

# BETWEEN FRIENDS

**THE NEWSLETTER OF THE FRIENDS OF HENFIELD MEDICAL PRACTICE**

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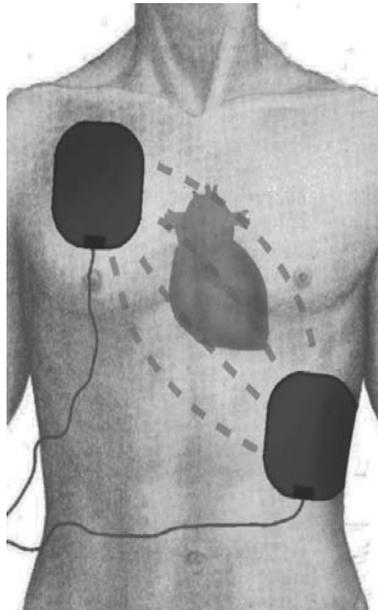
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## CHAIRMAN'S MESSAGE

It is with very great pleasure ( and relief ! ) that we welcome Doreen Webster as editor of her first issue of *Between Friends* - Doreen already undertakes the duties of Minutes Secretary for the Friends. As always it is full of interest, but contributions and suggestions for content of future issues will always be very welcome.

Please note the date of our next talk, Wednesday 24 April, 7.30 pm at the Henfield Medical Centre, when Dr John Southgate will address the topic *Furrie Fats in Arteries : Good Thing, Bad Thing ?* - see details on back page. Our *Date with Diabetes* last October with Fiona Ordidge and Nicky Middleton was very educational and well received by a capacity audience, and is written up on page 12, especially noting some valuable guidance on the sugar equivalent of various food items.

Another date to note is the that of the Friends AGM, Wednesday 12 June, again 7.30 pm at the Medical Centre. Following the normal AGM business, Dr Karen Crawford-Clarke will speak about her role as Executive Partner in the Practice, and will also give us a taste of health services elsewhere in the world following a short locum time spent recently in Bermuda.

The Dermatoscope has now been purchased and will have a small plate acknowledging Clarence Long, in whose memory much of the necessary funds have been donated. Generous contributions towards its purchase have also been received from the Kindersley Trust and Henfield Parish Council - their continued support is acknowledged with gratitude. Dr John Derrett has now been trained in the use of the equipment which will be of considerable benefit to Practice patients - see page 14 for more details of its use.

With the well publicised NHS reorganisation, from 1 April the Coastal West Sussex (CWS) Clinical Commissioning Group has come into being in place of the West Sussex Primary Care Trust. More patient participation is now involved and I have been appointed as a member of the CWS Patient Representation Panel and also lay member on the Chanctonbury Locality Board of CWS. Chanctonbury consists of the five GP Practices in Henfield, Steyning, Storrington ( 2 ) and Billingshurst. Jackie Bates and Richard Kendall have both been lay members of separate task groups / working parties within CWS.

You may have heard of two recent local and national developments, firstly the re-organisation of physiotherapy provision in CWS, which Katie Hill has written about on page 15, and secondly the new NHS 111 service replacing NHS Direct and the out-of-hours telephone service, for which you can find details on page 9.

Our fund raising activity continues and the bookshelves at the Medical Centre and Woodlawn have now raised over £450. We will have a marquee on the Common for Henfield Summer Show on Saturday 20 July, and hope you will visit us to sample fruit smoothies created on the spot with an exercise bicycle and participate in making them. The ever popular Face Painting will also be available for the youngsters.

Please do join us at the AGM in June and make your contribution to the work of the Friends or use our website [www.friendsofhenfieldmedical.org.uk](http://www.friendsofhenfieldmedical.org.uk) to add your comments or observations so that we can take them into account.

We wish you a healthy, warm (eventually!) and enjoyable summer.

**Peter J. Bates Chairman of FHMPT**

# Are YOU a D.N.A?



## Did Not Attend Appointments

When patients do not attend for their appointments and do not cancel them, we call these DNAs and this is automatically recorded on the patient's medical records by our computer system.

What is the Medical Centre doing about missed Doctor and Nurses appointments, and is there any follow up with these patients who do not attend?

Prevention as we all know is better than cure, and at the Medical Centre we are attempting to capture as many patients' mobile telephone numbers as we can.

