

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

Parishes Bridge Medical Practice GPs

(including their special interests)

Dr Joanne Horgan — Paediatrics and Neonatology, Musculoskeletal and Sports and Respiratory Medicine
Dr Aliya Najim — Gynaecology and Obstetrics, Rheumatology (joint injections) and Dermatology
Dr Stephen Bews — Men's Health, Dermatology including Minor Surgery and Rheumatology (joint injections)
Dr Clare Burden — Diabetes, Elderly care
Dr Philippa Hendley — Elderly Care
Manager — Leah Hopkins

Elisabeth Hawkey retired as Practice Manager in June. Elisabeth worked for the practice for many years, initially as a Practice Nurse and in later years as Practice Manager. Elisabeth's huge contribution and practical approach will be missed by all. The practice welcomes **Leah Hopkins** as new Practice Manager.

Madeira Medical Practice GPs

(including their special interests)

Dr Mark Lynch — Child Health and GP education
Dr Lucy Worth — Cardiology and Family Planning
Dr Sundeep Soin — Aesthetic Medicine and Dermatology
Dr Senthil Kumaran — Special interest in Diabetes, Respiratory and Elderly Medicine
Dr Louise Qureshi — Special interest in Gynaecology and Family Planning
Manager — Janet Lake

Dr Jim Braiden has taken early retirement and sadly left the Practice in June after many years service. He will be missed by patients and staff alike. We welcome **Dr Senthil Kumaran** as new Partner. Dr Kumaran was once a Registrar with the Practice. He has taken over the role of Diabetes and Minor Surgery lead.

Wey Family Practice GPs

(including their special interests)

Dr Sara Coe — Women's Health, Family Planning, Coil Fitting, Menopausal Services, Vulval Dermatology, Child Health and Stroke
Dr M Churchill — Dermatology and Urology
Dr Tanvir Arain — Diabetes, Hypertension, Paediatrics and GP Education
Dr Vishal Patel — Minor Surgery, Cardiology and Elderly Care
Dr Natalie Jesshop — Special interest in Women's Health and Contraception
Dr Karen Graham
Dr Tina Mazhari
Manager — Liz Reynolds
Dr McKeon and **Dr Plyming** have left the Practice.

We welcome **Dr Tina Mazhari**.

COMMUNITY CLINCS AT THE HEALTH CENTRE

The clinics listed below are available at the Health Centre and can be accessed via referral through your GP. The Podiatry, Abdominal Aortic Aneurysm 'AAA', Travel and Smoking Cessation clinics can be accessed via self-referral.

Abdominal Aortic Aneurysm (AAA) for men over the age of 65 (see <http://www.patient.co.uk/health/abdominal-aortic-aneurysm> for further information). Patients can self-refer by ringing **01784 884859**.

Audiology and Balance Clinic - provided by Royal Surrey County Hospital. The clinic sees patients for hearing assessments, hearing aid fittings, tinnitus and balance problems.

Breast Clinic - provided by Royal Surrey County Hospital with Professor Layer (follow up appointments only).

Echocardiology - Dr J De Verteuil provides a Heart Function Clinic every week.

Eye Clinic - run by Mr Tappin, Consultant Ophthalmologist.

Gynaecology Clinic - a team comprising GPs, nursing staff, ultrasound and physiotherapist, who specialise in female health disorders including menstrual/PMT, menopause/HRT, polycystic ovaries, prolapse/bladder problems, fertility, urogynaecology continence and pelvic pain.

Leg Ulcer Clinic - provided in the Treatment Room of the Health Centre.

Lower Limb Orthopaedics - provided by Ashford and St Peter's Hospital.

KCA Counselling Services

Minor Surgery - for removal of lumps and bumps.

Podiatry Clinic - this service is via self-referral (tel: **01932 570607**). Appointments are sent directly to the patient by the Podiatry Service at Chertsey Health Centre. Clinics are held at West Byfleet Health Centre.

Smoking Cessation - by appointment, enquire with your practice reception, where information about support groups is available.

