

WEST BYFLEET HEALTH CENTRE

Incorporating the Patients' Participation Group

Issue No. 9

NEWSLETTER

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



As we go to press, the Coalition government's plans for radical changes to the structure and funding of the NHS are still at an early stage of development. We wait to see how the high level aim of devolving power from the centre will work out in practice in our area; but the direction of change is already clear - GP practices will be required to form consortia to provide or commission health services in whatever way they judge most appropriate for their patients, and Primary Care Trusts

will gradually withdraw from this role, and ultimately be phased out. The Friends are watching these developments with interest, and keeping in close touch with our three practices, to see how these changes might impact on our role in supporting the work of the practices.

Meanwhile, it is business as usual, and we have had a busy year. This newsletter brings you news on our activities, and articles by some of the doctors that describe some of the initiatives which the Friends have helped to introduce in the past twelve months.

In the course of the past year the board of trustees has been strengthened by the welcome addition of two new trustees, who between them bring a rich diversity of

experience to the board. Ines and Graham introduce themselves below.

My thanks go to all those who have contributed to the work of the Friends over the past year - my fellow trustees, who have the responsibility for how your money is best used for the benefit of patients; the Executive Committee, comprising medical professionals and lay people, who are a valuable source of advice to the trustees; and not least you, our supporters, without whose donations none of this could happen. If you are not yet a supporter, please consider making a donation; you will find a form at the end of this newsletter as well as a leaflet on the Friends stand at the Health Centre.

ROGER ALLEN, CHAIRMAN

NEW TRUSTEE INÈS MEADE



I have been living in Byfleet for the last 9 years with my husband and two daughters. Alexia and Eloïse go to the Marist School in West Byfleet.

As you would expect with young children, we have been making regular use of the West Byfleet Health Centre!

I was sitting in the waiting room a couple of years ago where I saw a poster on the wall illustrating all the donations that the The Friends were able to achieve for the Medical Centre. I was truly moved.

I am delighted to have been asked to become a Trustee of The Friends to contribute to their charitable projects for the benefit of all of us.

DR RICHARD BARKER DEMENTIA



Most of us will know someone whose life has been profoundly affected by the symptoms of dementia. The most common cause of dementia is **Alzheimer's Disease**,

which affects about half a million people in the UK. Another condition, vascular dementia, can result from multiple strokes that affect the blood supply to the brain.

The cause of Alzheimer's Disease is uncertain and it is likely that a combination of things including age, genetic inheritance, diet and environmental factors are responsible. During the course of the disease the chemistry and structure of the brain change resulting in the death of brain cells. Gradually, more parts of

the brain are affected and the symptoms of memory loss, confusion and mood swings become more severe.

There is no simple test for Alzheimer's Disease and it is usually necessary to exclude other conditions such as infections, vitamin deficiencies, thyroid disorders and brain tumours (which can sometimes present with similar symptoms) before a diagnosis is made.

There is currently no cure for this disease but some drug treatments are available which can diminish the symptoms and slow down disease progression in some people. Recently these drugs have been made available to those in the earlier stages of the illness.

The Alzheimer's Society offers information, advice and support for people with dementia and their families and carers.

NEW TRUSTEE GRAHAM MARSHALL



Graham Marshall is a professional engineer and law graduate. His 35-year career with BP included periods in London and Kuwait, latterly in personnel management.

From a medical family, he takes a keen interest in the careers of his sons and daughters-in-law, three of whom are doctors, and has been serving on the Executive Committee since 2006 before becoming a Trustee in 2010.

WEBSITE — www.wbhc.org.uk

Alison Turner
IT & Support
Manager



Please take a look at the West Byfleet Health Centre's website www.wbhc.org.uk

which contains sections on **Patient Information, Overseas Travel, Clinics, Services, Out of Hours** information and of course the Friends.

If you have a busy lifestyle or you are unable to visit the Health Centre, the online **Repeat Prescription Ordering Service** will be useful to you. You will also find that you can **choose which pharmacy** your prescription should be sent to.

DR ANNETTE CUMMIN



**ADVICE ON
BREAST CANCER
with
Graham Layer**

Professor Graham Layer, Consultant Breast Surgeon at the **Royal Surrey County Hospital**, Guildford has recently started regular breast clinics at the Health Centre. Although most of the patients will be attending for follow-up appointments, some of those being seen will have new breast problems.

Professor Layer together with his surgical and nursing colleagues at the Breast Unit at Royal Surrey provide world-class care to the women of Surrey and work closely with the local Jarvis Breast Screening unit which offers routine mammograms (X-ray pictures of the breasts) every three years to all women aged 50-70 years. There are government plans to extend the age range to include women from age 47 to 73.