### **Why?**

So that we can send a text message to the patient when an appointment is booked. The message will confirm the date and time of the appointment. This helps prevent any errors and also enables our system to automatically send a text reminder 24 hours prior to the appointment as a further reminder.

**Q :** What happens when patients miss their appointments?

**A :** They can expect to get either a phone call, text message, or both to query why they have not attended

**Q :** How many missed appointments do we get on a regular basis?

**A :** Sadly it is not unusual to get several missed appointments on a daily basis. On the day this message was being typed there were appointments missed which equated to 1 hour and 10 minutes of doctor's time wasted. They could have seen other patients if these appointments had been cancelled or re-arranged in advance.

Just recently over a period of time we had over 30 appointments which were not attended in our asthma clinics which are each 20 minutes long.

## **DID YOU KNOW?**

If you use the internet and are registered for online access with Henfield Medical Centre you can cancel your appointments online yourself.

Please ask at reception, or ring, for online registration and we can issue you with a sign on and password.

Finally we would ask all patients wherever possible to give us 24 hours notice of cancellation of appointments so it gives us time to offer those appointments to other patients.

### **The Henfield Action for Older People in conjunction with the Henfield Hub**

**Wednesday 5 June, 2.00pm – 4.30pm**  
**Garden Suite, The Henfield Hall**

For anyone older who does not feel confident with keyboards and computers this is a chance to have a go with help from experts from the Henfield Hub. There will be a chance to talk to older people from the village who have recently taken up the Henfield Hub's offer to become computer users. This gives them a great chance to keep in touch with family and friends, and realise what it is like to have information available at the touch of a button.

At the end of the meeting, for anyone who wants to go ahead, there will be an opportunity to sign up for a free computer which will be installed in their own home at no charge with back up help available when needed. A free cream tea and home made cake will be served during the afternoon, and there will be a hands-on display of up to date gadgets which have been especially designed with older people in mind.



Photographed at the Co-op Partridge Green.

The wording under the unit reads:  
PUBLIC ACCESS DEFIBRILLATOR  
For use by ANYONE in a medical  
emergency during shop opening hours  
NO TRAINING IS REQUIRED

Unit gives full verbal instructions.;  
Staff will pass it over on request.

This unit was supplied by PART which  
is the

Partridge Green equivalent of HART.

Their contact number is 01403 711647.

## **HENFIELD'S DEFIBRILLATORS ( AEDs )**

The Henfield Area Response Team (HART) has installed a number of Automated External Defibrillators (AEDs) in and around Henfield for the use of the general public. Here are some answers to questions often asked about them.

### **What is a sudden cardiac arrest?**

This is a condition where the heart no longer beats effectively, blood flow is negligible and vital oxygen to the brain ceases. The person is 'clinically dead' but resuscitation may still be possible.

### **What causes sudden cardiac arrest?**

Most people who suffer a sudden cardiac arrest do so because of underlying heart disease. This disease may or may not be known by the person. A sudden collapse can be the first symptom. Younger people who die suddenly may not have the same underlying heart disease, but can develop similar disturbances of the heart rhythm that cause the heart to malfunction in the same way.

### **What is happening to the heart?**

The large chambers of the heart, called ventricles, no longer contract effectively and simply 'quiver' like jelly on a plate. The heart is working very hard, but it is no longer pumping blood. Blood pressure drops to near zero and the patient rapidly collapses to the ground because of unconsciousness.

### **Will cardiopulmonary resuscitation (CPR) be enough?**

Chest compressions are very useful in that they will supply a small amount of blood and oxygen to the brain, keeping it alive. But chest compressions alone are unlikely to re-start the heart. A defibrillator is usually required to do that.

### **How can I recognise sudden cardiac arrest?**

There will be a sudden collapse, the person may convulse momentarily, stop breathing completely or give occasional deep gasps or may be gurgling. Over the next few minutes the face colour will often turn very blue.

### **How does a defibrillator work?**

The electric shock from the defibrillator will cause all the misbehaving heart fibres to contract together, allowing the heart to re establish a normal heart rhythm, returning a blood pressure with breathing and consciousness. One shock is usually enough but more may be required.

### **Are defibrillators dangerous?**

No. After placing two pads on the victim's bare chest, the AED will analyse what is going wrong with the heart rhythm and decide whether an electric shock is required. It will not allow a shock inappropriately. However, it is important to ensure that when the shock button is pushed, all other people around are clear of the patient. A shock to a bystander will usually hurt.

