

# WEST BYFLEET HEALTH CENTRE

Incorporating the Patients' Participation Group

Issue No. 8

NEWSLETTER

AUTUMN 2009

## Mission Statement

Our purpose is to make possible higher levels of care for the patients of West Byfleet Health Centre by raising funds to purchase medical equipment, services and facilities for the Centre which fall outside the resources of the National Health Service

### CHAIRMAN'S ANNUAL REPORT



The National Health Service has been very much in the news this year – even more than usual. Funding levels are a hot topic of political debate, as the credit crunch and the

ensuing economic recession has put severe pressure on public spending; and the swine 'flu epidemic has led to such additional demands on GPs that a national telephone hotline has been set up to deal with patients' requests for antiviral treatment.

At times like this, the benefits of a local charity like The Friends are particularly valuable. Our aim is to enable our Health Centre to offer all its patients a wider range of facilities and a higher standard of service than can be provided by NHS funding alone. We do this by using funds donated by our supporters to purchase equipment and services which fall outside the resources of the NHS. We work closely with the doctors, practice managers and nursing staff to ensure that all requests for extra equipment are carefully considered and evaluated, and that the funds donated to us are used to give the maximum benefit to patients.

We are delighted to welcome Chris Newell as a new trustee. Chris introduces himself ►

I hope that you find this newsletter interesting. The activities it reports are the result of a lot of hard work by a lot of people. I would like to thank everyone involved for their contribution: my fellow trustees, for the care with which they discharge their responsibilities; the members of the Executive Committee, and the professional staff at the Health Centre, for their support and encouragement; and not least to all our supporters for their donations, without which none of this could happen.

ROGER ALLEN, CHAIRMAN

### Automatic Door For Reception area at The Health Centre donated by Byfleet Farmer's Market

On 27th October 2008, Dr Derek Dickson officially accepted the gift of new automatic doors to the reception areas of the Health Centre. These doors will prove a blessing to those with mobility problems, infants in pushchairs and others who have struggled with opening the doors whilst carrying anything from shopping to babies!

The doors were presented to the Health Centre by the organisers of the Byfleet Village Farmers Market who donate all the proceeds of their monthly Saturday market to local good causes. The organisers were especially keen to help the Centre as a very **important part of our community** and are happy to see their gift put to such good use as it will benefit all who use the Centre.

The organisers **Esther Watson Green, Diane Henderson and Julie Hutton** started the market over two years ago to encourage the supply of good local produce to the area in a convivial market atmosphere on Plough Green in the centre of Byfleet village on the first Saturday of each month – putting the heart back into Byfleet - as they call it together with the opportunity to raise funds through stall holders fees for local causes. Their hope is that the market will continue to thrive with local support so that both these aims will be realised.



### NEW TRUSTEE CHRIS NEWELL

I moved from London to Pyrford in 2004 with my wife Teresa and young daughter Natalie. Natalie started at Pyrford C of E Primary School in 2008.

I am a barrister and worked in a senior position in the Crown Prosecution Service, from which I took early retirement in March of this year. I am a Governor of Pyrford Primary School.

The West Byfleet Health Centre is a vital part of our community and I am delighted to have been asked to become a Trustee of The Friends.

### NEW LOGO

In 2008 the Health Centre felt that The Friends should devise a special logo for themselves and not continue using the one designed for the Centre. Thus, with the help of Esther Watson-Green, we achieved the following and have been using it on all the recent literature produced by The Friends.

We have also printed up some eye-catching stickers which we believe the younger patients are enjoying.

At the same time we decided to use the newsletter heading from last year's issue No. 7 on all our printing as the blue has a happier effect.



### THE FRIENDS TRUSTEES

Chairman: Roger Allen 01932 352253  
roger.e.allen@btinternet.com

Treasurer: Richard Cartledge 01932 401448  
richard\_magpies@hotmail.com

Vice-Chairman: Sheila Dickson 01932 341963  
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David Melham - 01483 760675  
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C Newell -  
chrisnewellog@btinternet.com

Esther Watson-Green - 01932 345702  
estherwg@btinternet.com

Norman Woolley - 01932 341051  
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## DR ANNETTE CUMMIN



### STOP SMOKING SERVICE

New at the Health Centre is a dedicated **Stop Smoking Support Clinic** to help those keen to go smoke free. The service provides **expert NHS support** with an evening group held each Wednesday from 6.45pm to 7.45pm in the Health Education Room on the ground floor. Patients can join the group any Wednesday and attend for the six sessions.

