



## The Chislehurst Medical Practice

Our aim is to provide high quality individualised community based health care

### CONTACT CHISLEHURST MEDICAL PRACTICE

**Letter Address:** Chislehurst Medical Practice,  
42 High Street, Chislehurst, Kent BR7 5AQ

**Reception:** 020 8295 2464

**Website:** [www.chislehurstmedicalpractice.co.uk](http://www.chislehurstmedicalpractice.co.uk)

**Twitter:** Chislehurst Medical Practice (@chislehurst\_gp)

We now have free wifi available at the Practice.

*Whilst all attempts are made to maintain  
accuracy and validity,  
neither the Practice nor the Patient Participation Group  
accept responsibility for events  
arising from the use of information provided.*



## CHISLEHURST MEDICAL PRACTICE

### PATIENT PARTICIPATION GROUP

(PPG) NEWSLETTER No 10 — SPRING 2018

#### PATIENT PARTICIPATION GROUP NEWS

Annual Report: for the AGM held in  
January 2018

“We started 2017 on a sad note. Our Chairman was seriously ill and unable to continue with the PPG and we subsequently heard that he had passed away. A few of us attended his funeral to represent the PPG.

Our first task for the New Year was to tidy our board in the Surgery and remove information that was no longer relevant.

Dr Rub, attending our meeting in March, expressed his concern that some patients did not have enough to eat and he asked us whether we could suggest any ways of helping them. We were able to advise that several local churches provide meals at very low cost and suggested that the Practice apply for vouchers for the Bromley Foodbank for patients not able to buy food. The Practice now has referral vouchers available to give to patients when a clinical decision has been made.

When Dr Roland Fry retired, after thirty years a GP at the Practice, we provided a book to be used by his patients if they would like to write their messages of thanks and wish him well for the future.

In April, two of our Group represented the Practice at a meeting of the Chislehurst Business Group about making an effort to help Chislehurst become dementia friendly.

Also Jenny mentioned that in April there would be a meeting about a new pilot scheme was taking place regarding patients using Skype for consultations with doctors, and a member went along to the meeting.

Our Walking Group continues to be very popular and, at the time of this report, has fifty-seven members on the register. Despite some very inclement weather, the Monday morning walks, usually through the lovely woods and common land, have gone ahead throughout the year.

As is now usual, we produced two newsletters, Spring and Autumn, copies of which are available in the Surgery and copies are also distributed around the local community. We also had a rota of our members to cover the 'flu clinics where we handed out copies of the Autumn Newsletter.

In September three members went to the CCG AGM.

We held four group meetings throughout the year and welcomed visitors to three of them:

⇒ First, a member of the Woodlands Practice PPG came as an observer because their PPG had not been in existence for very long and was impressed by our activities, saying at the end of the meeting that there was a considerable amount of information to take back.

⇒ The next visitor came to tell us that there was a piece of land in Chislehurst which, when ready, was to be used for the community and it was thought that we could identify patients who would benefit from such

activities as orienteering, netball, tennis, green bowls, and walking football perhaps for the elderly.

⇒ The Practice's new nurse care navigator came to our final meeting of 2017 and we learned that her important role was to identify at-risk and vulnerable patients and to ensure care plans for them were made and kept up-to-date.

⇒ 2017 has been a very interesting year."

**Beryl Johns,  
Chairman**

### SURVEY

Currently we are conducting a Survey and we should be very grateful if everyone would complete a form for us.



**TWITTER  
ACCOUNT**

We now have set up a Twitter Account to link in with the Account of the Practice and can be accessed on

ppgchislehurst

body to create vitamin D which keeps the bones healthy.

*Hello Summer!*

If you are going abroad though, there are further risks. Although not common, flying for more than a few hours can cause blood clots to form in the legs – deep vein thrombosis (DVT). To minimise the risk, every half hour, turn circles with your ankles and also walk up and down the cabin regularly.

Long journeys can cause jetlag so to reduce the effect, try to get plenty of sleep before you go on the flight and drink plenty of fluids - other than alcohol.

To save having tummy bugs in tropical areas, avoid eating salads which may not be washed in safe water, buffet foods where germs multiply quickly in the warmth and avoid hangovers as they can easily spoil a holiday.

