

# Patient Participation Group

## Newsletter



*Lily Pond West Worldham*

incorporating the

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

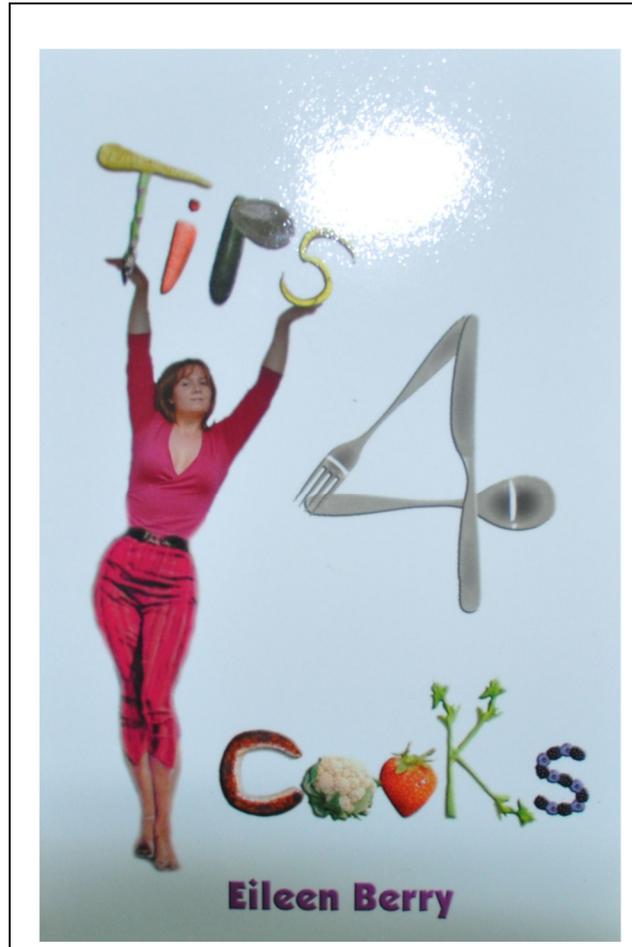
---

October 2017

Issue 27

---

## 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".



**HEADLEY FINE FOODS**  
Quality cakes our speciality

**Fresh sandwiches, quiches, cakes  
and business buffets made to order**

2 High Street  
Headley  
Nr. Bordon  
Hampshire  
GU35 8PP  
01428 714348

# NOTICE

The Specialist Centre for management of patients suffering from an

## **ACUTE STROKE**

in this region has changed

-----

Remember the immediate signs of an acute stroke – remember **FAST**

**F - Facial weakness**

**A - Arm and / or leg - unable to move or raise**

**S - Speech affected**

**T - Time is vital**

In this situation, time to get to an **Acute Stroke Unit** for expert medical treatment is vital. In this area, time from first symptoms / signs to expert medical treatment should be less than 3 hours.

**Do not call the surgery - this only delays time**

**Call 999 immediately**

**If you decide it would be faster to take the patient to hospital yourself:**

**The Specialist Acute Stroke Unit is now based at  
Frimley Hospital**

The Royal Surrey County Hospital in Guildford  
no longer has an acute stroke unit

## **Chairman / Vice-chairman Report**

This quarter has been busy and interesting. Heather, one of our committee members who has been with us almost since we started, has decided to resign. She has been a wonderful help and support to us throughout and we shall miss her dreadfully. We wish her well for the future.

We have delayed the production of this newsletter and for the first time it is late in publication. We have been waiting for our Educational Article to include in the newsletter but this has not materialised, perhaps a combination of our being slow in requesting the author to produce the article for us and also our not being entirely clear in what we wanted. We have now had to go ahead without an Educational Article for the first time in 26 issues of the newsletter and for this we apologise.

Sarah suggested that our Great British Doctor this time should be Dame Cicely Saunders who opened the first Hospice in the UK in London, a very worthy choice.

