

BETWEEN FRIENDS

THE NEWSLETTER OF THE FRIENDS OF HENFIELD MEDICAL PRACTICE

**ISSUE NUMBER 32
SPRING 2011**

Inside This Issue

*A Message from our
Chairman*

*Ordering Prescriptions
On-line*

*Carers - How do you know
if you are one?*

*Further update
on GP Commissioning*

*Coastal West Sussex Referral
Management*

Health Care Trust News

New Complaints Service

Medical Practice News



**Are you a Carer?
(See page 5)**

A MESSAGE FROM OUR CHAIRMAN

In this, my first Chairman's letter, I should first like to pay tribute to my predecessor, Jennie Ochoa. Her workload on behalf of and in support of the Friends in the five years of her chairmanship has been truly remarkable, and I cannot hope to emulate her commitment and dedication. At our last meeting Jennie was made an Honorary Member, and we are delighted that she is continuing on the committee.

In offering to take on this position, I had the full support of my wife, Jackie, and we will be operating as a partnership. We come into the role both as ageing patients of the practice and as regular drivers for the Link, but we are on a very steep learning curve in the workings of the NHS and the Practice locally. We are also very reliant on the support of the Friends' Committee and in particular the work being carried out by committee members: Ann Ellson as Vice-Chairman who has also taken on the organisation of talks, Moira Parrott editing and compiling this newsletter, Doreen Webster as our Minutes Secretary, and Patrick Field (former chairman of the Trustees) as he becomes Treasurer in succession to Wendy Parker. We are very grateful to Wendy for her time managing the Friends' finances, and are pleased that she remains a member of the committee. We also owe much to the Practice Manager, Katie Hill, who works so well in co-operation with the Friends' Committee.

Progress on the merger of the Friends and the Trust has continued slowly and steadily, but thanks to David Langley the merger is now complete and The Friends of Henfield Medical Practice Trust exists as a charity registered with the Charity Commission, no. 1140280. It has taken a long time and been rather frustrating at times, but we can now go forward in good heart under our new name.

One of our initial plans is to widen the circulation of this newsletter, and with generous financial support from the three commercial organisations listed on page 8 we have been able to print 1000 copies (previously 750) of this issue of *Between Friends*. We hope that the newsletter will now reach all those in our constituency (the entire patient list of the Practice) who would like to see it, so if you know of others who will benefit from its receipt, please pass on your copy, or take extra copies for your friends and neighbours.

Our first talk of the 2011 season will be on Thursday 28 April (the eve of the Royal Wedding) at the Medical Centre, and we hope for a sell-out attendance at what promises to be a very interesting talk about the psychology of successful weight management. Our second talk, in the autumn, will be on skin blemishes and the risks associated with them - see page 7 for more details.

The big topic of the moment is the coalition government's plans for a radical shake-up of the NHS - see Katie Hill's article on page 7 for the latest situation as we go to press, from the point of view of the Practice. The reforms taking place are the subject of great debate and there are strong views and opinions being expressed by experts, both for and against. As The Friends of Henfield Medical Practice Trust, our priority is to both represent and support your interests as clients/patients of the Practice, and to monitor the situation as it develops. Please do not hesitate to raise with us any matters that concern you, and we will attempt to address them. We also invite you to suggest topics that you would like to see covered at our occasional evening talks at the Medical Centre.

Naturally we need to keep in close contact with developments in the NHS reform programme, particularly as it affects the Practice and the Friends, and to this end we are asking Dr Malcolm McLean, the current Lead Partner, to address the Friends AGM and bring us all up to date on how the developments are impacting on the Practice already, and how the Partners expect them to progress over the next few years. The Friends AGM will take place at 7.30pm on Wednesday 8 June at the Henfield Medical Centre. We hope to see you there along with everybody else who is interested in what the future holds for both the Friends and the Medical Practice.

Peter Bates

TO HELP US INCREASE THE READERSHIP OF "BETWEEN FRIENDS" PLEASE PASS THIS COPY ON TO FRIENDS & NEIGHBOURS.