If you are going to Europe remember to apply for an EHIC if necessary:

[www.gov.uk/  
europeanhealthinsurancecard](http://www.gov.uk/europeanhealthinsurancecard)

and you can check whether you need any vaccinations (at least six weeks in advance) on the Practice website:

[www.chislehurstmedicalpractice.co.uk](http://www.chislehurstmedicalpractice.co.uk)

### CONTACT



### CHISLEHURST PATIENT PARTICIPATION GROUP:

#### Letter Address:

Patient Participation Group  
Chislehurst Medical Practice  
42 High Street, Chislehurst,  
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#### Reception:

Just leave a note for us

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clothing, cool down with lukewarm bathwater, shower, wrap in a cool wet towel or place ice-packs under armpits, neck and groin area. Monitor body temperature until normal. If the person is awake and alert and without seizure (in which case make sure the airway is clear and turn on the side) give cool drinks – without alcohol. Call for medical assistance if necessary.

Heat rash can occur at any age but is most common in young children and in a hot, humid atmosphere. Clusters of small red pimples or blisters appear mainly on the neck, upper chest, in the groin and elbow creases and may be itchy. Light, loose clothing is important and the affected area must be kept dry – no creams or ointments.

Very young babies should be kept out of direct sunlight altogether.

We must look after our skin and, although we like to have a tan, overdoing our sun exposure, as well as rashes, can lead to sunburn, prickly heat, may make conditions like rosacea worse, aging and, the most serious, cancer. People tend to regard a tan as healthy, whereas it is a sign that the skin has been damaged by ultraviolet (UV) rays.

Eyes can also be damaged by UV rays so it's important to be prepared:

1. drink plenty of fluids (not alcohol which increases the risk of dehydration) especially when the weather is humid
2. wear light, light-coloured clothing and a wide-brimmed hat
3. use sunscreen – sun protection factor (SPF) 30+ on all exposed areas when outside
4. keep out of the sun between 11am and 3pm if possible - particularly children
5. avoid violent exercise in the heat
6. shut the windows and pull the curtains (light-coloured are better to reflect the heat) when it's very hot.

Sunshine is not all bad – it can be good for us, giving us a feeling of wellbeing whilst enjoying outdoor summer activities. It also helps the



### WALKING GROUP

Our walking group has grown considerably since we set it up in 2013. New members are always welcome, so if you would like to be out in the fresh air, enjoying the exercise and meeting friendly people, join them in the Church grounds next to the Surgery at 10am on a Monday morning



### PRACTICE NEWS

The Practice Report to the PPG AGM:

“We have an established PPG that has been active since their formation in December 2011. They meet regularly at least 4 times a year at the practice.

The Practice continues to engage with our PPG to obtain patient feedback and, upon agreement by both PPG and Practice, act on

suggestions for improvement.

Patient feedback continues to be expected to be reflected within the Friends & Family Test (FFT), although collection feedback is still required to inform the development of the Practice/ PPG action plan.

The purpose of the PPG for 2017/2018 has been to raise awareness and uptake of the Primary Care Access Hubs. We also continue to work on developing a carers group and work closely with the PPG lead on Carers; currently working on the development and implementation of the Dementia Carers Group.

It is intended that the Practice will continue to promote innovative forms of patient participation to gain accurate feedback from all groups of patients, and allow a better understanding of patient and carer needs. For example the PPG /Practice will continue to work towards:

Innovative forms of communication and insight between Practice and patients to co-design services that meet the needs of our practice population

- Improve communication channels with vulnerable patients
- Develop practice champions who work in the practice to support particular issues or particular groups
- Support patients so that they are able to manage and make decisions about their own care
- Hold annual events with practice population to showcase progress achieved and future plans.
- Provide opportunities for patients to find out more about how the practice and the wider health economy works.

### **Achievements during the year to 31.3.18**

- ⇒ Increase in uptake of the Bromley GP Alliance Primary Care Access Hubs, allowing patient access 7 days a week.
- ⇒ Successful period of Minor Aliments Pilot – and now working towards Active Signposting – development and training currently being planned for reception staff
- ⇒ Successful migration of 3,000

patients from Dr Khan to remaining partners.

- IT**
- Development of Practice Twitter page
  - On-line consulting
  - Emailing patient results
  - On-line Access for patients
  - Electronic Prescribing (EPS)
  - Electronic Repeat Dispensing (ERDs)
  - WIFI at the practice

### **Plans for Year to 31.3.19**

We would like to see the PPG develop their own PPG Twitter page and link in with ours.

Apprentice and PPG support to activate patients who have registered with online access

Support from PPG to “advertise” active signposting plans to our patient population

You Tube clips for the screens in reception – self help etc..

Annual Event for PPG to sign up more members – Suggestions for Easter, Xmas event etc?”

