

# WIVENHOE MEDICAL CENTRE

## NEWSLETTER

September 2018

Edition 17



### Welcome

There is much on offer in the current issue; on offer is a mental health service open to patients who phone the surgery as well as a new Weight Management course as well as flagging the 'Action on Hearing' move to the surgery (date to be confirmed)

Crossroads are offering a weekly respite to eligible carers and the Sound Doctor provides an online library for advice on long term conditions (both Page 4)

Finally a reminder to patients that we are no longer permitted to provide patients with blood/x-ray results at reception without the necessary documentation



### Bank Holiday Closing Times And Other Days of Closure

The surgery will be closed on the following days:

**25<sup>th</sup> December 2018**    **Bank Holiday**  
**26<sup>th</sup> December 2018**    **Bank Holiday**

We will be open for business all other days, but please ensure that you order any prescriptions well in advance of surgery closing days and to cover you for any time spent on holiday with friends or relatives so that you do not run out of any vital medicines over the bank holiday.



### Missed Appointments Tally

December	January	February	March
81	72	52	60
April	May	June	July
56	71	77	57

We are happy to note that generally the number of missed appointments appears to have stabilised (see above table). However, we are, with your help, trying to reduce missed appointments still further to help ensure that we can offer you, our patients, a service that meets your needs more closely.

We would like to remind our patients to contact the surgery to let us know if you are unable to attend for any reason, so that we can offer the freed appointment slot to someone else. Also please ensure that we have your current contact details, should we need to contact you ourselves at any time. Thank you.



### Surgery Opening Times

**8.00am to 6.30pm Monday to Friday**

#### Remember:

Prescription Clerk (available 9.30am to 1.00pm) ☎ 01206 986 397  
Online Appointment Service (To register – contact Reception).

### CONTACT DETAILS

☎ 01206 824447



[wivenhoe.surgery@nhs.net](mailto:wivenhoe.surgery@nhs.net)



[www.wivenhoesurgery.nhs.uk](http://www.wivenhoesurgery.nhs.uk)



## NEW Mental Health Service

Patients who are over 16 years old and not currently treated by another service for mental health issues will be offered a telephone appointment with Health in Mind, if appropriate, when they contact the reception team for an appointment. You will be asked a number of questions which will be recorded and added to your notes then emailed immediately to Health in Mind (HiM) who will contact you between the hours of 8am and 5pm within 48 hours from receipt (their phone number will not be displayed on your equipment to maintain privacy). This service is for non-crisis problems, including for the following:

- Stress
- Panic Attacks
- Phobias
- Low Mood
- OCD
- Health Anxiety
- Post-Traumatic Stress
- Social Anxiety

This service is expected to be available 5 days per week.

Please note: HiM will attempt to contact patients on 2 occasions only.



## Hellos & Goodbyes

It is a sad farewell to Holly, one of our matrons, popular with both staff & patients, who has returned to the north of England.

Also leaving is our Practice Pharmacist, Catherine Banham, who is transferring to Colchester. Medical reviews will now be undertaken by GPs.

We would also like to welcome our apprentice Receptionist Tanya and Lindsay Young our new Practice Matron to Wivenhoe Medical Centre.



## New & FREE My Weight Matters Programme

A new award winning 12 week slimming programme has been introduced to Wivenhoe Medical Centre run by trained volunteers overseen by the Patients Participation Group (PPG) and supported by ACE (Anglian Community Enterprise) to give individual support to patients to achieve a healthy body weight.

The programme aims for participants to achieve a 5% reduction in body weight by the end of the programme, but more importantly, to adopt a permanent lifestyle change for healthy living. Non-fattening goodies will be available at weigh-in sessions and people's weight will be recorded behind a screen without the use of the spoken word to keep personal details private.

Every Thursday

4pm to 5pm

Wivenhoe Surgery

☎ 0800 022 4524 (Option 3) – To enrol



## Action on Hearing

This existing drop-in service (currently operating from the Congregational Church 101 High St Wivenhoe CO7 9AB Tel: 07442 538 939) will soon be:

### Moving To Wivenhoe Medical Centre

Volunteers are able to give advice on how hearing aids function including the explanation of the settings available as well as maintenance advice.