Travel Clinic - The Practice Nurses provide full and comprehensive travel advice and vaccination service. Please refer to the back page of this newsletter for further information.

Ultrasound Services

Vascular Clinic - provided by Ashford and St Peter's Hospital.

CHAIRMAN & TREASURER'S ANNUAL REPORT



It is with sadness that I must commence this report by paying tribute, on behalf of all the trustees, to John Bedford, who died on 3 June 2015. John was one of the founding fathers of the charity and was its first Chairman. He remained a

staunch and loyal supporter of the charity, for which we all owed him a great debt of gratitude. We offer our condolences to his family and friends.

The charity continues to thrive. My last Chairman's Report summarised the purchases that we had made up until 2013. Since then, we have continued to fund purchases that enhance the services that our Health Centre provides to all its patients and these are summarised in the list below. We are indebted to all our regular givers for their continuing financial support, as well as to those who make one-off donations. It can be invidious to single out particular donors, but I believe that I should pay a special tribute to the Wit Nits at St John's church, an indefatigable group to whom our Treasurer Richard Cartledge makes reference in his report and who have chosen us as their dedicated charity for a second year.

As well as thanking our donors, I should like to thank Richard, my fellow trustees and our Secretary, Peter White, for their commitment, advice and support, always given with good humour; Alison Turner, who facilitates the smooth running of the charity (as well as the Health Centre!); and the clinicians and practice managers, who guide us in our decisions on how to disburse the funds that the charity raises. Last – but by no means least – I should like to say a big Thank You to my Vice Chair, Sheila Dickson. Apart from

everything else that she does for the Health Centre and the charity, Sheila almost single-handedly produces our Newsletters. Typically, she shields me from most of the work involved, but from the little that I do see, I know that it is a mammoth task. I am sure that you will find her efforts worthwhile and informative.



The financial year to the end of March 2015 saw a significant bounce in total income for the Friends from £17,700 the previous year to just over £24,000, an increase of some 44%. This has resulted in reserves held by the charity increasing by over £6,000

to £68,000 at the year end. This reserve figure can and does vary considerably from year to year depending in particular on the timing of purchases of new medical equipment and other facilities at the Health Centre; indeed £11,000 has already been incurred in the current financial year so our reserves by March 2016 are likely to be somewhat reduced.

Whilst it would be nice to think that the level of income last year could be sustained this is unlikely. Income from our regular standing order givers runs at c£15,000 p.a. when gift aid recovery is included and so we rely on one-off donations to provide the balance. We benefited last year from a very sizeable private donation, which was gift aided, and also from being the nominated charity of a knitting group based at St. John's in West Byfleet which gave us £2,000 of sale proceeds from their endeavours for which we are very grateful.

CHRIS NEWELL *Chairman*

RICHARD CARTLEDGE *Treasurer*

IMPROVING DEAF PEOPLE'S HEALTH

- A 2015 deaf health study revealed our deaf community has poorer health.
- There is a lack of detection of risk factors such as raised blood pressure and diabetes.
- 1 in 4 deaf patients may show signs of depression and find it harder to access their GP surgery.

We want to do better

Inform your GP if you are a Deaf BSL user so we can highlight to our receptionists and staff to improve communication and access to our practice.

Interpreter services are available on request. Attend for routine screening appointments.

The deaf health charity www.signhealth.org.uk can be accessed through our home page on www.veyfamilypractice.nhs.uk

or contact **Carmela Tomkins**
phone/text: **07742 098056**
email: tomkinscmt@gmail.com

INFLUENZA! INFLUENZA!

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.

You can contact your Practice to make an appointment from mid September onwards.

It is far better to get protection before the flu viruses arrive.

