



THE PPG - SURGERY NEWSLETTER

News from the Surgery

Practice Mission Statement, Vision and Values

The practice team have recently created a practice vision, mission statement and aims which we are working towards embedding into our day to day culture. This is going to take some time but the team are willing and are keen to help progress the surgery on our improvement journey. All of the team genuinely care about our patients and each other and with the resources we have, do our best to accommodate patients where we can.

We hope that given some time our patients will begin to see visible increases in appointment levels and staffing resilience, including improved access to our telephone system. We are working on many things at a strategic level, some of these are explained below and we hope this will lead towards a better patient experience.

Doctors' patient lists

Currently patient allocations are divided between the three partners at the surgery (Dr Gill, Dr Perry and Dr Wright.) Moving forward, we aim to improve continuity and share the workload. This does not mean that patients can only see their allocated "usual GP" and the same arrangements for accessing a GP appointment will continue. It will not be possible for patients to specify or request who they would like their "usual GP" to be.

New urgent care hub

We are creating a new urgent care hub within the surgery which will be staffed by GPs, paramedic practitioners and an advanced nurse practitioner. We have recently recruited an experienced paramedic practitioner (PP) Dorien Ripley- Hawkins with direct experience of urgent care triage and treatment for this purpose, who starts with us on 6 June. After a few months of transitioning Dorien into our team, we aim to increase our 'on the day appointment offering', allowing more patients the opportunity to receive a same day appointment depending on their clinical need. We are searching for an additional paramedic practitioner to join our urgent care team and interviews are ongoing.

email us at behppg@live.com



Dispensary teams

We have recently recruited three additional members of staff to join our dispensary teams at Buxted and East Hoathly. In addition we welcome Sophia East who joins us in mid June as the dispensary manager at our East Hoathly branch. We are installing new IT infrastructure into our dispensaries (and the pharmacy) to help make their systems more efficient. We are also currently reviewing a new cashless system to make it speedier to pay for your medications on collection.

Reception teams

We have appointed four new clerical team members to join our reception teams in recent months and another soon to start. We have also appointed a new medical secretary to help expedite referrals and a workflow administrator. We hope that once our newest team members have been trained up you will see an improvement in phone answering and documentation 'turn around' times. We are still trying to increase our reception team staffing to improve our phone waiting times and to provide our patients with better phone access.

Obtaining test results

The majority of tests results arriving back at the surgery show patients' results as being within normal ranges and therefore not necessarily requiring a further GP appointment. To save calling up to receive your test results (and helping to keep our phone lines freer for those needing to speak with us) and for more immediate access to the results please download the NHS App where you will be able to directly access your test results. Further details on how to download the NHS app (many of you will already have this as it's where you can find your Covid vaccination passes) can be found at the following link:

<https://www.youtube.com/watch?v=spx6hbWnHg&t=149s>

Goodbye to Sue

After 14 years of working at our Manor Oak Surgery site (which merged with Buxted four years ago) Practice Manager Sue has recently decided to reduce her working commitment at the surgery and her last official day working with us as Practice Manager was 19 May. Sue will continue working with us but on one-off projects on an adhoc basis. We are very grateful to Sue for all of her hard work, dedication and tenacity over the years and we wish Sue all of the best.



Free 12-week digital weight loss platform from One You East Sussex

One You East Sussex has launched Gloji, a new free 12-week digital weight loss platform helping to re-educate people about their habits and behaviours around food.

It has been designed by GPs, dietitians, psychologists and health coaches and can be accessed online or via a phone, all you need is an internet connection.

For more information and to sign up, click - [here](#).

https://www.gloji.co.uk/?utm_source=oyes&utm_medium=website&utm_campaign=oyes

[Gloji | Personalised Weight loss | 12 Week Programme](#)

Introducing gloji

What is gloji?

A digital weight loss programme helping people become happier and healthier for good.

Designed and developed by experts including GPs, dietitians and behaviour change specialists.



How does gloji work?

- 12-week personalised video programme
- Phone support from trained health mentors for those who need it
- Unpick habits and behaviours to help make small, manageable changes
- Look at so much more than just food.



nutrition



movement



alcohol



mind



sleep

Just like group sessions, only more flexible, gloji offers:

- Weekly videos
- Tailored articles, tips and guides
- Simple, healthy delicious recipes
- Easy tool to log weight and progress

At gloji, there are no complicated, restrictive diet plans. We'll empower you to make lifestyle choices that mean your weight loss becomes permanent weight loss.

 www.gloji.co.uk
 0800 054 1190
 Support@gloji.co.uk

In partnership with:

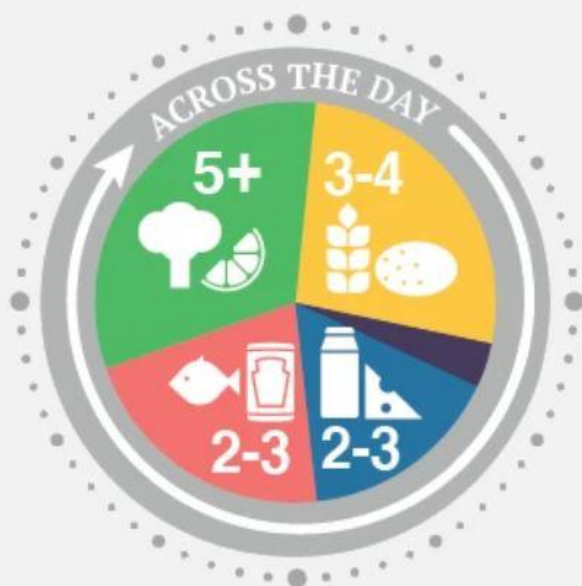
ONE YOU
EAST SUSSEX





Your balanced diet - get portion wise!