Sessions:

2<sup>nd</sup> Thursday in the month

2pm to 4pm

No Appointment Necessary



## Requesting Copies of Letters, Results . . .

Due to General Data Protection Regulations (GDPR), staff are now only allowed to give patients letters and blood or other results after patients produce:

1. A written request
2. Personal ID

An alternative option for patients, if not done so already, is to register to have online access ensuring that the correct box is ticked. The form is simple to complete, but it is also necessary to present two forms of ID with the form at reception (please contact reception):

1. Photo ID eg passport or driving licence
2. Official form or bill showing the applicant's name & current address

Online access gives patients access to parts of their medical notes including many of the commonly sought information at their own convenience via the internet.

We recommend that patients log in to the site as soon as possible after receipt of their password as the login details have a habit of expiring following a long delay.



## FREE Stress Management Workshop

Health in Mind are offering a stress management workshop open to businesses, charities and other organisations to promote a positive disposition and strategies to deal with stressful situations eg:

- Identifying & recognising stress
- Lifestyle & sound sleeping tips
- Identifying & combating negative thoughts & worries
- Assertiveness Techniques

☎ 0300 330 5455

✉ [healthinmind@hpft.nhs.uk](mailto:healthinmind@hpft.nhs.uk)



## Cervical Screening (Smear Test) Results

Female patients are advised that results following cervical screening are currently taking up to 12 weeks. \*Dr Michael Eden from Cambridge University Hospitals, where samples are sent for testing, stated that delays are due to staff shortages, but wished to reassure patients due/overdue for screening who also show symptoms which are a cause of concern, will have their samples marked 'Urgent' which will be rapidly processed.

\*A new screening system expected to operate from 2020 will also increase efficiency, according to Dr Eden.

Note: Women are offered a cervical screening test from around 25 years in age at 3 year intervals until the age of 50, after which patients are invited every 5 years until the age of 64.

\*BBC East by Lawrence Cawley on 30<sup>th</sup> July 2018



## NEW FREE Interpreting Service

All surgeries in North East Essex now possess the Big Word programme, allowing GPs and nurses to access an interpreter on behalf of the patient during the appointment.

The patient attends the surgery for their appointment and once an interpreter is required, the GP/nurse contacts the service and after minimal set up time the interpreter is on the phone to act on behalf of the patient.



## FREE - The Sound Doctor

Available on the internet, this archive of 300 videos & audio files cover long term conditions including COPD (lung conditions); diabetes, dementia, heart failure, back pain plus a few for those considering weight management surgery. This library of information can be accessed by selecting your GP surgery (North East Essex only) and your postcode.


 [www.livewellcampaign.co.uk/sounddr](http://www.livewellcampaign.co.uk/sounddr)



## Breaks for Carers

If you live in the Colchester or Tendring area with someone who would be considered to be 'at risk' if left alone Crossroads, a local charity, now provide grants to enable carers to access a weekly break from their caring role.

For more information, contact Crossroads between 9am and 3pm Monday to Friday

 012550 860 960




## Crucial Crew Event For Older Persons

This event will outline safety advice applicable to the older person:

27<sup>th</sup> September 2018  
10 am to 2pm

Princes Theatre  
Town Hall  
Clacton on Sea  
CO15 1SE

For FREE tickets, contact Charlotte:

 01255 686 359



## NEW Community Beds

### Community Hub at Clacton Hospital

Following an injection of £15m a new community hub is planned in a new building which will serve:

- Urgent Treatment Centre for minor injury and illness
- Mental Health treatment
- Outpatient services
- Voluntary Services

### Rehabilitation Inpatient Centre at Fryatt Hospital Harwich

A £3m investment will upgrade Trinity Ward and unused areas of the hospital to provide rehabilitation care for anyone who need rehabilitation following:

- A stroke
- A period of illness
- A period of injury

A 'community hub' will also be established at the Harwich site at a future date.

### Questionnaire

If you are or have been a patient, relative or carer who has used the community beds facilities at Clacton or Harwich Hospitals, the Clinical Commissioning Group would like to learn from your experiences to tailor the new services to better meet user needs.