### **Patient up-dates**

- NHS England require us to send out 2 reminder letters about screening, childhood immunisations and influenza vaccinations, even if you have already declined.

In 2017, the World Health Organisation (WHO) adopted a resolution on sepsis which makes the condition a global priority for policy makers and healthcare authorities. WHO will now formulate a global action plan on Sepsis, and include it as a critical condition for countries to address.

### **How do I spot sepsis?**

Sepsis could occur as the result of any infection. Seek medical help urgently if you develop any of the following:

- Slurred speech or confusion
- Extreme shivering or muscle pain
- Passing no urine (in a day)
- Severe breathlessness
- It feels like you’re going to die
- Skin mottled or discoloured

A full training programme on how to diagnose and treat sepsis is available for all healthcare professionals free of charge via the UK Sepsis Trust Educational Resource page.

**Emma Knight.**  
**Emma@sepsistrust.org**

THE UK  
**SEPSIS**  
TRUST

## **KEEP HEALTHY**



We all love to see the sunshine and enjoy its warmth and perhaps get a sun-tan but we must be very careful when there is excessive heat. Either at home or abroad, heatwaves can cause trouble! Babies and young children, elderly people and those with chronic medical conditions are especially vulnerable. Even short periods of high temperature can cause serious health problems.

None of us wants to stay indoors all the time but we must beware heat stroke (which requires immediate medical attention), heat exhaustion, dehydration, heat cramps, fainting and heat rash. Signs and symptoms of heat-related illnesses vary but may include a high body temperature and rapid heart rate, seizures, headache, weakness, dizziness and fainting, breathing difficulty, nausea and vomiting, muscle cramps, loss of coordination, confusion and coma.

Obviously, the first thing to do is to get yourself, or whoever is suffering effects of the heat, out of the hot environment, then remove restrictive

## Sepsis

When Dr Ron Daniels watched a young father, Jem, die needlessly from sepsis, he decided enough was enough. Ron was working as an Intensive Care specialist at Good Hope Hospital in Sutton Coldfield, and was confronted with an endless stream of preventable sepsis cases. Jem died after doctors failed to diagnose the condition that kills at least 44,000 people every year in the UK. Ron was forced to break the news to Jem's wife, Karen, and knew that she would have to do the same to their two young children. It was a moment that changed Ron's life. Following Jem's death in 2005, Ron founded the UK Sepsis Trust (UKST) which has a mission to save lives and improve outcomes for survivors of sepsis by instigating political change, educating healthcare professionals, raising public awareness, and providing support for those affected.

Sepsis, or blood poisoning, occurs when the body overacts to an infection and attacks its own organs and tissues. If not spotted and treated quickly, it can rapidly lead to organ failure and death. It's an indiscriminate killer, claiming young and old lives alike and affecting the previously fit and healthy.

It's more common than heart attacks and kills more people than

bowel, breast and prostate cancer and road accidents combined. At a rate of 250,000 cases a year, sepsis could be costing the UK economy up to £15.6 billion annually, with 40,000 people suffering permanent, life-changing after-effects. Globally, sepsis leads to six million deaths among almost 30 million cases yearly, and is the biggest cause of death in pregnant women and children in low and middle income countries. But despite the statistics and the condition's devastating impacts, awareness of sepsis is astonishingly low.

When sepsis leads to death or does lasting damage, it's too often because the people involved weren't aware of the condition or how dangerous it is. If caught within the first hour, a junior healthcare professional using just basic healthcare equipment can double a patient's chances of survival. High-flow oxygen, broad-spectrum antibiotics and intravenous fluids are required and are commonplace in all UK A&Es. Investing in resources to tell the public and the healthcare community about sepsis would mean earlier identification and treatment, which in the UK could save 14,000 lives and result in 400,000 fewer days in hospital for patients every year. In fact, the National Institute for Health and Care Excellence (NICE) guideline on sepsis recommends sepsis is treated with the same urgency as a possible heart attack.

- We are looking to improve our access to appointments. We offer pre-bookable appointments at the Surgery and the GP Hubs (Poverest Medical Centre, Crown Medical Centre and Beckenham Beacon). We also have daily access for urgent appointments.
- There are lots of different services available at both GP Practices and within the community. We have been working with our reception team to help direct you to the most appropriate services for you. Sometimes they may have to ask questions to help direct you.
- Have you registered for on-line services? You can view your medical record, book appointments and request repeat medication. Please download the request form from our website and hand to reception – [chislehurstmedicalpractice.co.uk](http://chislehurstmedicalpractice.co.uk)
- In the interest of patient confidentiality, we are only recording unique mobile numbers for each individual for patients aged 13 and over. Make sure you have up-dated your records at Reception.

