
Patient Participation Group

Newsletter October 2018



Grosvenor
St James
MEDICAL PRACTICE

FLU VACCINATIONS!

**The next walk in clinic is on
Saturday 27th October, 9am to 11am at our Grosvenor site,
there is no need to book for this clinic just turn up.
If you cannot make this walk in clinic please call us to
arrange a convenient appointment.**

The flu is not a severe cold, it's a highly contagious infection that anyone can catch and it can be very serious. It continually evolves and mutates so this year's virus may be different from last year's.

You are especially at risk if you are 65 or over, pregnant or suffer from any of the following chronic disease; Diabetes, Asthma or COPD, Chronic Heart Disease, Chronic Kidney Disease, Chronic Liver Disease, have a BMI of 40+ or have a Weakened Immune System disease.

You are also eligible if you are a main carer for someone elderly or disabled, please call the surgery to enquire.

Also if you have a child aged 2 or 3 years old, an annual nasal spray flu vaccine is available at your surgery. Children in reception class and years 1, 2, 3, 4 and 5 are given the vaccine at school.

FLU VACCINES ARE QUICK, SAFE AND FREE FOR ELIGIBLE PATIENTS

New Telephone System for the Practice One Number to Use for Both Sites—01892 544777

The Practice are having a new telephone system installed from 10th October 2018. The new system will service across both sites so patients will now only have one telephone number to remember!

No need to worry if you still call the old St James number, this will be automatically re-directed to the above number for a minimum of 6 months, giving patients time to get used the new set up.

What this means is that transferring calls between sites can now be done making it easier on patients and staff alike, assisting the Practice to work as one and with more efficiency. Please ensure when booking your appointments however, that you take note which site you will need to be seen at.

Staff will be getting used to using new handsets, etc. We ask for your patience during the next few weeks whilst a training period is in progress. Thank you in advance.

Treatment for Strokes

As many of you will have seen in recent news items stroke treatment clinics and hospitals in Kent and Medway are being centralised to form three new specialist 'hyper acute stroke units'. Currently stroke services have not consistently been meeting best-practice standards across the whole of Kent and Medway. This resulted in a public consultation run by health commissioners in order to improve urgent stroke care across this area.

In addition to the public consultation the NHS employed an independent research company to assist in ascertaining the most suitable option. The local PPG's, including your PPG, were also involved in giving their input.

After examining five options, of which Tunbridge Wells appeared in two, the NHS has recently announced that the preferred choice is to have hyper acute stroke units, alongside acute stroke units, at Darent Valley (Dartford), William Harvey (Ashford) and Maidstone hospitals. Alongside these units it is intended to have wider treatment areas for supplemental care. The next stage is for a detailed business case to be developed and presented to the Joint Committee of ten local CCGs, who ran the consultation, with the plan that they will make a final decision on the future shape of urgent services in January 2019.

Although it is perhaps sad that TW hospital has not been chosen, the preferred option should enable the NHS to improve stroke outcomes and reduce deaths and disability resulting from stroke.

The NHS is also announcing details of proposed rehabilitation services for stroke patients particularly in or close to home. Over the next few months the NHS will be gathering views and feedback on the proposed new approach from stroke survivors, their families and carers, NHS staff and the public. Look out for more information on the website: www.kentandmedway.nhs.uk/stroke.

Reducing Your Risk of Stroke

Healthy lifestyle choices like giving up smoking, eating well and getting enough exercise can significantly reduce your risk of stroke and other serious illnesses.

Find out about support services at: www.oneyoukent.co.uk

How Can We Support the NHS?

In common with many organisations the NHS is beset with familiar problems brought about by increasing demand due to an aging population and potentially increased staffing problems in a post-Brexit Britain. Although plans are being made to address, at least, the financial problems it is still so important that we all use the NHS fairly and properly.

We must be careful only to use A&E for accidents and emergencies. Situations where our health or indeed our life is threatened were we not treated immediately would justify a visit to A&E. However, we must ask ourselves "can I live with this until I can see my doctor?"

When we phone for an appointment with our doctor, is this necessary? Our local pharmacists can give advice and in many cases medication to resolve many of our conditions.

Do we take care of ourselves, that is do we lead a caring lifestyle? Do we eat good meals, that is not to cut out completely, the occasional KFC or burger and chips, but 5 portions of fruit or vegetables per day should be a regular target. Moreover exercise is vital. Many of us get to retirement and settle into the armchair in front of the TV and fail to exercise properly, even if it is only walking!

If we look after ourselves we will need less help from the NHS and helping it to save in this way will increase the funds it has for research and caring for the seriously ill.

The PPG offer support to the practice and its patients giving constructive advice on matters relating to the surgery and local NHS issues. If you would like to be more involved with your PPG please email them on: grosvenor.ppg@nhs.net.