EQUIPMENT PURCHASED BY THE FRIENDS

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 at the Health Centre. The Friends were formed in March 2000 and have purchased 94 vital items for use in the Health Centre up to and including 2012. Since then we have purchased the following:

List of items bought since 2012

- 1 Cardioperfect ECG machine
- 4 Pulse Oximeters
- 1 Blood Pressure Machine
- 1 Pedestal Sharps Trolley
- 6 Spirometers
- 6 Peak Flow Meters
- 5 Pieces of annual Urinology equipment together with the annual cost of a Urinology Physiotherapist
- 1 Notice Board for the front entrance
- 1 x vaccines fridge
- 1 resus equipment for the Treatment Room
- 4 paediatric pulse oximeters
- additional pulse oximeter
- 6 peak flow meters
- Ambulatory Blood Pressure machine
- Tympanic Thermometers
- 3 x portable IT equipment for home visits
- Automated Check-in Screens
- Blood Pressure Monitor
- Coagucheck Machines
- Vaccine Fridge
- Hand Held Spirometers
- Consulting room and minor ops trolleys
- Bariatric Couch

TRANSPORT TO THE HEALTH CENTRE

Byfleet Care - the 'Good Neighbour Scheme' covers Byfleet and West Byfleet, reg. charity 1025279, and is run by a paid Co-ordinator, **Beverly Leddy**, on **07936 513863**. Beverly will make an appointment to visit you and will explain how to request help and will sign you up as a client. There is no fixed charge for this service; however, donations towards petrol costs are always gratefully received. 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. **The helpline is 07977 583995 from 10am-12noon, Monday to Friday each week.**

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. Our Co-ordinator is **Jean Smith**

on **01932 341 795**. We transport patients to the West Byfleet Health Centre and to dentist and hospital appointments. We also take and collect prescriptions and shop for the ill and housebound.

New Haw & Woodham Good Neighbours

Since 2003 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 - **John Cowler 01932 340072**. Our aim is to link those with a little time to spare with those in the community who need and ask for help.

Sheerwater Helping Hands

If you find it difficult getting to medical appointments and live in the Sheerwater area, let one of our Volunteers drive you there. We can also help with other trips and shopping.

We do not make a charge but ask only for a small donation towards expenses.

Ring **07564 697507** anytime and leave your name and phone number. We will pick up the message and ring you back.

HEALTH CHECK ADVICE FOR PATIENTS - HELP US HELP YOU

What is an NHS Health Check?

If you're aged 40-74 with no pre-existing conditions you can have an NHS Health Check. Think of it as a free midlife MOT to check that your important circulatory and vascular systems are healthy. You'll be asked some easy questions and have some simple tests done by a health professional. Most people will find that they're perfectly well but a few people might need to make a few small lifestyle changes to ensure they stay healthy.

In addition to other tests you will be tested for:

HDL GOOD CHOLESTEROL

(High Density Lipoprotein) transfers fats from the organs to the liver where these fats are removed from the body.

LDL BAD CHOLESTEROL

(Low Density Lipoprotein) transfers fats to organs via arteries. A raised level will cause more fats to be near the arterial walls causing inflammation leading to plaque formation and narrowing of the arteries. This increases cardiovascular complications such as Stroke, Heart attack and Vascular Dementia.

TOTAL CHOLESTEROL sum of all the fats

TOTAL CHOLESTEROL/HDL RATIO

gives a predictive risk for cardiovascular problems. The HIGHER the ratio the INCREASED predictive risk of cardiovascular problems:

Below 4.1 **LOW RISK**

7-11 **MODERATE RISK**

Above 11 **HIGH RISK**

Why is SMOKING/EXERCISE AND DIET important?

SMOKING: A chemical in cigarettes called acrolein stops HDL transporting fatty deposits to the liver therefore increasing narrowing of the arteries due to plaque formation.

EXERCISE: Regular exercise INCREASES HDL by stimulating the body to move fatty deposits to the liver to be broken down. Also exercise LOWERS BLOOD PRESSURE / LDL AND WEIGHT.

DIET: A healthy balanced diet LOW in saturated fats and high in fibre will LOWER CHOLESTEROL.

WEBSITE

Please visit our websites via

www.wbhc.org.uk

where you will find information and latest news on your Practices.

Also, take a look at the 'Useful links' tab for information on mental health, obesity, dementia, cancer care, women's health, asthma, carers support and lots more. Local voluntary support groups are available to support patients with concerns - the groups are also listed under the 'Useful links' tab.