The trained advisers will help to prepare for going smoke free and will provide general advice as well as information on the products available to help with nicotine addiction. These include Nicotine Replacement Therapy (NRT) such as patches, gums and inhalators which can be prescribed or bought over the counter. In addition, tablets to help manage withdrawal symptoms may, in certain circumstances, also be useful. The advisers provide on-going support and help to stay smoke free and have useful leaflets, tips and advice to help keep one step ahead of the cravings.

**120,000 smokers die each year from smoking related diseases. Help us to help you avoid being one of them.**

For more details on the local service call: 0845 602 3608 or visit [www.surreyquit.net](http://www.surreyquit.net)

Going smoke free dramatically increases the chances of living longer with the body beginning to recover from smoking within the first few hours ...

**8 hours** - Blood oxygen levels return to normal - chance of having a heart attack falls

**24 hours** - Carbon monoxide leaves the body. The lungs start to clear of mucus and debris

**48 hours** - The body is now nicotine free and the sense of taste and smell improves

**72 hours** - Breathing is easier. More energetic  
**2-12 weeks** - Circulation is improved throughout the body, making walking and exercise easier

**3-9 months** - Lung efficiency is improved by 5-10% and coughing, shortness of breath and wheezing clears

**5 years** - The chance of getting a heart attack compared to a smoker has been reduced by half

**10 years** - Congratulations: **the chances of having a heart attack are now the same as someone who has never smoked**



## DR MARTIN CHURCHILL

The Friends of West Byfleet Health Centre generously purchased two **Dermlite Epiluminescence lights** for the Health Centre in November 2008.

The Dermlite Epiluminescence light is a handheld device that provides an intense bright white light with magnification. This enables a clear and deep view into skin lesions, which can greatly assist in making a diagnosis.



In particular it can be helpful in looking at pigmented skin lesions for the early detection of melanoma. The device is also helpful in the visualisation of telangiectasia (blood vessels), which can aid the diagnosis of certain types of skin cancer.

The device being pocket-sized means it can be used in any of the consulting rooms in the Health Centre, and can also be taken on home visits or to residential homes. I would like to thank *The Friends for funding this purchase, which will greatly enhance our dermatology provision.*

## NEWS FROM THE PRACTICES

Two of the practices have recently introduced appointment confirmations by text to mobile phone users.

The following services are offered by the Health Centre to bring first class care to the community:

- Extended surgery times for pre-booked appointments (two of the practices)
- Gynaecology service including pelvic ultrasounds
- 24 hour blood pressure monitoring
- Heart failure service including echocardiograms
- Extended minor surgery service for removing lumps and bumps

In developing future services, the practices would welcome involvement and input from patients.

## DR HELEN MCEVOY

On behalf of Parishes Bridge Medical Practice, as the **GP with responsibility for minor surgery**, I would like to extend thanks to the Friends of West Byfleet for providing much-needed new equipment to enable safe and effective removal of skin lesions.



The sophisticated piece of new equipment the hydrafrator allows control of bleeding during operations, so this has clearly been invaluable to patients.

Additionally, the operating light enables greater precision and neater procedures. *Having such equipment provided enables us to deal efficiently with many small procedures quickly and locally avoiding long waits and the associated anxiety of a hospital visit.*

## DR RICHARD BARKER

Last year The Friends generously funded the provision of equipment for a consulting room used by visiting midwives. These included a modern mercury-free **Accoson Greenlight sphygmomanometer**, which is used for routine antenatal blood pressure monitoring, and a hand-held fetal doppler probe.



**The doppler** is a battery operated ultrasonic device which is used for detecting the fetal heartbeat and monitoring the fetal heart rate during pregnancy. *This can be highly reassuring to prospective mothers and health-care professionals alike.*

## A DAY IN THE LIFE OF A PRACTICE MANAGER

You really have to be ready for anything as a practice manager. ***There is no such thing as a typical day.*** Our role is to run the business for the GPs, letting them get on with the clinical work. We have to make sure everything else runs smoothly and that means managing strategic development, human resources, information technology, service development, financial management as well as dealing with patient and staff issues and concerns.