Our Star rating with NHS Choices has fallen slightly in both surgeries due to 2 letters which each expressed concern about delayed waiting times for appointments. See these comments in "Issues raised through the PPG" The PPG has an interest in detection of occult high Blood Pressure and stroke prevention. Again we attended 'Here's Headley' on the 16<sup>th</sup> September and tried to monitor the BP of everyone who attended. We report on our activities in this newsletter.

Our 1<sup>st</sup> Aid Training continues. We have now trained over 70 people and are planning further courses. Anyone who wishes to attend any of our courses, please contact us either at [ppg@bordondoctors.com](mailto:ppg@bordondoctors.com) or simply provide your name and a contact (email address, phone number or address) to either surgery reception, and we will contact you with dates. There is no fee but donations to help cover costs will be appreciated. Following a kind donation from Frensham, we plan to run courses also in Frensham. Liz Goes, one of our committee, has researched the location of all the local defibrillators in this region and plans to produce a map which we will ultimately distribute throughout the area.

The Clinical Commissioning Group have encouraged all the Chairs of the PPGs to meet and an initial attempt of the local PPGs north of Butser Hill failed because we were too few. We therefore met with all the Chairs of the PPGs of SE Hampshire in Cowplain near Portsmouth recently and had an excellent meeting. Interestingly there was a joint feeling that the national body of PPGs (NAPP) was of little benefit and few are now members.

We had a lengthy and interesting meeting with ACORN recently. This is the Christian organisation who owned the land that Chase Hospital and Forest Surgery were built on. They still own 5 acres of adjacent land and are keen to become involved in charitable activities in Bordon. We had a long talk about how we could link together and as a first activity we plan to run 1<sup>st</sup> Aid courses in Bordon in their building. They have a large lecture theatre and facilities we could use for training. We also discussed many other ideas with them and Dr Leung at the time.

I submit a small report on developments at Southern Health. The major changes recently have related to changes in the senior staff of the Trust and most of this has now taken place and gradually they are now finding their roles. On 23<sup>rd</sup> October, we are holding our members' meeting at Lindford Village Hall at 7.30pm. Prof Chauhan's respiratory team are coming to speak. Lynne Hunt, the new Chair of the Southern Health foundation Trust will be coming to meet everyone who wishes to attend. Please come to listen to the talk and to meet our new Southern Health chair. We really would welcome your support by coming to our meeting especially as the Chair of the Trust is making a special effort to come here for us.

**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

## Issues raised through the PPG

We have made comments before about NHS Choices and their Star rating system. If 1 patient gives a 1 star rating, it takes 8 patients to give 5 stars for the practice to go back to a 5 star rating

1 star + (7 x 5 =) 35 stars = 36stars / 8 = 4.5 stars

1 star + (8 x 5 =) 40 stars = 41stars / 9 = 5 stars

Most patients who write to NHS Choices do so to complain and when they do they give 1 star.

**Liz** gave Badgerswood Surgery a rating of 5 stars

### **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.*

Visited in August 2017. Posted on 14 August 2017

Anonymous gave Badgerswood Surgery a rating of 1 stars

### **Three member of my family have had bad experience ????**

*Three members of our family have agreed that we have all had bad experiences. From having to wait from 45 mins to almost an hour despite having appointments - and then receiving poor help. I.e. The doctor not even recommending over the counter treatment let alone give a prescription. The reception is very frequently unmanned*

Visited in July 2017. Posted on 02 August 2017

Report as unsuitable

Anonymous gave Forest Surgery a rating of 1 stars

**Poor service, unfriendly staff.**

*Extremely difficult to obtain an appointment, reception staff are extremely unfriendly and have a manner which makes you feel inconvenient. Always allow at least an hour for your appointment as the doctors never run on time, If you are called in thirty minutes after your appointment time then this should be considered as good.*

*In addition to the above you can now expect to be pushed in the direction of private care rather than an NHS referral, my son presented with feet problems and rather than refer him we were advised to pay privately to see the in house Podiatrist. I appreciate the NHS is struggling but surely there is still room for good care and a polite and welcoming manner as the latter costs the surgery nothing.*

Visited in July 2017. Posted on 01 August 2017

Report as unsuitable

**Forest Surgery** replied on 02 August 2017

Thank you for your comments. As a practice we strive to give a good service to our patients. I am sorry that you feel that you have not received this and that your views are so at odds with those of some of the recently posted reviews.