### **Do I need any training to be able to use these**

No. These machines are designed to be used by anyone in the vicinity of a sudden attack and where no previous training has been received. Knowing how they work however can be re-assuring.

**For further information about the AEDs, please contact Dave Fletcher. Coordinator of Henfield Area response Team (HART) on 07778 570937**

The illustration on the front cover of this publication shows the position of the pads to treat a patient.

**Kim Poole is a new member of staff at Henfield who has  
some very nice things to say about us**

I started at Henfield Medical Centre in November 2012 after working in a small GP practice in Brighton for the past 10 years. I was very fortunate that Brighton and Hove PCT were committed to supporting practice nurse education and I was able to complete the Specialist Practice Nursing degree last year. Although practice nursing is unique to general practice the culture and atmosphere within practices is very different, especially between city based and rural practices. When I arrived in Henfield I was struck by the wide range of services i.e, physiotherapy, chiropodist, health visitor, phlebotomy, minor operations, to name a few, that Henfield offers its community of patients. My last practice offered only GP and practice nurse appointments and patients would have to travel around the city if they needed other services. For elderly patients the challenge and cost of transport was a constant issue, and parking prohibitive! On my first day at Henfield I was greeted with an early morning cup of coffee by Dr Reade - I don't think I have ever had a cup of tea made for me by a doctor before! The caring attitude by all the staff for each other under the strong leadership of Katie Hill is palpable and I believe it is this attitude that transforms a culture to a caring environment for every patient that walks through the door, because the staff care for each other. Please spare a thought whilst waiting in reception, especially if your appointment is over-running, we are always sorry to keep you waiting. It is because of the dedication and commitment of all the staff at Henfield to ensure you receive the help to solve and manage your health problems. I am so grateful to be working alongside this wonderful team- you are very fortunate to them on your doorstep, Henfield!!!!

**Kim Poole**

## NHS 111

Across Sussex, the NHS Direct service for health queries has been replaced by the new 111 service. The number is easy to remember, and can be called for any medical concern. Of course, the 999 service is still available in emergencies when an ambulance is needed. The NHS 111 service is available 24 hours a day, 365 days a year, and calls from both landlines and mobile phones are free. The service can help when :

- **you need medical help fast, but it is not a 999 emergency;**
- **you think someone needs to go to A&E or another NHS urgent care service, but need information about what is available;**
- **you need advice about a health problem.**

If you call 111, you will reach a highly trained health adviser who is supported by experienced clinical advisers. They will be able to assess the caller's needs and direct them to the correct NHS service, or arrange a call-back by a clinical adviser. They will know what services, including out-of-hours services, are available in your area. If a call is assessed as a medical emergency, the service will dispatch an ambulance directly and provide advice to the caller until the paramedics arrive, without the need to transfer the call, or for the caller to repeat information.

NHS 111 will also provide access for all out-of-hours GP services. If a caller is assessed as needing to be seen by an out-of-hours GP, the adviser will contact the service directly to arrange this.

This service has already been trialled in some areas of the country, and has proved very successful, although some teething problems have been reported during the national launch of the system. Watch out for the posters and adverts with details

PS The old telephone number for NHS Direct may still be in use for a short period after this issue is published.

## **NEWS FROM THE PRACTICE**

Since the last *Between Friends* Dr Gordana Ninkovic-Chapman has returned to us from maternity leave. Dr Chapman works closely with Dr John Derrett as his registrar and will be at Henfield Medical Centre until January 2014.

We have been pleased to recruit a new nurse, Kim Poole. Kim is a very experienced Practice Nurse and brings many skills. Kim will be starting a service to offer health checks on patients aged over 40 who are not having any regular follow up with us currently.

From 1 April 2013 the Coastal West Sussex Clinical Commissioning Group takes over from the Primary Care Trust. The GPs at Henfield have already been working closely with this group for some time as part of the Chanctonbury Locality Group which comprises GP Surgeries from this area – Steyning, Storrington and Billingshurst as well as Henfield.

We have just completed our annual patient survey and the results are on our website. Thank you to everyone who took part. In response to the survey we compile an action plan to be carried out over the next year at Henfield Medical Centre and this too can be found on our website.

We welcome your comments and feedback all year round and you can do this either in person by talking to me or one of my team, through the feedback facility on our website, or by using the Comments / Suggestions book in reception.