**Jenny Wright**  
Practice Manager.

## NHS BROMLEY CLINICAL COMMISSIONING GROUP

This last year has been one of ongoing challenges for our local health system but also one which has seen new and improved services and innovative ways of working being put in place.

To help manage demand for services, GP appointments are now available from 8am to 8pm, seven days a week and rapid response services are helping to reduce pressures in emergency care. We are starting to dissolve traditional ways of working and through our new integrated Care Model, use joined up networks of care to treat people and focus on meeting their individual needs. I believe that in the longer term this personalised approach will really help our patients to live longer and happier lives.

We have also seen some significant improvements in local services. New services are supporting people with mental health conditions; more care is being delivered out of hospital in GP practices and other community settings, including community cardiology testing, audiology, eye care and diabetes care. New technology is

supporting more joined up working and following the re-procurement of our community health services, patients can expect to see more accessible and responsive services that will help them stay well and out of hospital.

Finally, many thanks to staff working in Bromley health services for their tireless commitment to do the very best for our patients. Also to our patients and the public who have continued to inform and influence our work. We send them all our grateful thanks.

**Dr Andrew Parson**  
**GP and Clinical Chair of Bromley CCG.**

### **THINGS CHANGE – SOME FOR THE BETTER!**

It's funny but when I find myself in a grumpy mood I seem to know exactly what is wrong with the world. Sometimes it's the government and goodness knows how many times I've sorted out the NHS. But occasionally I have to 'Eat my words'. It last happened a few Fridays ago.

During the night I had to visit the bathroom. I couldn't stand without leaning against the wall which was a bit, no very, scary. The next day I was still very unstable and couldn't get an appointment with our surgery. I was offered one at a Health Centre in Poverest Road, which I accepted

and was seen by a very pleasant doctor. By the end of the consultation and examination she assured me that I hadn't had a stroke or any other serious episode. That was important and a great relief 'cos old people have great imaginations and like trainee doctors can suffer several fatal illnesses in a relatively short time.



I must say I hadn't realised that our surgery and two other local ones had set up a weekend medical rota. The scheme is great for patients and must help relieve A & E department pressure. In essence a 'Win Win' service - 7 days a week.

So a big thank you to all the doctors and staff who have worked hard to make this happen. It's a wonderful idea. I only wish I had thought of it first.

**Ray.**

## **DRUGS**

"I destroy homes, tear families... apart - take your children, and that's just the start. I'm more costly than diamonds, more costly than gold - the sorrow I bring is a sight to behold. And if you need me, remember I'm easily found.

I live all around you, in schools and in town.

I live with the rich, I live with the poor, I live down the street, and maybe next door. My power is awesome - try me you'll see. But if you do, you may never break free.

Just try me once and I might let you go, but try me twice, and I'll own your soul.

When I possess you, you'll steal and you'll lie.

You'll do what you have to just to get high.

The crimes you'll commit, for my narcotic charms, will be worth the pleasure you'll feel in your arms.

You'll lie to your mother; you'll steal from your dad.

When you see their tears, you should feel sad.

But you'll forget your morals and how you were raised.

I'll be your conscience, I'll teach you my ways.

I take kids from parents, and parents from kids, I turn people from God, and separate from friends. I'll take everything from you, your looks and your pride, I'll be with you always, right by your side. You'll give up everything - your family, your home, your friends, your money, then you'll be alone.

I'll take and I'll take, till you have nothing more to give.

When I'm finished with you you'll be lucky to live.

If you try me be warned this is no game. If given the chance, I'll drive you insane.

I'll ravish your body, I'll control your mind.

I'll own you completely; your soul will be mine.

The nightmares I'll give you while lying in bed.

The voices you'll hear from inside your head.

The sweats, the shakes, the visions you'll see.

I want you to know, these are all gifts from me.

But then it's too late, and you'll know in your heart, that you are mine, and we shall not part. You'll regret that you tried me, they always do.

But you came to me, not I to you. You knew this would happen.

Many times you were told, but you challenged my power, and chose to be bold.

You could have said no, and just walked away.

If you could live that day over, now what would you say?

I'll be your master; you will be my slave. I'll even go with you, when you go to your grave. Now that you have met me, what will you do? Will you try me or not?

Its all up to you. I can bring you more misery than words can tell.

Come take my hand, let me lead you to hell."