Whilst it may be frustrating when appointments are not running to their allocated times, as you will appreciate some appointments may take longer depending on the reason for consultation. We hope that most patients would be understanding of this as it may be a courtesy that would be afforded to themselves if required.

Concerning referrals, I would be happy to look into this should you wish to contact me to discuss.

Mrs T Bell, Deputy Practice Manager

-----

**PPG Comment**

We have in the past surveyed waiting times in the surgeries. We all understand that it is difficult for the doctors to predict how long each consultation will take and we always want the doctor to spend as long as it takes to solve our particular problem. If it means the consultation ahead over-runs and my appointment is late, I understand. Our surveys show that consultation times rarely run later than 20 minutes late. Most patients become restless after 30 minutes and feel it unreasonable when they have to wait up to an hour but we assure you, this is very unusual. I can also assure you, compared to many other GP surgeries around the country, our Practice offers a good appointment service especially for urgent appointments.

## **First Aid Training**

Sorry to have been a bit slow in organising future training sessions. I've had some other commitments which have occupied me recently but I am now planning some future dates.

I already have a date set in Bordon at the Acorn Centre towards the end of October. The centre is offering me facilities and I plan to train the staff there first. I am also looking at dates in Headley Church Centre and will circulate these to the PPG members and Voluntary Care Drivers who still wish training. In addition however I will publish these dates in the Parish magazine and notice boards for anyone who is interested. I already have applicants from our Here's Headley event.

I hope to meet with members of the Bordon Town Council to discuss training in Bordon. I also wish to discuss this with Tim Houghton from Community First who has been running some sessions in Bordon to see if we can liaise with him

We have had discussion with Frensham Parish Council who have gifted us some funds to buy extra 1<sup>st</sup> Aid equipment and we plan to run some courses there too.

Finally we have spoken to ..... Headmistress at Holme School and we plan to look at the possibility of some basic training for school children, liaising with parents over this.

Our training covers the 4 main acute life-threatening areas teaching Basic Life Support, management of choking, major haemorrhage and anaphylaxis or acute allergy. Included in this is training in the use of a defibrillator. Figures show that at present the chances of a person surviving such an episode in this country is about 5%. Training a community to manage these episodes could raise the expectation of survival to 35%! 1<sup>st</sup> Aid Care is easy and not difficult to do. You don't have to be skilled or strong. You just need to know what to do.

All of this training is being offered for free. We simply wish to improve knowledge in Basic Life Support and 1<sup>st</sup> Aid in the community. Donations simply to cover the cost of hall hire and use of disposable equipment would be much appreciated at the time.



## **PRESS RELEASE**

### **Subject: New free Help for local people.**

Community First want everyone to know about The Surgery Signposting Service based at the Forest Surgery. This is a new, free and confidential service offering support to local residents from Headley, Linford, and Whitehill & Bordon. The aim of the Surgery Signposters is to connect you and your family to the information and support you need to live an active, happy and healthy lifestyle.

The team of friendly volunteers can point you in the right direction to find support with issues such as living with a long term illness, coping with depression, anxiety or feeling lonely, finding help for parents. As well as how to find information on health conditions such as arthritis or dementia, or how to improve your lifestyle, change your diet and find a local exercise class.

Dr Leung of Badgerswood Surgery said “As a GP, I will do everything possible to diagnose illness and prescribe treatments, but feeling good and getting the most out of life is often about more than that. This is where Surgery Signposters can make a big difference to people’s lives and to their quality of life. They will prove a fantastic resource for us.”