PLEASE DO NOT BIN IT UNTIL IT HAS BEEN SEEN AND READ BY AS MANY PEOPLE AS POSSIBLE. *Thank you*



EDITORS NOTE:

This is our first newsletter with Peter Bates as our chairman and I'd like to welcome him to his new role in this interesting and challenging time.

The 'Friends' produce this Newsletter so that patients are kept up to date with information, changes and developments that may affect, or be of interest to them. Unfortunately it is too costly to produce enough for every household, but thanks to the generosity of the Parish Council and a few local businesses, we have been able to print extra copies of this issue so that more people can benefit from the information it contains. We hope to do this again for the next issue and would be grateful for any further donations to help us achieve this.

We remain keen to hear your comments so please keep items coming for 'Views & Feedback' on page 8.

Móira Parrott



NEW COMPLAINTS SERVICE

As NHS services merge and transfer around the county in preparation for the biggest shake up of the NHS for years, it is inevitable there will be patients who feel they have not received a good service, or have questions about changes to a service they've been receiving. These concerns can be raised as follows:

Starting close to home, any Henfield Medical Centre based issues should be addressed in the first place to Katie Hill the Practice Manager.

Anyone who has issues they've been unable to resolve regarding community services provided at any of the county's seven community hospitals, or within their own home by community staff now working for the Sussex Community NHS Trust, can make their concerns known via: letter, phone or e-mail to:

The Service Experience Team

A2, 1st Floor

Brighton General Hospital

Brighton

BN2 3EW

Tel: 01273 242292

Email: customercare@southdowns.nhs.uk

Should anyone have a complaint regarding the provision of a county service or specialist drug provision, NHS West Sussex which is the business name of West Sussex PCT, has a Customer Service Unit; this team can also supply information and advice about local health services and support groups. Again, concerns can be raised by letter, phone or e-mail to:

Customer Service Unit

1, The Causeway

Durrington

Worthing

BN12 6BT

Tel: 0300 100 1821

Email: customerservices@westsussexpct.nhs.uk

The Government's intention is to remove PCTs and SHAs from the Health Service landscape by 2013, handing over control for commissioning services to GP consortia, therefore there will be further changes in contacts declared.

To finish on a positive note however, both the above teams also handle and receive communications from patients or relatives who wish to place on record their thanks to staff or services who have gone the extra mile during the care of a loved one. Hopefully this is the contact most of us would prefer to have.

Steve Davies

WHAT IS A CARER?

If you are an adult who helps to support a relative, partner, friend or neighbour who has a physical or learning disability or who has mental health, alcohol or drug problems....**YOU ARE A CARER.**

Anyone can become a carer; many feel they are doing what anyone else would in the same situation; looking after their mother, son, or best friend and just getting on with it. Carers don't choose to become carers: it just happens and they have to get on with it; if they did not do it, who would and what would happen to the person they care for?

Carers are not always adults. Young people often take on practical and or emotional caring responsibilities that would normally be expected of an adult. The tasks undertaken can vary according to the nature of the illness or disability, the level and frequency of need for care and the structure of the family as a whole. A young carer may do some or all of the following:

- Practical tasks, such as cooking, housework and shopping.
- Physical care, i.e. lifting, helping a parent on stairs or with physiotherapy.
- Personal care, such as dressing, washing, helping with toileting.
- Managing the family budget, collecting benefits and prescriptions.
- Administering medication.
- Looking after or "parenting" younger siblings.
- Emotional support.
- Interpreting, due to a hearing or speech impairment or because English is not the family's first language.



Some young carers undertake high levels of care, whereas for others it may be frequent low levels of care. Either can impact heavily on a child or young person educationally and socially.

Whatever their age, the carer is equally as important as the person being cared for. Carers often forget their own healthcare needs. You should let your doctor know if you care for someone. Surgeries can take into account the carer's specific needs with regard to appointment times for instance.