The **Breast Clinic at West Byfleet** uses the clinical facilities in the purpose-built Blue Consulting Area where other visiting specialists also provide care to West Byfleet patients. A small clinical team from the Royal Surrey visits the Health Centre every fortnight to provide a carefully tailored breast service for our patients. A trained Health Care Assistant supports Professor Layer together with a hospital clinic supervisor, their aim being to provide our patients with an effective specialist service in their own Health Centre.

Patients attending the clinic benefit from seeing one of Britain's leading breast specialists in a calm and welcoming environment without having to travel to the Guildford Hospital, however the full patient records and hospital test results are available at the clinic.

Local GPs are enthusiastic about this new specialist service at our Health Centre as unfortunately breast cancer is a common problem affecting approximately one in nine women during their lifetime. However, where breast cancer is detected early there is more likelihood of breast-conserving surgery being possible and a greater chance of surviving the breast cancer long-term.

Although, breast cancer most commonly affects women over the age of fifty, all women of every age should aim to be 'breast aware' and be familiar with their own breasts. It is important to know how your breasts and nipples usually look and feel, and be familiar with any changes that may occur before and after periods. We urge patients to see their GP if any lumps, unusual changes or abnormalities in the nipples or breasts are noticed.

Often your GP may be able to provide reassurance that all is well, but may also seek a further opinion from Professor Layer and his team.

Further information on Breast Screening and Breast Awareness can be obtained from the useful NHS websites detailed below. If you are uncertain when your screening mammogram may be due, the **Jarvis Centre** can be contacted on **01483 782000**.

www.cancerscreening.nhs.uk/breastscreen/breastaware

BYFLEET PARISH DAY JULY 2010

The **Friends'** tent was just inside the entrance gate so that everyone saw us first. We were next to the **Giggly Roasting Pig** which encouraged more people to visit us too!



It was a lovely sunny day and **Esther Watson-Green** had done a great job in encouraging many more participants and events than previously, so it was a very happy atmosphere.

We provided Pimms and sold **£250** worth, and we hope to build on this figure at this year's **Parish Day** on **16th July 2011**.

DR HELEN MCEVOY

I've enjoyed running a "lumps and bumps" clinic on Tuesday mornings for the last two years. These are five minute appointments for patients worried about skin lesions. I



offer diagnosis greatly aided by my Dermalite Epiluminescence handheld magnifier, kindly donated by the Friends.

I can treat lesions with cryotherapy if required within each appointment or organise further surgery.

Our hope is that patients will come to these short appointments in this dedicated clinic for a quick check of their skin if they're worried about it.

NEWS FROM THE PRACTICES

The last eighteen months has seen a few changes in all of the Practices. What was Dr Lawrence & Partners became **Wey Family Practice**. This was brought about by the **retirement of Dr Steve Lawrence** after some 35 years service to the local community. **Dr Clive Coddington** also retired and two new Partners were appointed. **Dr Tanvir Arain** joined the Practice in January 2010 and **Dr Vishal Patel** in April 2010.

During the early part of this year Dr Cummin & Partners became **Dr Lynch & Partners**. **Dr Annette Cummin** retired at the end of December 2010 and **Dr Philip Cummin** at the end of March 2011, also after 30 years service to their patients. **Dr Lucy Worth** joined the Partnership in April. **Dr Sundeep Soin** also joined in May.

Parishes Bridge has also undergone staff changes. **Dr Johanna Green** left at the end of March to spend more time with her young family – this is called a career break although she is sure to be busy at home! Dr Green had been with the Practice as a salaried GP for 6 years and we wish her all happiness in the future.

Dr Richard Gascoigne will also be missed as he left the Partnership at the end of April to move to West Yorkshire with his young family. He originally joined the Practice in August 2006 to complete his GP training and subsequently became a Partner.

The future for the Practices holds many challenges. The current Government are implementing Health Service Reforms which will affect all areas of the NHS.

Surrey Primary Care Trust will handover control to GP Commissioning Groups by April 2013. The **West Byfleet Practices** have joined with **Practices in Woking** to form a **Commissioning Group** to address the health needs of the local population. We shall be working with all disciplines including Community Services, Social Services and the Borough Councils.

As patients you may be interested in a new initiative at the Health Centre. We are setting up a **Patient Participation Group** to look at the 'healthscape' of our local community, to identify needs and have influence over the way services are developed and provided. If you would like further information please contact your Practice Manager.

SPIROMETERS

The Friends funded a spirometer for each practice in 2010.

Spirometry is used in the diagnosis and ongoing management of **Chronic Lung Disease**, such as **Asthma** and **Chronic Obstructive Airways Disease**. In house spirometry enables patients to receive tailor made care in the calm environment of the Health Centre rather than travelling to the local hospital.

Chronic Obstructive Pulmonary Disease is exacerbated by SMOKING and all practices run nurse led Non-smoking clinics.

COMMUNITY CLINICS

Our Community clinics including Echocardiology, Abdominal/Pelvic Ultrasonography & Gynaecology continue to **provide benefits** for WBHC patients bringing treatment closer to home, providing continuity of care and improved patient experience.