Recently, a daughter who was particularly worried about her elderly parents; got in touch with the Surgery Signposting Service. Her Mother was suffering with the onset of dementia and her father was struggling to cope. Contact followed with The Alzheimer’s Society and a local social club. As a result, respite care is being set up and local council carer cover is being arranged. The daughter is now more confident that her parents will be able to cope better, with the support provided.

Trained volunteers will link you with local community support you need. Simply call 01420 477 111 after midday, Monday to Friday and an appointment will be made, for you to see one of our friendly team.

## **2108 Calendar - please order your copy now!**

We have now completed our collection of 1 years' worth of local photographs for our PPG calendar and this is now going to print. We have printed the photographs for you in our newsletters throughout the year and I hope you will want a calendar with local scenes from Headley, Bordon, Arford, Lindford and surrounding areas. We plan to sell each calendar for £7.50. We need to sell 181 calendars to break even. Every calendar after that will be a profit to the PPG funds.

Calendars can be ordered via surgery receptions, via the PPG website ([ppg@bordondoctors.com](mailto:ppg@bordondoctors.com)) or via any members of the practice or PPG committee. Please support us in this venture. Payment only on receipt of calendar.

### **Here's Headley**

On Saturday 13<sup>th</sup> September, Headley Village Hall again opened its doors to the village's Voluntary Societies allowing them to display their activities to the public, encouraging people to join, participate, or simply find out what is going on around the village. Our PPG again took a stall and the Here's Headley Committee chaired by Jo Owens, kindly agreed to our request for us to have the stall at the front door as everyone entered.

We offered free measurement of Blood Pressure to everyone who entered. We also gave advice about NHS Health Screening for the 40 to 65 year olds handing out leaflets for this, encouraged people to attend our free 1<sup>st</sup> Aid Training courses by signing in, reminded eligible people to attend for flu vaccination and tried to attract people to join our PPG.

On this occasion we checked the blood pressure of up to 50 people and we are delighted to say that none had worryingly high levels. Quite a number of people told us they were on anti-hypertensive medication and many said they had checked their BP on our machines in the surgery receptions. The message about the problems caused by high blood pressure is surely spreading through our community and our Practice is obviously dealing with this problem well.

Thank you to Here's Headley from the PPG for allowing us to come and to participate in your event

## **Defibrillator sites around our area**

It is vital that everyone knows where all the defibrillators are sited in our community. Liz Goes from our committee has been hard at work with the help of contributions from Nextdoor and Community First locating all of these. There are a surprising number around. Many may be available only within the building in which they are sited and only be available during opening times. Liz is looking into this. We present the list as she has at present.

Liz hopes eventually to produce this as a map of the area with the defibrillators marked and their availability and when we have this we will distribute this around the area publicly. Well done Liz and thank you to you and your helpers.

This is Liz's list and presentation:

### **Defibrillators in the area surrounding Badgerswood and Forest Surgeries**

"The following is a list of many of the defibrillators which can be found in our area. These can be located on google maps using the post codes provided. This not a complete list as we are still locating them and more are being added.

**GP surgeries** have defibrillators which are accessible during opening hours and many can be taken out of the building for use.

**Chase Hospital**, which is typical of most hospitals, has one in main reception which is accessible during opening hours but is rather bulky to take outside. They say it can be used only by those trained in its use. (It may not be a talking or AED defibrillator).

These machines are (or should be) checked regularly to ensure they are in working order. Some of these machines may be used only when the buildings containing them are open. In some cases, they may be taken outside for use if necessary.

Some, located in accessible public places have clear instructions on how to use them while others have a helpline to ring.