If you would like to be put in touch with the Carers Support Service, or would just like to be added to the surgery carers register, please contact me, Wendy Davies, at the surgery and I will be pleased to give you more details.

Wendy Davies

Carers' Supporter - Henfield Medical Centre

WHITE PAPER – GP Commissioning Update

In the last issue of *Between Friends* I wrote about GP Commissioning and I thought you may like to know how things are moving forward.

Henfield Medical Practice has joined with Steyning, Storrington and Billingshurst to form the Chanctonbury Consortium and we are now part of the Coastal West Sussex Federation. The Federation has been awarded 'Pathfinder' status. About a quarter of the country's embryonic GP commissioning consortia have become pathfinders. Pathfinder status will enable the Federation to easily make links with other pathfinder consortia and share experience and learning. A Federation Work Plan is now in place which includes:

- Reducing emergency admissions
- Reducing referrals to secondary care
- Reducing the cost of prescribing through medicine management initiatives
- Improving community services for patients through clear and robust specifications of the services to be commissioned

How is this going to happen in Coastal West Sussex Federation?

1) The GPs are charged with analysing their data every month, and comparing it to other practices. They look at data for the Practice on:-

- Budget versus spend to date in all areas including emergency and planned admissions
- Referral rates in the top 16 specialities
- Prescribing spend

2) A referral management scheme has been set up whereby one particular speciality is chosen each month for all Practices in the Federation to check a sample of their referrals in that speciality, compare them to guidelines, and make comment with feedback to the Federation.

3) Task and Finish Groups, made up of GPs, are redesigning pathways.

4) Educational events are in place to build on all the above.

5) The West Sussex Practice Managers' Association are currently running workshops to guide Practice Managers on the involvement of our patients in this work.

How is this happening currently at Henfield Medical Centre?

In the last 3 months we have looked at 3 areas for referrals – Ophthalmology, Musculoskeletal and Gynaecology. GPs from the Practice have attended meetings with their Chanctonbury colleagues to discuss the outcomes. We have



The White Paper

fed back to the Federation and Dr McLean and Dr Reade have attended an educational session on Ophthalmology and Musculoskeletal involving all the Practices in Worthing, Adur, Arun and Chanctonbury areas. Dr Reade has joined the Ophthalmology Task and Finish Group looking at new pathways for Ophthalmology, and he is now reviewing correspondence that comes into the Practice from Opticians.

It is essential that we keep our patients informed and involved with GP commissioning and we hope to be able to do that in the months ahead through our website, the Friends Newsletter and their website, and through various talks and events.

Katie Hill - Practice Manager

TRANSPORT LINK UPDATE

The finances of the Medical Centre Link are now reasonably healthy following the latest annual contributions from Henfield and Woodmancote Parish Councils. First time generous contributions have also been received from Upper Beeding Parish Council, whose parish includes many Small Dole patients registered with the Henfield Practice, and West Grinstead Parish Council, which covers Partridge Green. The support of all four of these Councils is much appreciated.



However there is still an urgent need for more new volunteer drivers, particularly those who are able and willing to make the hospital journeys to Brighton, Worthing and Haywards Heath (and sometimes further afield). Driving for the Link is an interesting and worthwhile activity as you meet some fascinating people. It is an occasional, not a regular commitment, as you are telephoned by one of the coordinators and either you can, or you cannot, meet the specific need. Your mileage costs are reimbursed, so you are not out of pocket. If you are interested in helping, or you would like more information, please ring either John Langhorne on 01273 492591 or Peter Bates on 01273 493172.

Jackie & Peter Bates

ADVANCE NOTICE - TALK FOR THE AUTUMN

On Thursday 6th October at 7.30pm the 'Friends' are organising a talk by Dr Russell Emerson from Hove Skin Clinic. Dr Emerson will discuss various types of skin problems including skin lesions, blemishes and cancer. The talk will be held at the Medical Centre.

Please look out for posters giving more details nearer the time.