Elisabeth Hawkey, Liz Reynolds, Janet Lake

Every day is certainly different and we have to try and ***remain calm*** and ***flexible***; able to jump from one job to another. Often, tasks have to be put to one side as something more urgent jumps the queue, from a computer crashing, staff calling in sick, to organising a plumber!

***Life is never dull or boring because of the variety of tasks and you know what they say about women and multi-tasking!***

## Funding from The Friends leads to more vital pieces of equipment being purchased for the benefit of all 30,000 patients in the three practices. This is the complete list of purchases bought for The Health Centre since The Friends were formed in March 2000

### 2004

- **Hearing loops** for the receptions and mobile unit
- **Baby Changing Units**
- Cool filtered **water dispensers**
- **Improved access** and safer parking for the disabled
- **Free telephone** for patient emergency use on first floor
- Equipped **minor operations theatre**
- 50% contribution to **Automated Appointment Check-in System**
- Optical **light box** for sight tests
- 2 **sphygmomanometers** for leg ulcer clinic.

### 2005

- **Duo Monitor** to measure blood pressure and oxygen in the blood with a paediatric probe to be used for infants.
- 2 **pulse oximeters** with paediatric probes. Mobile, hand-held units for surgery use and home visits.
- 2 **dopplex probes** for district nurses attending patients with leg ulcers.
- **Wheelchair**
- **Defibrillator** for first floor (for sudden heart attack victims)
- 2nd **cylinder for resuscitation kit** previously provided
- 2 **ambulatory blood pressure monitors**
- **Hyfrecator** for Minor Ops suite for removing skin lesions.
- **Ultrasonic cleaner** for instruments, prior to sterilisation
- **Autoclave data logger.** Logs every sterilisation cycle to the correct standard.

### 2006

- **Slit lamp** for eye examinations
- Funding of **Consultant Radiologist fees** for Ultrasound
- 2 **syringe drivers** for district nurses to lend out to patients with terminal conditions who wish to remain at home, to control delivery of their drugs.
- **Woods Light.** An ultraviolet light to detect fungal skin infections.
- **Portable ECG monitor** for home visits

### 2007

- 2 **Hastings trolleys** for Minor Ops Suite
- **Dopplex probes** with monitors for all three practices. For use mainly in diabetic clinics.
- 3 advanced **ECG machines**
- **Blood Pressure Machine** (In Reception) Enables patients to take their own blood pressure
- 3 **Chairs** for lobby outside Pharmacy for patients waiting to be collected
- 16 **Ophthalmoscopes**
- 6 Wall mounted and 1 free standing **Examination Lights**
- **LEC Pharmacy Fridge** – For storage of vaccines

### 2008

- **Appointment cards** for Practices and Trust receptions
- 3 **Pulse Oximeters** – 1 per practice for accurate pulse readings in surgery and on home visits
- 1 **Greenlight sphygmomanometer** for use of Midwives
- 4 Higher **seat chairs**
- **Fetal Doppler** for use of Midwives – for detecting baby's heart beat
- 1 **Hastings Trolley** for Minor Ops suite
- 1 **Table for Friends** corner in reception for ease of form filling.
- 4 **Panel Privacy Screen** for Minor Ops Suite also being used for Gynae Ultrasound
- Desk Top **Digital Blood Pressure Monitor**
- **Laminator** for Community Nursery Nurses
- 2 **Dermlite Epiluminescence** – for aiding diagnosis of skin lesions
- **LEC Pharmacy Fridge** – For storage of vaccines
- 2 **Capture Cameras** – for skin lesion pictures and transfers to patients records

### 2009

- **Health Visitor's cupboard** for all equipment to be kept sterile including toys
- 3 **mobile examination lights**
- 3 **mobile carbonmonoxide monitors**
- 2 **portable weighing scales**

## RICHARD CARTLEDGE



From a financial perspective it is pleasing to note that income during the year to the end of March 2009 was up on the previous year, despite this being a difficult year for finances generally and for charities in particular and the trustees very much appreciate the commitment from all our Friends.

The regular giving from those who support us with standing order payments was up slightly but the biggest increase, not surprisingly, came from one-off donations and specifically from those patients benefiting from ultrasound examinations carried out at the Health Centre. **Donations here increased** from £600 last year to over £1800. The Friends also received income during the year from legacies and other charity fund raising events.