However, it would be a good idea if as many people as possible in our area took advantage of the **first aid training** which is on offer **for free** through [www.bordondoctors.com](http://www.bordondoctors.com) or e mail [ppp@bordondoctors.com](mailto:ppp@bordondoctors.com)

**If anyone knows of any other AEDs (Automated External Defibrillators) which are user-friendly devices that can be used by the public with clear instructions provided, please e mail us at [ppp@bordondoctors.com](mailto:ppp@bordondoctors.com) Perhaps **YOU** could save a life.**

## **Defibrillator post codes**

### **Headley**

Headley Phone Box: GU35 8PR

The Sports Centre, (Headley Football Club) Mill Lane GU35 8LH

Badgerswood Surgery, Mill Lane, Headley GU35 8LH

### **Lindford**

The Spar, 4-6 Elmfield Court Lindford GU35 0QA

### **Bordon and Whitehill**

Chase Community Hospital, Conde Way, Bordon, GU35 0YZ

Forest Surgery, Forest Rd, Whitehill GU35 0BP

Pinehill Surgery, Pinehill Road, Bordon GU35 0BS

St Matthew's School, Blackmoor GU33 6BN

Phoenix Theatre GU35 0LR

Country Market GU35 0QP

Tesco Bordon GU35 0AX

Mill Chase Leisure Centre GU35 0ER

Chalet Hill Dental Surgery GU35 0TQ

Blackmoor Golf Club – inside the Foyer GU35 9EB

Oakhanger Village Hall GU35 9JU with a helpline

Worldham Golf Course GU34 3BF

The Hall at Binstead GU34 4PB

Blacknest Golf Club on the wall outside GU34 4QL

Bentley – the red phone box on the crossroads GU 10 5LN

Froyle Village Hall, Ryebriidge Lane, Lower Froyle GU34 4LG

The old phone box near The Rising Sun pub, Iping Road, Milland GU30 7NA

Greatham Church GU33 6HB

Liss Station GU33 7DS

Liss Village Hall GU33 7LA

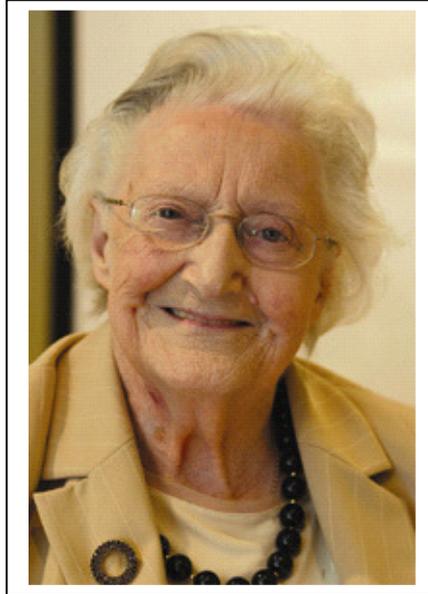
Liphook Millennium Centre GU30 7LD

Liphook Peak Centre GU30 7TN

Liphook Golf Club Secretary's Office GU30 7EH

## Great British Doctors 14

**Dame Cicely Mary Saunders**  
**22nd June 1918 - 14th July 2005**



What do we mean by Hospice care? If we look to Wikipedia, this gives a clear summary of the concept of what is meant by this term:

“**Hospice care** is a type of care and philosophy of care that focuses on the [palliation](#) of a [chronically ill](#), [terminally ill](#) or seriously ill patient's pain and symptoms, and attending to their emotional and spiritual needs. In Western society, the concept of hospice has been evolving in Europe since the 11th century. Then, and for centuries thereafter in [Roman Catholic](#) tradition, hospices were places of hospitality for the sick, wounded, or dying, as well as those for travellers and pilgrims. The modern concept of hospice includes palliative care for the incurably ill given in such institutions as [hospitals](#) or [nursing homes](#), but also care provided to those who would rather spend their last months and days of life in their own homes. The first modern hospice care was created by [Cicely Saunders](#) in 1967.”

Cicely Saunders was born on 22<sup>nd</sup> June 1918 in Barnet Hertfordshire, was schooled at Roedean and at the age of 20, in 1938, she entered St Anne's College, Oxford studying PPE (Politics, Philosophy and Economics). Immediately following this she decided to study nursing and qualified in 1944

as a Nightingale Nurse from St Thomas Hospital. receiving the Diploma of BA one year later.