Alison Turner
IT & Support Manager

VOLUNTARY SECTOR

Many older people have needs vital to their ability to stay out of hospital and thrive in their own home but which fall outside the NHS and social care remit.

These include support to help them manage their homes and gardens, to maximise their finances and build meaningful relationships within their community, particularly following bereavement and other life changing events. Investigating the commissioning expert sources of local information and advice ensures older people receive timely help to review their situation, identify their goals and learn about local services and support that can complement statutory services.

Useful information

Age UK has a range of practical guides and factsheets designed to help older people and their carers manage changes in their health and individual needs. The following list of relevant publications may be useful to people living with frailty or at risk of frailty and covers a range of health and non-health-related topics.

- Staying Steady
- Care at home
- Going into hospital
- Advice for carers
- More money in your pocket
- Dealing with debt
- Powers of attorney
- Factsheet 37: Hospital discharge
- Factsheet 76: Intermediate care and re-ablement
- Factsheet 22: Arranging for someone else to make decisions about your finance and welfare.



**Rex House, William Road, Guildford,
Surrey GU1 4QZ
01483 503414
www.ageuksurrey.org.uk**

HEALTHCARE & ACTIVITY SUPPORT GROUPS IN OUR COMMUNITY & A CALL FOR VOLUNTEERS

There are many local healthcare groups such as the Alzheimer's Society, Next Steps mental health support and Heartbeat. Most patients are unaware these groups exist. The GPs are keen to improve patient access to local healthcare and activity groups and have teamed up with voluntary support to co-ordinate information. We envisage a manned information desk in the ground floor foyer of the Health Centre, which will be accessible to patients. Information provided could be a local age concern, walking group or a web link for local healthcare support which would greatly enhance the wellbeing of many patients.

To make the information desk a success we need volunteers to man the desk and guide patients to information. If you have a few hours to spare or think that giving to others could enrich your own life please contact us.

You can make a difference and we need your help to improve health and wellbeing in our community. You may feel this role isn't for you, but please do get in touch as there are a variety of voluntary roles in your local area you can get involved with.

www.wbhc.org.uk
– follow the link to **volunteers**

or call:

Runnymede Residents 01932 571122

Woking Residents 01483 751456

To access local and national healthcare groups, please also see your practice web site and follow the 'Useful Links' tab –

www.wbhc.org.uk

PARKING ARRANGEMENTS AT WEST BYFLEET HEALTH CENTRE

Parking has become quite a challenge in recent years as we were not able to gain planning permission originally for an underground car park which left us with too small an area even in 2003. We are now seeing patients twice as often as before because provision of patient care has shifted from hospitals to GP practices and we are also victims of our own success with increased footfall from services such as ultrasound (supported by funding from The Friends) echocardiography, audiology, out patient clinics and services such as osteopathy and physiotherapy. All this activity has put an extra strain on the car park.

We do need parking spaces for doctors, district nurses, health visitors and midwives. All are members of our teams who need to come and go frequently. The three spaces for disabled people are often usurped by those who are unauthorised and we have even suffered from all day parking by people taking the train to London etc.

Thus the practices decided that we needed help to manage the car parking area. 'Secure

Parking' were taken on in March and these are the arrangements:

- a) Parking in the spaces marked 'disabled' are for health centre users who display a blue badge. Two hours maximum parking is allowed.
- b) Visitors using 'patient parking' are permitted up to a two hour maximum.
- c) Permits are required for spaces marked 'doctors'.
- d) The car park is patrolled manually and all penalties are paid direct to 'Secure Parking' without any involvement of the practices, The Friends, or any other Health Centre occupant.

Please also bear in mind that there is cheap street parking in Madeira Road and the Library car park; and the Waitrose car park is free if you also do some shopping.

We feel that everyone will benefit from these new arrangements and thank you for your understanding.

Dr Mark Lynch (Madeira Medical)

GYNAECOLOGY CLINIC

The practices would like to thank donors to the Friends for enabling us to provide a comprehensive gynaecology clinic to our patients.