Each day, aim for:



	At least 5 portions of fruit and vegetables	5+
	3-4 portions of starchy foods	3-4
	2-3 portions of protein foods	2-3
	2-3 portions of dairy/alternatives	2-3
	Small amounts of unsaturated oils and spreads	SMALL AMOUNTS

Why think about portion size?

Most of us probably do not think about portion size when we eat – it depends on what we would usually have, how hungry we feel and how much is in a pack or on a plate. But having a healthy, balanced diet is about getting the **right types** of foods and drinks in the **right amounts**. These guides aim to help you find the right balance for you – it's not only about how much you eat, it's also about eating differently! You can download three different guides below:

https://www.nutrition.org.uk/media/a2rfde1d/your-balanced-diet_1pp_final_web.pdf

https://www.nutrition.org.uk/media/rcongcg3/your-balanced-diet_12pp_final_web.pdf

https://www.nutrition.org.uk/media/ohunys2u/your-balanced-diet_16pp_final_web.pdf

Have you had your Spring Covid Booster?

In Sussex, we are seeing lower uptake than expected for spring booster vaccinations in people over 75 years old. If you are in this age group, please could you take the time to fill in the questionnaire at the link below, to help understand why people are not taking up their vaccination?

email us at behppg@live.com





KEEP SUSSEX SAFE **NHS**

**Don't delay,
book your
booster today**

There are lots of
appointments available

If you are not in this age group but can help someone who is to fill in the survey, that would be very helpful too.

<https://yoursaysussexhealthandcare.uk.engagementhq.com/...>

BUTTON BATTERIES

Button batteries are in common use around the home in various household items from games and toys to hearing aids and more. Are yours safe from your children?

[Download this leaflet](#) produced by the Office for Product Safety and Standards (OPSS) as a helpful reminder about keeping children safe from button batteries.



Office for Product Safety & Standards

Store button batteries safely

They can make their way into little hands.

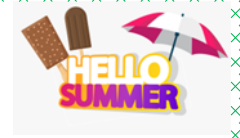
✓ Keep them in secured containers away from children.

2021

<https://www.capt.org.uk/Handlers/Download.ashx?IDMF=e1d8810f-1ae9-4473-b4d0-e8811c8fb5a5>



email us at behppg@live.com



Help Us Help You

There is lots of demand on health services at the moment and teams across the NHS are all working incredibly hard to make sure you can receive high quality services.



The NHS is always here to help you – but people are being asked to use services wisely to make sure you can get the most appropriate support, and help us to help you.

There are many different services to choose from. We want to make sure you get seen in the right place, at the right time by the right healthcare professional.

Take a look at the Help Us Help You web pages for advice on what service to use when, including a new leaflet on which service to use:

[Help us help you](#)

<https://www.sussexhealthandcare.uk/keepsussexsafe/help-us-help-you/>

Do you have Long COVID?

If you're living with longer-term effects of COVID-19, we have [My Long COVID Needs](#) and [Long COVID health advice](#). Both include information and support on managing breathlessness and fatigue, as well as what care you're entitled to under the NHS.

[Find out more](#)

<https://mylongcovid.org.uk/>



How can I look after my lungs?

Your lungs keep your body going. It would be impossible to carry out everyday functions like breathing, eating, and even moving without them.

This is why it's important to protect your lungs, especially if you live with asthma.

email us at behppg@live.com



Our top tips for looking after your lungs:

- **[If you smoke, stop!](#)** This is one of the best things you can do for your lungs. It's never too late to quit- your lungs will still benefit, no matter how long you've smoked!
- **[Manage your breathlessness.](#)** You can stay on top of breathlessness by using simple breathing techniques and changing unhelpful breathing habits.
- **[Stay active.](#)** You don't need to do intense exercise or join a gym to keep fit, as even simple activities like walking and gardening can help transform your lung health.
- **[Eat well.](#)** A balanced diet is crucial if you have a lung condition, because food has essential nutrients that fight infections and keep you healthy.
- **[Reduce your exposure to air pollution.](#)** When pollution levels are high, try to stay away from pollution hotspots, such as main roads and busy road junctions.
- You can find more information and resources about looking after your lungs on our website

- Find out more

<https://www.blf.org.uk/support-for-you/how-your-lungs-work/what-else-do-the-lungs-do>



Uckfield Carers Group

The Uckfield Carers group is run in partnership between the Sussex Support Service Day Centre, and Care for the Carers. The group meets once a month on a Tuesday afternoon 1pm-3pm at the Sussex Support Service Day Centre. The group is a chance to meet with other local carers, share ideas & experiences, and have a cuppa. We also sometimes have speakers attending the group to talk about issues relating to caring. This includes topics ranging from looking after your wellbeing to Lasting Power of Attorney.