In the late 1940's her life was influenced by several events. She embarked on a career choice as a social worker qualifying as a registered medical social worker in 1947. During her training as a social worker, she spent time with a group of Christians and was converted to Christianity. Also at this time she met and fell in love with a Polish-Jewish refugee who was seriously ill with cancer. He donated to her a gift of funding which was ultimately used by her to contribute to the opening of the "St Christopher's Hospice". It was also at this time while assisting part-time at 'St Luke's Home for the Poor' in Bayswater that Saunders decided to study medicine. She therefore returned to St Thomas (and King's College) School of Medicine in 1951 and qualified MB BS in 1957.

After her compulsory doctor's 'house year' to gain GMC registration, she began working at St John's Hospice, a catholic Institution in Hackney, London, where she worked for 7 years researching pain relief. The deaths at almost the same time of a patient there, of her father and of a close friend, strengthened her decision to set up her own Hospice for the care of patients dying from cancer. Supported by Dame Albertine Winney, the then deputy Chief Medical Officer at the Ministry of Health and using her original funding, Cicely Saunders successfully opened St Christopher's Hospice in 1967. Her defining principles for the Hospice were to teach and research into not only how to manage best the pain and the relief of all the other symptoms of the dying patient but also how best to deliver the physical, social, psychological and spiritual needs of the patient, their family and friends. She was convinced that a dying patient was someone who needed something more than simply symptom control of pain as was being provided in hospitals but who needed full holistic care, and that the patient and family needed support as a unit even beyond the time of death of the patient.

From her Hospice base, Cicely Saunders broadened the scope of care. She altered the way society cared for the ill, the dying and the bereaved taking Hospice care out into the community.

The awards she received for recognition of her work are immense - amongst others she was made a Dame Commander of the Order of the British Empire (DBE) in 1979, the Templeton Prize for progress in religion in 1981, The Order of Merit by Queen Elizabeth II in 2001, the world's largest humanitarian award (the Conrad N. Hilton Humanitarian Prize) on behalf of St Christopher's, and fellowships of the Royal Colleges of Nursing, Physicians and of Surgeons, and numerous University honorary degrees.

Dame Cicely Saunders died on 14th July 2005 in her own Hospice - St Christopher's - aged 87.

So how has her work affected our area near Headley and Bordon?

Phyllis Tuckwell was the wife of Sir Edward Tuckwell, surgeon at St Bartolomew's Hospital London and Sergeant-Surgeon to Her Majesty the Queen. When Phyllis died in 1970, Sir Edward decided to set up a Hospice in West Surrey named after his wife.

Supported by a patient, Yvonne Dale, who had been treated at a young age for cancer by Edward Tuckwell, they decided to approach Dame Cicely and also Leonard Cheshire (of the Leonard Cheshire Foundations) and his wife Sue Ryder, for support. With widespread local support from doctors, lawyers and Sir Richard Thornton, the Lord Lieutenant of Surrey, among others, the Phyllis Tuckwell Memorial Hospice Charity was set up in 1972. The initial aim was to raise £¼ million to set up a Hospice and the fund raising effort was launched that year from Guildford Cathedral.

In 1976, the old Trimmers Hospital in Farnham was purchased as the ideal site for the Phyllis Tuckwell Hospice. In April 2015, the management of Beacon Palliative Care Service in Guildford was transferred from VirginCare to Phyllis Tuckwell. Up till that time over 30,000 patients from west Surrey and North East Hampshire had been cared for by the Hospice.

To quote

Phyllis Tuckwell Hospice Care was, and today continues to be, a living testimony to the determination of a small group of incredible individuals and to the dedication and generosity of a community who understand the need, and support the objective. The compassion and involvement of the community is as essential now as it was then.

For more information on Phyllis Tuckwell or to arrange a visit, please call 01252 729400.

Thank you Cicely Saunders and Edward Tuckwell.