The Friends' support in providing equipment and specialist services, helps us to diagnose early gynaecological cancer and treat patients with gynaecological conditions.

The clinic also offers advice about the menopause, HRT and contraception, including emergency coil fitting and long acting contraception (Nexplanon, Mirena, Jaydess and Copper coils).

For further information, please contact your Practice.

Additionally, visit our website

www.wbhc.org.uk
and click the 'Useful Links' to **Women's Health Concern** website on your Practice website.

Dr Coe, Dr Najim, Dr Worth, Dr Qureshi and Dr Jesshop

PARENTS OF CHILDREN UNDER 5

As part of the "Choose Well" campaign, the North West Surrey Clinical Commissioning Group has produced a booklet to provide information for parents of children under 5 years regarding available services.

The booklet is called
"Managing your child's health"



It gives information of local services including NHS111, pharmacists, GPs, walk in centres, health visitors and accident and emergency departments. It also gives helpful information on managing common childhood infections and illnesses.

Booklets are available from your Health Visitor

Dr Joanne Horgan

TRAVEL VACCINATIONS



West Byfleet Health Centre offers a holistic approach to travel health which does not just include providing travel vaccinations, but comprehensive advice including malaria prophylaxis and bite avoidance, food/water hygiene, sun protection, first aid and emergency medication and health insurance. For further information, check

your practice website www.wbhc.org.uk travel clinic or visit www.fitfortravel.nhs.uk. It is important to make your initial appointment at least six weeks before you travel. Unfortunately, not all travel vaccinations are included in the services provided by the NHS. Information on fees can be obtained from your practice reception.

CHRONIC OBSTRUCTIVE PULMONARY (LUNG) DISEASE - COPD

COPD is the umbrella term for people with persistent (chronic) bronchitis and/or emphysema. It affects people who smoke, usually over 40 years old and men more than women.

SMOKING inflames and damages lung airways causing the airflow to the lungs to be restricted (obstructed).

SYMPTOMS include cough, breathlessness, wheeze and recurrent flare-ups (exacerbations) with coloured sputum and increasing shortness of breath. A flare-up of COPD is one of the most common reasons for an emergency admission to hospital.

Chest pain and coughing up blood are not common features of COPD and should be reported to your GP. Please contact your GP if you feel you may be at risk of COPD.

FRIENDS' EQUIPMENT BOUGHT TO IMPROVE YOUR COPD MANAGEMENT:

- **SPIROMETER** Used in diagnosis and management to estimate lung volumes

by measuring how much air you can blow out into the machine. FEV₁ is the amount of air you can blow out in 1 second.

- **PULSE OXIMETER** A device clipped to your finger measuring heart rate and the amount of oxygen in your circulation.

WHAT CAN YOU DO TO HELP?

- **STOP SMOKING** see practice nurse/GP for advice (You Tube DocMikeEvans - What is the single best thing you can do to stop smoking/NHS Smokefree website).
- **YEARLY REVIEW** including spirometry and nurse review of inhaler technique (please let your practice know your mobile number for your birthday text reminder). Download NHS COPD App for shared decision making.
- **YEARLY FLU JAB** and one-off **PNEUMOCOCCAL** vaccination to reduce acute flare-ups.
- **REGULAR EXERCISE AND WEIGHT LOSS.**

THE FRIENDS TRUSTEES

Chairman: Chris Newell - 01932 342634
chrisnewello9@btinternet.com

Vice-Chairman: Sheila Dickson 01932 341963
sheila.dickson@ntlworld.com

Treasurer: Richard Cartledge 01932 401448
richard_magpies@hotmail.com

Roger Allan 01932 352 253
roger.e.allan@btinternet.com

Dr Fiona Dunstan 07957573721
fiona.dunstan@gmail.com

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

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dmelham@AOL.com

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

Norman Woolley - 01932 341051
nwbruins@o2.co.uk

BECOME A FRIEND and SUPPORTER



Please make a donation to future purchases of equipment for the Health Centre by sending it with this form to:

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

NAME.....

ADDRESS.....

POSTCODE.....

TEL NO:.....

EMAIL.....