A questionnaire is now available to receive your feedback, which also covers end of life/support for their carers:

Online: <http://bit.ly/communitybeds>

Postal Return:

<https://www.neessexccg.nhs.uk/uploads/files/Patient%20Engagement%20paper%20and%20survey%20v7.docx>

For other formats:

 01206 918730

 [Pals.nee@nhs.net](mailto:Pals.nee@nhs.net)

**To be returned by 10<sup>th</sup> September 2018**



## New Advocacy Service

Live in Essex and need the support for someone to act on your behalf when dealing with other organisations including health services? Some areas where the advocacy service is involved include:

- Mental Health
- Independent Care
- Health Complaints
- Children and Young People

A full list of their services can be found on their website: [www.rethinkssexadvocacy.org/](http://www.rethinkssexadvocacy.org/)

Contact details:

 0300 790 0559

 [essexadvocacy@rethink.org](mailto:essexadvocacy@rethink.org)




## Need Work After a Mental Health Problem?

Heads Up is an organisation geared to support people who wish to return to work after a break due to mental health issues such as anxiety and depression. This organisation will provide a peer support worker who can offer practical skills such as writing a CV or practising interview techniques alongside boosting their self-confidence.

Contact details:

 [www.enableeast.org.uk/headsup](http://www.enableeast.org.uk/headsup)

 [headsup@enableeast.org.uk](mailto:headsup@enableeast.org.uk)

 @HeadsUp Essex



## Raise Your Voice at the Surgery But Politely!

Wivenhoe Surgery Patient Participation Group (PPG) is looking for new members to help improve the way the surgery is run for patients, through members giving advice and their observations as experienced from the patient's point of view.

Currently the group meets on the last Wednesday bimonthly at 6.30pm at the surgery. You will find the group friendly and welcoming and you will be able to talk to surgery representatives in person

If you wish to join or find out more, please contact Wivenhoe Surgery and ask for Richard Gray or Zoë Cronin (Practice Manager)



## Your Recommendations Please

Have you received a wonderful service which you would like to share with other patients? Or perhaps you work or volunteer for an organisation which ought to have a much greater publicity.

Perhaps you know of a charity or other health group, which provides valuable, yet underutilised services that need to be more widely well known.



## Health Information

Contact details for the following are not included in this issue but are available on our website:

- Help for People with Dementia
- NHS Hearing Aids by GP Care?
- Wivenhoe Helping Hands
- Carers' Organisations
- Diary
- Helplines
- Other Local NHS Services



## Diary

### Surgery

### Diary

Christmas Day – 25<sup>th</sup> Dec 2018 - **Surgery Closed**

Boxing Day – 26<sup>th</sup> Dec 2018 – **Surgery Closed**

New Year's Day – 1<sup>st</sup> Jan 2019 – **Surgery Closed**

### Colchester Prosthetic User Group

(Drop in Events cancelled until further notice)

### Epilepsy Support Group (CVST)

(Last Tuesday each month - 10.30am to 12.30pm)

30th October 2018

27th November 2018

December - CLOSED

### Essex Carers Support Drop In (CVST)

(First Tuesday each month – 10.00am to 12.30pm)

2<sup>nd</sup> October 2018

6<sup>th</sup> November 2018

4<sup>th</sup> December 2018

### Essex Sight Art Group "Paint on . . . Paint on . . . "

An art group for the visually impaired (all abilities)

(1<sup>st</sup> Thursday each month – 10.00am to 12.30pm)

4<sup>th</sup> October 2018

8<sup>th</sup> November 2018

6<sup>th</sup> December 2018

(CADOWS 24 Old Road Clacton)

(2<sup>nd</sup> Wednesday each month – 10am to 12.30pm)

10<sup>th</sup> October 2018

14<sup>th</sup> November 2018

12<sup>th</sup> December 2018

Colchester Sight Centre 40 Osborne St Colchester

### Macular Disease Society (CVST)

(Fourth Wednesday each month – 1pm to 3pm)

24<sup>th</sup> October 2018

28<sup>th</sup> November 2018

December - CLOSED

☎ 01255 430 386 (Peter Bareham)



### Clacton Bumble Bee FC

Why not Get Fit & Have Fun with Like Minded People?