VIEWS & FEEDBACK FROM OUR READERS



Some people may have seen the article that prompted this question in the February edition of BN5 (Ed)

Botox Beauties..

I am very concerned that Henfield Medical Practice is being seen to actively promote Botox treatments with the selection of non-surgical cosmetic procedures recently on offer by Dr Hallam at the surgery. The dermal filler and Sculptra treatments sound all too inviting to young and old alike. Just one question to all the doctors at the practice before we all succumb to the lure of un-aging beauty? Can you truthfully tell us what the long term effects of these treatments are?

Lisa Ross-Talbot

Dr Hallam replied as follows:

Botox is a prescription only medicine and as such has undergone rigorous testing to allow medical use. It has been used in many conditions for over 20 years. Examples are for correcting squints, reducing excessive sweating, releasing muscles in children with cerebral palsy and relieving incontinence in patients with spastic or over-active bladders. Many of these conditions use doses 2 or 3 times as high as those used for cosmetic purposes.

Dr Louise Hallam

Frequently asked Questions - The admin and reception staff at Henfield Medical Centre and Partridge Green Surgery have been asked to note any general questions asked by patients on a frequent basis so that we can address them, both in this newsletter and on our website when it is up and running. Work is continuing on setting up the website and it is hoped to have it established and 'live' in time for the Friends AGM in June.

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.

Cherish Care
...for you and your home



HENFIELD OPTICAL LTD
And Ascent Hearing Care

HENFIELD PRACTICE AREA HEALTH CARE TRUST

Traditionally the Trust has met twice a year with one of our GPs to decide what items we should purchase for the benefit of patients at either the Henfield Medical Centre or the Woodlawn Surgery at Partridge Green. The money that we spend has been received either from donations or legacies left to the doctors or the Trust, or from fund-raising activities carried out by the Friends.

The last meeting of the existing Trust took place at the beginning of February and agreed to fund the following:

- Ophthalmoscope/auroscope (x 2); Ear thermometer (x 4); Finger pulse oximeter (these all for use by Registrars)
- Half-yearly charge for the water dispensaries at both premises;
- Doppler probes, for use with diabetics;
- Entrance door electrics for Henfield (to make sure one door is closed before the other opens to keep in the heat in winter)
- Desk top blood pressure machines, scales and height measures (all x 4, for use in the new consulting rooms).

The total cost of these items provided by the Trust amounted to £3,360. In April last year we funded equipment totalling just under £3,000, including equipment for the new consulting rooms.

None of these items would have been funded by the NHS, so if you would like to help with further equipment purchases, please consider a cash donation, or a legacy in your will, or a financial gift in lieu of flowers at the funeral service of a loved one who has benefited from the care of the doctors or nurses.

You will see elsewhere that the Trust is merging with the Friends. All future donations should therefore be payable to 'Friends of Henfield Medical Practice Trust', and as we are a charity we will be able to claim *Gift Aid* on most donations, provided that the donor is a taxpayer.

Patrick Field

NOTICE OF THE FRIENDS AGM
Wednesday 8 June 2011
At Henfield Medical Centre - 7.30pm

This will include an update by Dr Malcolm McLean on the developing NHS situation and how it affects the Practice



NEWS FROM THE PRACTICE

Comings & Goings

We welcome to our staff Gillian Goddard and Sophy Ping. Gill joined our administration team in January. Her duties include answering the main telephone line and assisting with work in the main office. Sophy joined our Dispensing team in February, working full time in the dispensary. At Christmas we said goodbye to Sue Moore, who has retired from working in our main office for many years and we wish her well.

Urine samples

We can now only supply urine sample pots to patients with diabetes and chronic kidney disease. For other patients who need to produce a urine sample to be tested here initially, a scrubbed out clean jar is suitable, although the actual sample bottles can be purchased from the chemist. We can only process urine samples that have been requested by a clinician, so if you think you may have a urine infection for example, then you would need to speak to a GP or nurse first who may ask you to drop in a urine sample. The sample should be no more than 6 hours old. Please always make sure that samples have your name on them and are placed in the green box outside the nurses' treatment room before 10.30am each weekday morning.