## Major Changes in Southern Health Foundation Trust

During and since the talk by Alan Yates, Interim Chair of the Trust, at our AGM in April and reported in our July newsletter, and the article by Julie Dawes in the same newsletter, major changes have been occurring in the senior management of the Trust. Lynne Hunt has now taken up post as Chair of the Trust and will be attending our Members' meeting in October. Nick Broughton has now been appointed as the new Chief Executive and will be taking up post in November.

There has also been a major change in the Non-executive directors many of whom have resigned from post following a major restructuring of the design of their posts and commitments, and many have now been replaced. Discussions are now underway about the future roles of the Governors.

As you may have been aware, the Trust was placed under Special Measure by the CQC at the end of last year and following a further review looking at the changes which were being made by the beginning of this year, these measures were withdrawn. I attach the report from the National Health Executive **at that time**. Since then the Trust has appeared in court twice and accepted liability for 2 major events in the past. Major changes have occurred and the Trust is now making major strides to change its whole attitude in its approach and responsibility to the care of its patients. I think it is likely that future reviews of the Trust will show continuing improvements from now on.

## NATIONAL HEALTH EXECUTIVE (Report from early 2017)

### CQC: Southern Health still failing to learn from serious incidents

*Inspectors have warned the **troubled Southern Health** trust that although some progress is being made to improve care, urgent work is still needed to bring it up to standards.*

*The CQC today published a report into care at the trust that found that it was not always undertaking effective investigations and was still not learning from serious incidents. Inspections carried out in March this year looked at how the trust was carrying out investigations and how it responded and monitored complaints made to providers.*

*It comes after Southern Health was blamed for "**multiple systematic and individual failures**" that are said to have led to the death of 18 year old Connor Sparrowhawk in 2013. And just weeks ago, Southern Health **pleaded guilty to not providing safe care** to patients after a **man was seriously injured** falling from the roof of one of its buildings.*

However, the CQC did recognise that some progress had been made by trust leads. Improvements were found in the timeliness and quality of investigation reports after serious incidents, including deaths, and there was also a better focus on ensuring that specific actions – produced in response to CQC reports – were being implemented and effectively monitored.

“It is good to see the improvements that Southern Health NHS FT have made but there is still much to do,” said **Paul Lelliott, deputy chief inspector of Hospitals (and lead for mental health)**. “However, some patients and families did express concerns that things hadn’t changed enough and they would like to see swifter action with more effective communications when things go wrong.” Lelliott did note, however, that the majority of staff believed that the **interim chair** and interim CEO were making a positive difference in changing the culture at the trust. “Overall, we believe that the trust has made some improvements,” he concluded. “The interim chair and chief executive had a clear vision and understanding of what was required to bring about further improvements and were committed to ensuring that improvement was made in a timely manner. “The trust is certainly moving in the right direction and we hope this progress will continue under the new leadership team.”

Julie Dawes, **interim chief executive** at the trust, said that she welcomed the findings, stating: “We are not complacent and fully accept that we have more work to do. We have clear plans in place to improve each area that the CQC has highlighted. “The trust board has also recently appointed a new substantive chair, new non-executive directors, and is in the process of appointing a substantive chief executive. This fresh and strengthened board will bring the leadership required to build on the progress described in the CQC’s findings today.”

At the end of 2016, the CQC **had published a separate report as a result of a three-day inspection** at the FT which similarly found that while improvements were promising, further progress was still needed.

-----

It is of note that the Trust has had 4 comments on NHS Choices in the past 3 months, 1 a constructive comment about the geriatric service and the other 3 giving a 5 star rating! This is surely a reflexion of the progress that continues to be made since the above report.

## We ask for your help again



We are looking for donations to purchase a **Hyfirecator**. 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"



**Bordon and Whitehill  
Voluntary Car Service**

We take people in the Bordon

and

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><u>Badgerswood Surgery</u></b>	<b><u>Forest Surgery</u></b>
<b>Address</b>	Mill Lane Headley Bordon GU35 8LH	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

**Out-of-hours cover**                      **Call 111**

### **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@headleydoctors.com](mailto:ppg@headleydoctors.com)  
[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*

---

*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**