New clinics starting in the near future include **ASPH Back clinic** with Orthopaedic consultant **Mr Schofield** and his physiotherapy team, **Urogynaecology service** with a nurse led continence adviser and the **RSCH Breast clinic** with Mr Layer (started in October 2010).

With the ever changing political climate the GPs are working closely to ensure as many community clinics as possible are available for the patients of WBHC.

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

MEN'S HEALTH

With no disrespect to all those invincible **men on this planet** and particularly if you are over 40 - **when did you last have your blood pressure checked?**

Ladies visit the surgery more often than men due to being called for screening every 3 to 5 years and are offered blood pressure checks and lifestyle advice.

However most men of working age seldom visit us unless they have a concern.

The problem with this is that the long term health needs of men are not met. **Early identification and treatment of high blood pressure – the silent killer – reduces the risk of heart attack and stroke.**

You can check your own blood pressure and weight using the equipment in the Friends alcove in reception – please follow the instructions carefully.

If your blood pressure is above **140/85** please make an appointment with the Practice Nurse or Health Care Assistant for a further check.

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**

2010

- 1 **portable examination light** for Wey Family Practice
- 3 **Trueflow Spirometers**

Influenza! Influenza! Influenza!

The 2010/2011 **influenza season** attracted a lot of media coverage last Christmas, and well into January, because of Swine Flu. Unfortunately there had not been any television advertising in the autumn to remind people to have their flu vaccination which prolonged the demand for vaccination until February.

The Practices would like to remind all those under 65 years in an 'at risk' group, and all those over 65, that our flu vaccination clinics begin in early October – every year. You can contact your Practice to make an appointment from mid September onwards.

It is far better to get protection before the flu virus's arrive.

RICHARD CARTLEDGE



The Annual Report for the year to 31 March 2010 was presented at the AGM of The Friends in November last. Reserves at the year end had increased by £467 despite The Friends having spent almost **£6000 on new equipment** and over **£8000** to cover the cost of **maintaining the ultrasound machine** and for the specialist's fees on using this machine for abdominal scans. Equipment such as this is expensive – the annual maintenance contract is close to £6000 – and The Friends have been pleased to see reserves build up as a new replacement machine will be needed in the not too distant future. Since the financial year end over **£4000** has also been spent on **providing each of the three practices with a spirometer.**

In the face of what has been a difficult economic and financial background for the last two years it is pleasing to note that our **regular givers have continued to support us** with almost **£14000** during the year, which is a small increase on the previous year. Most of this giving is **gift aided** which brought in a further £2800 from HMRC. We enjoy support from 300 regular givers by standing order but this still represents only a tiny percentage of patients served by the Health Centre and **The Friends have sought to increase awareness, through increased advertising and marketing at the Health Centre,** of the benefits which flow to patients.

Aside from our regular giving by patients of the Health Centre we are also **grateful** to the many who make one off donations and for the payments we receive from other **local charities** who support the work of The Friends.

THE BABY CLINIC

We have a devoted group of volunteers for the **Health Centre Baby Clinic** which meets every **Thursday from 9.30am to 11.30 am** and includes **Bridget C Smith** from Addestone who was previously a Community Midwife for many years at the Byfleet Health Centre, **Bridget P Smith** and **Morny Pritchett** from Pyrford, and **Margaret Fletcher** from West Byfleet. **But we do need more help so please come and join us!**

We also have a Baby Clinic in the **Village Hall in Byfleet** on the 2nd and 4th Wednesday in each month at 1.15 - 2.30 pm and in the **Woking Children's Centre - Sure Start Centre** in Blackmore Crescent, Sheerwater - who need more volunteers.

So please contact **Sheila Dickson** on **01932 341 963** and arrange to join us.

FAREWELL TO MAUREEN

Maureen Hart was appointed clerk/receptionist on the 15th December 1986 - thinking she would only be there for 6 months!



Later she was actively involved in running the Practice including transition from paper to computer records in the early 1990's. Somehow the paper never did decrease! She retired in 2009 after 23 years working in the surgery.

The Partners and staff of Parishes Bridge wish her **health and happiness** in her retirement.

THE FREINDS 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
sheila.dickson@ntlworld.com

John James - 01932 344839
john@james8willow.freeserve.co.uk

Graham Marshall 01932 349726
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C Newell -chrisnewello@btinternet.com

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

Norman Woolley - 01932 341051
nwbruins2@ntlworld.com



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. **Jean 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 - **Celia Jaffreys 01932 343 644.** 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.



BECOME A FRIEND and SUPPORTER

Please make a donation to our next purchase of equipment for the Health Centre by sending it with this form to:

SHEILA DICKSON
HOOD'S FIELD, 18 RECTORY LANE, BYFLEET KT14 7LR

NAME.....

ADDRESS.....

POSTCODE.....

TEL NO:.....

EMAIL.....