Contacting Henfield Medical Centre by Phone

We are always looking at ways of making access to our services easier for patients and are aware that at times our phone lines can be very busy. Although we direct more staff to answering the phones at busy times, e.g. 8.30am on a Monday morning, we would also ask patients to help by making non urgent calls during office hours. Although we are open from 8.00am to 6.30pm, we operate with reduced staffing between 8.00 – 8.30 and 5.00 – 6.30pm. For example, a retired patient recently rang to ask if she could change to a lady GP. She rang at 7.47am with this request and her call was picked up by the Harmoni Out of Hours service. The Out of Hours service asked her to ring back later when she would be able to speak to the Practice and the patient then rang through again at 8.10am. This type of call takes up precious resources at that time of day. Whilst we are open for our patients early and late in the day, and understand that for working people this is often the only time it is possible to ring, we would ask our patients to consider that taking up a phone line, and a member of staff's time, on routine matters outside of office hours can make it more difficult for us to answer urgent calls, that really do need to be dealt with at that time, in an efficient and timely manner. Thank you for your cooperation.

Katie Hill - Practice Manager

NEW ON-LINE PRESCRIPTION REQUEST SERVICE

Request your repeat prescriptions online

We have recently changed to a new computer system called SystemOne which enables patients to request their repeat medication directly through the SystemOne computer software.

Benefits to the Patient

You can manage your prescriptions quickly and easily wherever you are, 24 hours a day, 365 days a year and it will also reduce errors.

How to Register

To enable you to use this new method of ordering medication please email us at: henfield.receptionists@nhs.net including your name, date of birth, email address and an up to date mobile telephone number. We will then forward your registration details to you within 2 working days. Once you have these you can register to use the new system by simply following the link on the home page of the Henfield Medical Centre website: www.henfieldmedicalcentre.co.uk The link will take you directly to our new software where you will see your current repeat medication. All you are required to do is to tick the boxes of *only* those medications you require. Should you need to include any additional information there is also the facility to add a message. **Please note** – if you have been using our previous electronic ordering of prescriptions facility this will cease at the end of April 2011. If you wish to continue ordering your medications online you will need to register to use the new system before then.

ON-LINE APPOINTMENTS

We look forward to offering this new appointments service very soon.

Katie Hill - Practice Manager

TRYING TO LOSE THOSE EXTRA POUNDS what works and what doesn't

Have you tried various diets and exercise programmes from time to time, only to regain the weight lost, and more? Do you despair of ever losing weight on a consistent basis, and are unsure of which programme to follow? If so, why not take some expert medical advice? Dr. Jane Ogden, Professor of Health Psychology at the University of Surrey, who has spoken on Radio 4 Women's Hour and written extensively about weight management, will be speaking on this topic at the Henfield Medical Centre on Thursday, 28th April at 7.30 pm. Booking is essential so please reserve your place by contacting Ann Ellson on: 01273 492772 ellson.ea@btinternet.com - or Peter Bates on 01273 493172 peter@bateshouse.freeserve.co.uk





Confessions - or Confusions of a new staff member!

After being employed at a busy 5 star hotel, working until 11pm and starting at 7am the next day for 10 months, I was ready to settle into a 9 to 5 Monday to Friday job to get a rest, but how wrong could I be! There is always something to be done at the Medical Centre, whether it's answering the phones, issuing prescriptions or dealing with patients at the desk; we are always busy.

I have lived in a village all my life and decided not to go to university. I wanted to start at the bottom of the ladder and get straight into full time work. When I completed my A levels I worked part time at a supermarket and was desperately searching for a full time job. I was eventually offered an interview to be a receptionist in a hotel and thoroughly enjoyed it. As I previously mentioned, the job was very tiring and working unusual hours had an impact on my social life. So after searching high and low for another job I came across a position for a full time receptionist in the Medical Centre. At first I had my doubts as I wasn't sure that this was what I wanted to do. However I came for the interview, everybody was friendly and it seemed like a nice place to work. When I was offered a place I was thrilled to think that I had my weekends back.