After two years of considerable spending on new medical equipment and other improvements at the Health Centre paid for by The Friends, this year saw a reduction in spending but nevertheless nearly **£5000 was still spent on new equipment.** The trustees are keen to see our reserves build up as **consideration will soon be needed on when and how best to replace the present ultrasound equipment.** This will be expensive!

## THE BABY CLINIC

### Bridget Smith - Volunteer

Before my retirement, I worked for many years as a Community Midwife at West Byfleet Health Centre.



Three years ago I was invited to join a rota of helpers who assist the Health Visitors at the Baby Clinic they hold at the Health Centre every **Thursday** from **9.30 to 11.30 am**.

Meeting the mothers and their babies, whose ages range from birth to school age, has been a most rewarding experience.

We recently welcomed two new members to our rota and we need others to join us. **If you would like to become a member of our team** please contact: Sheila Dickson on **01932 341 963**

[www.wbhc.org.uk](http://www.wbhc.org.uk)

### Alison Turner

IT & Support Manager



Many of you may have visited the West Byfleet Health Centre website already. If you haven't please do take a look. You will find useful information about your practice and The Friends.

It contains sections on **patient information, overseas travel information, clinics** and services and **out of hours** information. If you have a busy lifestyle or you are unable to visit the Health Centre, the **repeat prescription ordering service** will be useful to you. You will find that you can also **choose which pharmacy** to have your prescription sent to - ready for your collection.

The latest Friends newsletter can be found on the Friends section of the website, along with instructions on how to donate to the Friends for anyone wishing to do so.

## BECOME A FRIEND

**If you would like to make a donation to our next purchase of equipment for the Health Centre please feel free to do so but most importantly, we want you as a Friend so that we may keep in touch with you and your family.**

### PLEASE BECOME A FRIEND !

AND SEND TO  
**SHEILA DICKSON**  
HOOD'S FIELD, 18 RECTORY LANE, BYFLEET KT14 7LR

## TRANSPORT TO THE HEALTH CENTRE

**Here is up-to-date information to help all patients with mobility difficulties to access The Health Centre in West Byfleet more easily.**

**Byfleet Care - the 'Good Neighbour Scheme'** covering Byfleet and West Byfleet, reg. charity 1025279, is run by a paid Co-ordinator.

**The helpline** is 07977 583995 and is available from 10am-12noon, Monday to Friday each week.

Any resident of Byfleet and West Byfleet who is an older person/ or is disabled, or has a temporary mobility problem, may ask for help. Requests come from members of the community and representatives of statutory and voluntary organisations. **If you would like to use Byfleet Care then the first step is to call the Co-ordinator, Sue Ross, on 07936 513863.** Sue will make an appointment to visit you when she will explain how to request help and sign you up as a client. *There is no fixed charge for this service; however, donations towards petrol costs are always gratefully received.*

### Pyrford and Wisley - 'Helping Others'

We are a volunteer group set up by the parish in 1971 to meet the transport needs of the ill and housebound in the community of Pyrford and Wisley.

We transport patients to the West Byfleet Health Centre and to dentist and hospital appointments We also take and collect prescriptions, shop for the ill and housebound, and arrange home visits to relieve carers.

**Our contact number is 01932 341 795.**

We would be grateful if those people with cars would seriously consider adding their names to our list of drivers and become a volunteer - only once a month.  
**Norman Smith**

### New Haw & Woodham Good Neighbours

For the last eight years we have offered transport to anyone in the KT15 3 postal area so if you live in this area, whatever your age, you do not drive, and need a lift to and from the Health Centre please **ring 07855 680950** Monday to Friday between 10 am and 12 noon.

We also provide transport to the local hospitals for appointments and visiting, to dentists, opticians, hairdressers, shopping and social activities, such as visiting housebound friends and playing bridge. For this service we ask our clients for a small donation to cover the expenses incurred by our drivers. We are always needing more volunteers as drivers and as duty officers to cover the telephone at the office, so if you have some spare time and live in KT15 3 - I would love to hear from you - **Audrey Taylor 01932 346 887.** Our aim is to link those with a little time to spare with those in the community who need and ask for help.

### The Surrey County Council Local Bus Timetable Booklet

(including rail maps), is available free from Post Offices and Libraries.

It gives details of all the buses available in our area.

**Please contact Sheila Dickson on 01932 341 963** if you would like a copy sent to you.



NAME .....

ADDRESS .....

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POSTCODE .....

TEL NO: .....

EMAIL.....