In addition to the carers group, the Sussex Support Service provide an activity for the person you care for and will ensure that they are safe and that their needs are met; so if you would like to come to the group and the person you care for would like a couple of hours out, or if you would struggle to leave the person you care for at home on their own, please do get in touch.

To book a space, please contact the Carers Hub by either leaving us a message on 01323 738390 (tell us when would be convenient for us to call you back) or email us on info@cftc.org.uk.



email us at behppg@live.com



In addition to this group, we also have Carers Wellbeing groups in Crowborough, Heathfield and Hailsham – these are a chance to get to know local carers in a more relaxed setting. Please get in touch for details of these, or visit our website for a directory of all groups available across the county: <https://www.cftc.org.uk/help-and-advice/how-we-can-help/carers-groups>.

Mental Health Carers Walking Group in Uckfield

Our Mental Health Project is to support unpaid adult carers of someone of any age with a severe mental illness (SMI). We organise walking groups for SMI carers at different locations across East Sussex, including Uckfield. The walks are at a leisurely pace – nothing too strenuous – for about an hour, and usually end at a café where we provide a soft drink free of charge, and sometimes a snack too. Dates vary, because we take the weather forecast into consideration. Walks occur at weekends as well as weekdays.

If you think you are eligible for the Mental Health Project, or you know someone who might be, please contact our Carers Hub on 01323 738390 or info@cftc.org.uk and ask to be referred to the project.



Will running wear out my knees and lead to arthritis?



Exercise can feel daunting when you have arthritis and it's likely that you have lots of questions about what exercise is right for you. If you are looking for the facts - read on by following the link below.

Learn more about the common fitness myths>>

email us at behppg@live.com





Five ways to help back pain

How do you manage back pain? We know that there isn't a simple solution when it comes to pain management, but we've pulled together some advice that may help.

[Read our tips>>](#)

[Five ways to help manage back pain | Versus Arthritis](#)



Diabetes now affects 5 million people in the UK of which 40,000 are children.

There are probably another 1million people undiagnosed.

Find out how you can help yourself.

The Diabetes Prevention Programme is a free service, available to all those at risk of type 2 diabetes. The programme will help you make positive lifestyle changes, reduce your blood sugar levels and reduce your risk of developing type 2 diabetes.

<https://preventing-diabetes.co.uk/>

Know your risk of Type 2 diabetes

Every two minutes someone finds out that they have Type 2 diabetes, a potentially serious health condition that can cause long-term health problems. It can lead to sight loss, kidney failure, loss of a limb, and makes you at least twice as likely to have a heart attack or stroke.

[Take me straight to the 'know your risk' tool](#)

<https://preventing-diabetes.co.uk/know-your-risk-dtc/#top>



email us at behppg@live.com



Sunscreen and sun safety

Advice for adults and children on sunscreen and safety in the UK and abroad



Hopefully, with summer coming the sun will shine and we can all get out in the garden, off to the beach etc. But beware; sunburn increases your risk of skin cancer. Sunburn does not just happen on holiday. You can burn in the UK, even when it's cloudy.

There's no safe or healthy way to get a tan. A tan does not protect your skin from the sun's harmful effects.

Aim to strike a balance between protecting yourself from the sun and getting enough vitamin D from sunlight.

Take a look at the NHS link below for some sensible advice on keeping safe in the sun this summer whether you are in England or abroad.

<https://www.nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety/>

Buxted Jubilee Celebrations



The surgery will be hosting a Sun Safety stall at the Buxted Jubilee Fete on Friday 3rd June at Buxted Recreation Ground. They will have some free sun cream samples and are running a scavenger hunt for children. They also have some sun safety activity packs to hand out.

The PPG will share the surgery stall and have lots of information about Child Safety. Do come along and say hello!

email us at behppg@live.com





Over 50,000 cancer cases were missed during the Covid-19 pandemic. What's going on under your bonnet? **Time for your MOT.**

#menshealthweek #manMOT menshealthforum.org.uk/mhw

MEN'S HEALTH WEEK

2022



OUR MESSAGE TO MEN

It's a simple one: it's time for your MOT.

- Take notice of what's going on in your body and mind.
- Do the Forum's quick and easy [DIY Man MOT](#)
- Get yourself a copy of the CAN DO manual which will also be online soon, a FREE download manual collecting together all the great ideas our [Men's Health Champions](#) have had for things we can all do to boost our mental wellbeing. -
- If you'd like to train to be a champion in time for Men's Health Week, you can sign up here for the [June Men's Health Champions course](#).
- Dig a bit deeper with our existing Man MOT manuals: [Man MOT](#) and [Man MOT for the Mind](#)
- Get an NHS Health Check

Go and see your GP if you're concerned about any symptoms

<https://www.menshealthforum.org.uk/>

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