**Katie Hill**  
**Practice Manager**

## **A big hello from Doctor Olivia Snape**



Hello everyone. I have recently joined the friendly and welcoming Medical Centre here in Henfield. I was lucky enough to work here 15 years ago before I moved to Australia for a year with my family, and it's lovely to be back.

I trained at St Thomas' Hospital in London, graduating in 1989 and completed my G.P. training in Surrey. Since then I've been working mainly in Lewes and Lindfield whilst my 3 children have grown up. Jessica is now 18 and is currently in her Gap Year, and will be studying Medicine in London in September. Sophie, 17, rather worryingly has just started to drive and Hamish, 14, who is a keen sportsman and also plays the bagpipes, keeps us all entertained! I am married to Cameron Hatrick who is a Shoulder and Upper Limb Surgeon in Brighton & Hove and Haywards Heath. Keeping it in the family you may also know of my brother-in-law, Robert Hatrick, who is a Cardiologist in Worthing and Brighton.

In my spare time I enjoy cycling, tennis, walking and gardening and am looking forward to our Easter break in Scotland when we hope to climb as much of Ben Nevis as conditions will allow and also explore the Isle of Skye.

Dr Camilla Drew and I are settling into the practice and are looking forward to getting to know everyone. We all face some difficult times ahead with the recent changes in General Practice, however, I'm confident our friendly and able team will rise to the challenge.

Henfield seems to be a vibrant village with a very friendly atmosphere and I feel privileged to have become a partner at the Medical Centre.

## Our Last Talk – Diabetes

In the autumn, on Wednesday 10 October, there was a talk on diabetes at the Medical Centre. Fiona Ordidge, our practice diabetic nurse, and Nikki Middleton, specialist diabetic nurse from Worthing Hospital, took the floor to give us a comprehensive survey on coping with this condition. Did you know that 10% of the NHS budget is spent on diabetes? For various reasons, including the fact that we are all living longer, the incidence of diabetes is increasing. Early diagnosis is vital – the Practice maintains a Pre-Diabetes Register of people at risk of developing the condition (eg those who have had gestational diabetes, or who have a BMI (body mass index) of over 35). The people on this register will be called in annually for a fasting glucose test.

Watch out for the symptoms of early diabetes – excessive thirst, weight loss, vision problems, tiredness. If you think you may have the condition, phone the Medical Centre for an appointment to get your glucose levels checked (or most pharmacists will do this for you).

The talk moved on to dietary control for managing the condition. Carbohydrate must be controlled, it is better to eat complex carbohydrates with a lower glycaemic index than simpler carbohydrates that are digested more quickly and hence cause a spike in glucose levels (particularly if they are eaten on their own). It was suggested that a good way of tracking carbs is to think of the 'sugar lump equivalent' of various foods. For example, one chocolate digestive biscuit is equivalent to 1  $\frac{3}{4}$  teaspoons of sugar, and one standard can of coca cola costs 7 teaspoons of sugar!

The meeting ended with a lively question-and-answer session, during which the new Steyning and District Group of *Diabetes UK* was mentioned. The group meets for mutual support and to plan

events and fund-raising at the Steyning Centre from 7 to 9 pm on the last Thursday of each month except December. If you are interested in joining the group, please phone Hugh Daniels on 01273 494317 or email [Steyning.diabetes.uk@gmail.com](mailto:Steyning.diabetes.uk@gmail.com) For more information, go to the group's website at

<http://steyninganddistrict.diabetesukgroup.org>

Fiona has written a comprehensive review of the new locally enhanced service (LES) for diabetes, which was published in the last two issues of *Between Friends*, nos 34 and 35, circulated in spring and autumn of 2012. If you would like to read her review, these magazines are available on the Friends website at [www.friendsofhenfieldmedical.org.uk](http://www.friendsofhenfieldmedical.org.uk) Follow the links to *Between*

*Friends*. Jackie Bates

## Keep those books coming

The book shelves in Henfield and Partridge Green are a great success. As well as providing you with somewhere to take your unwanted volumes and to purchase interesting reading for only 50p, they are raising a large sum of money for the Practice. So far it is in excess of £500. You may not be aware that Amazon buy books from their customers. If you have interesting/valuable ones that you would like to donate to us they may well raise a lot more cash. Either hand them in as usual to the receptionists or call Peter on 01273 493172.