Open to everyone with a disability or mental health issue at:

**Clacton Leisure Centre Astro CO15 6DB**

**£1 per Session**

**Every Friday 2pm to 3pm**



## Carers' Organisations

If you are a carer, you may find some of the following helplines useful:

Carers Line 0808 808 7777  
[www.carersuk.org](http://www.carersuk.org)

Princess Royal Trust for Carers 0844 800 4361  
[www.carers.org](http://www.carers.org)

### LOCAL SERVICES

Community Nurse (ACE Gateway) 0300 0032 144

Occupational Therapy 01206 747474

Falls Prevention Service 01206 518522

PALS (freefone) 01206 286939  
0800 328 5620

Social Services 0845 6037630

Red Cross Home Care Services 0844 871 1111

Women's Royal Voluntary Serv 01206 228255

Local Carers' Organisation 01206 561715

Community Matron (ACE Gateway) 0300 0032 144

Age Concern 01206 368420  
01255 473346

Alzheimers Society 01206 575755  
01255 474650  
01255 475912

ARK Resource Centre (for carers & children) 01255 502063

Colchester Carers Centre (for children) 01206 560997  
01206 500446



## Home Decluttering/Organising

Your Living Room CIC (Community Interest Company) offers a service to sufferers and to families/organisations with family members or residents affected by a **Hoarding Disorder**.

It is estimated that 3 to 5% of UK adults suffer from a hoarding disorder. Although generally associated with older age, it can start in teenage years, which may lead to the person's physical restrictions in movement, especially as many also suffer from loneliness and/or severe anxiety. Improving their home conditions by creating functional, organised and comfortable living spaces, sufferers generally become less reliant on health services as well as alleviating their suffering and giving back their dignity.

There is a cost associated, usually an hourly rate, but for those on low incomes there is funding available to subsidise part of the costs involved.

For more information:

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

Or contact:

**Harry** ☎ 07710 709 635  
[harry@yourlivingroomcic.co.uk](mailto:harry@yourlivingroomcic.co.uk)

**Diane** ☎ 07710 709 632  
[danny@yourlivingroomcic.co.uk](mailto:danny@yourlivingroomcic.co.uk)

**Danny** ☎ 07710 709 637  
[diane@yourlivingroomcic.co.uk](mailto:diane@yourlivingroomcic.co.uk)



## Helplines

Age Concern	0800 169 6565
Alcohol Anonymous	0845 769 7555
Asthma UK Advice Line	08457 01 02 03
Beating Eating Disorders	0845 634 1414
BHF Heart Helpline	0300 330 3311
Carers Direct	0300 123 1053
Childline	0800 111
Cruse Day by Day (for the bereaved)	0844 477 9400
Diabetes UK	0345 123 2399
Domestic Violence Helpline	0808 2000 247
Drinkline	0300 123 1110
Epilepsy Action	0808 800 5050
Mind Information Line (for mental health issues)	0845 766 0163
Multiple Sclerosis	020 8438 0700
National Eczema Society	0800 089 1122
Royal National Institute of Blind People	0303 123 9999
Royal National Institute for Deaf People	0808 808 0123
Shelter	0808 800 4444
Samaritans (for people in despair/suicidal)	08457 90 90 90
Stroke Association	0303 3033 100



## Other Local NHS Services

We all know that medical emergencies, great and small arise outside surgery hours, but how many of us are aware of the other NHS services available. Below are listed the more useful ones:

- 1 111 Service**  
 Phone service only (dial 111)  
 Available at ALL times
- 2 Walk In Centre**  
 No appointments, just walk in  
 Open every day from 7am to 10pm  
 (x-ray facilities from 9am to 4.30pm)  
 Tel: 01206 314 015  
 At: Primary Care Centre Turner Road Colchester
- 3 Clacton Minor Injuries Unit**  
 No appointments, just walk in  
 Open every day from 9am to 9pm  
 (x-ray facilities from 9am to 5pm, Mondays to Fridays or 10am to 4pm weekends & bank holidays)  
 Tel: 01255 201 594 or 021 662  
 At: Clacton Hospital Tower Road Clacton
- 4 Harwich Minor Injuries Unit**  
 No appointments, just walk in  
 Open every day from 9am to 5pm  
 (x-ray facilities on Mondays to Fridays: 8.45am to 12.30pm only)  
 Tel: 01255 201 240  
 At: Fryatt Hospital 419 Main Rd Harwich
- 5 A&E**  
 Emergencies ONLY  
 Tel: 999  
 At: Colchester Hospital Turner Road Colchester

Waiting times are usually much longer at the A&E department, where staff will prioritise the emergency cases, so you are therefore strongly advised to use one of the other services mentioned above if you can.