Yvonne Parker-Smith
<b>Treasurer</b>	Ian Harper
<b>Committee</b>	Nigel Walker Barbara Symonds Gerald Hudson Sarah Coombes Liz Goes

**Contact Details of the PPG** [ppg@bordondoctors.com](mailto:ppg@bordondoctors.com)

Also via forms available at the surgery reception desk



*Are you  
in need  
of help?*

*Trips to the Hospital, Doctors & Dentists difficult for you?*

*Headley Voluntary Care are here to help*

*Perhaps you would like to join us for a coffee and meet up with other local people, we meet at 10.30 every Thursday at the Church Centre, pop in and see us.*

*Telephone: 01428 717389*

*We cover Arford, Headley, Headley Down, Lindford & Standford*

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*Can you help?*

*Volunteer Drivers needed*

*Your petrol costs will be re-imbursed*

*Telephone now while you think about it.*

*01428 717389*

## **Headley Pharmacy**

### Opening hours

Mon – Fri 0900 - 1800  
Sat 0900 - noon

Tel: 01428 717593

Visit the new expanded pharmacy in Badgerswood Surgery

## **Chase Pharmacy**

### Opening hours

Mon – Fri 0900 – 1800

Tel: 01420 477714

The pharmacy at Forest Surgery, adjacent to Chase Hospital

**Both pharmacies are open to all customers**

for

**Prescription Dispensary  
Over-the-counter medicines  
Chemist shop**

**Resident pharmacist  
Lipotrim weight-management Service**

**You don't need to be a patient of  
Badgerswood or Forest Surgery to use either pharmacy**