## Editor's Note

*In the Autumn issue of 'Between Friends' Moira, who had been the editor for seven years announced that she was going to hand over the job. She said she was sure that there was somebody out there who would come forward to take her place. I am the "somebody" – though I was not really "out there" as I have been on the Friends Committee for the past three years and am the Minutes Secretary. Like Moira when she started I am a novice to the publisher programme but I like a challenge and am enjoying learning along the way. I live in Partridge Green and am involved in several local activities here and in Henfield so many of you may know me already. Doreen Webster*

## **DERMATOSCOPE**

In the last issue we told you that a Hyfrecator had been purchased which is being used for the removal of benign and malignant skin lesions.

The recent purchase of the Dermatoscope will enable the GPs to perform even more treatment of skin disorders.

The main application of dermatoscopy is the early detection of melanomas, the most serious of all skin cancers.

Digital dermatoscopy (videodermatoscopy) is used for monitoring skin lesions suspicious of melanoma. Digital dermatoscopy images are stored and compared to images obtained during the patient's next visit. Suspicious changes in such a lesion are an indication for excision. Skin lesions, which appear unchanged over time are considered benign.

Dermoscopy is also used to diagnose basal skin carcinomas and squamous cell carcinomas which are less serious than melanomas but must be removed.

Dermatoscopes can aid the treatment of warts by allowing the doctor to visualise the structure of the wart and distinguish it from corns, callouses or foreign bodies. They can also be employed for the diagnosis of fungal infections and alopecia (hair loss).

Having this type of equipment available in the Practice reduces the necessity for referral of patients to specialist skin units.

### **WELLBEING WEDNESDAYS**

Held on the 13 and 27 March at Henfield Hall, these sessions organised by the Prevention Assessment Team and Horsham Wellbeing offered free Health Checks available to anyone aged 40-74 years. In addition they also offered MOTs which were slightly different to individuals of 18+. There may be more organised in the future so keep an eye open for details.



## **Future physiotherapy Services**

From April 2013 the NHS physiotherapy services based in GP Practices will be provided by Sussex Community Trust, the main provider of NHS community health services in West Sussex and Brighton & Hove.

We are working hard to retain NHS physiotherapy at Henfield Medical Centre under this new regime. However, the Sussex Community Trust physiotherapists can only use rooms that meet their infection control standards, and the only suitable ones we have are the consulting rooms in our new extension. Therefore, initially we are making one of these rooms available for physiotherapy on Wednesday afternoons, Thursday afternoons and Friday mornings and hope to increase the service as soon as possible. Henfield Medical Centre patients can also be seen at other centres, the nearest being Steyning Health Centre and Horsham Hospital, with referrals continuing to be made by your GP.

Unfortunately Adrian Schouten and his team will no longer be able to provide NHS physiotherapy in Henfield. (Adrian will, however, continue to work privately from our premises).

We are pleased Adrian's expertise is remaining within our building and thank him for his hard work and dedication which has enabled a very successful NHS service at Henfield over many years.

**Our very grateful thanks go to these local businesses who have generously supported this issue of *'Between Friends'* with donations and therefore enabled us to reach more people.**

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

## **ADRIAN SCHOUTEN**

Chartered Physiotherapist  
MSCP (England) MAPA (Australia) MCBF (Holland)



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Henfield Medical Centre, Deer Park  
Henfield, West Sussex BN5 9JQ Tel: 01273 495990

### **DATES FOR YOUR DIARY**

**Wednesday 24 April - Henfield Medical Centre at 7.30 pm**

***Furrie Fats in Arteries: Good Thing, Bad Thing ?***

**Talk on Cholesterol by Dr John Southgate, Consultant Chemical Pathologist**

**Wednesday 5 June - The Henfield Hall, 2.00 pm to 4.30 pm**

**Action for Older People Meeting - Computers**

**Wednesday 12 June - Henfield Medical Centre at 7.30 pm**

**Friends of Henfield Medical Practice Trust AGM**

**followed by Dr Karen Crawford Clarke, Executive Partner**

**Saturday 20 July - Henfield Common from midday**

**Friends marquee at Summer Show, *Make your own smoothie***

**October ( date to be advised ) - Henfield Medical Centre at 7.30 pm**

**Talk on *Pain Management* - see details on posters, website and local press**

### **CONTACT DETAILS**

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