Enthusiasm and anxiety filled me as I walked through the entrance on my first day. I had questions running around in my head. Will they like me? What will the job be like? What will be expected of me? Will I remember everybody's name? When I had my training I was struggling to retain all the information I'd been given and thought I'd never get the hang of it. There were so many things to remember such as the length of different appointments, whether the appointment was for a doctor or a nurse and that Doctors only see their own patients. At first it was very daunting but after a few weeks everything starts to click into place. As the youngest member of staff here I was worried that I wouldn't fit in but everybody was very welcoming and my previous experience as a receptionist helped me greatly.

After just getting to grips with the EMIS system I was told that we were changing over to a completely different system called SystemOne. I remember wondering how I would ever learn to use both in such a short period of time. Luckily I have an A Level in ICT so I'm quite good with computers. Also when we changed over to SystemOne I was given extra training to become a super user which was very helpful for me and my colleagues.

I was then informed that I would be in charge of creating all of the rotas for the doctors. This involves keeping track of staff leave, working out who will have

routine or duty doctor sessions and many other things. I can just get it perfect with all appointments booked, and then someone will come round the corner and mention that they actually need that day off and the whole rota has to be re-worked, appointments cancelled, and I'm back to square one! But despite the problems of this task, I thoroughly enjoy it as it keeps me very busy.

Six months later I am still here and enjoying it very much. The only thing that has changed is that I am not the newest member of the team now as we welcomed Gill in January. I hope she enjoys it as much as I do and gets the same support from the patients as I did. Thank you.

Amy Bristow

MEDICINE LABELS TO BE MADE CLEARER

Familiar phrases on medicine labels are likely to change after a recent report claimed some are confusing.

The report says that "Avoid alcoholic drink" could be misinterpreted and recommends instead "Do not take alcohol while taking this medicine". Apparently some users interpret the word 'avoid' as 'try to cut down' rather than eliminate alcohol altogether. Other phrases to be changed include "Do not take indigestion remedies at the same time of day as this medicine". This will become "Do not take indigestion remedies two hours before or after you take this medicine".

The changes are likely to be seen on bottles and packets within six months, and it is hoped that patients will find the new labelling much clearer.



SIGHT & SOUND

Henfield Community Partnership Action for older people group

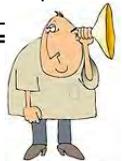
Are holding an information meeting on Wednesday 8th June for people who have sight or hearing problems. This will take place in the Garden Room of The Henfield Hall from 2.00pm - 4.30pm.

Patrick Marshall from 4SIGHT will be there to discuss some of the problems that visually impaired people can experience and to explain about equipment that may be of help.

Jane Shaw from Action for Deafness will give a similar talk for the benefit of those who are experiencing hearing loss.



Free refreshments of home made cakes and a cream tea will be served during the afternoon.





GP Registrars at Henfield Medical Centre

Henfield Medical Centre has between three and four GP registrars at any one time each year. These registrars are qualified doctors who have chosen to become GPs. They have spent many years working in hospitals doing a variety of specialities such as paediatrics, obstetrics and gynaecology, acute medicine and orthopaedics to name but a few.

Currently there are two full time registrars who have been placed at the practice for the entire year from August 2010. They are myself (Dr Pramit Patel) and Dr Syed Raza and we will become fully qualified GPs in August 2011. The other one or two registrars are placed at the surgery on four monthly posts and are in the process of becoming GPs over a period of three training years. Currently we have Dr Sam Dabin who will be with us until April and then he will be replaced by Dr Sarah Cato.

I am enjoying my time at Henfield Medical Centre as it's a friendly, vibrant place to work and everybody gets on with each other. I have worked at three other practices and they are all very different. The nice thing about Henfield is the friendly patient population and the good teamwork ethos. As a junior member of the team I'm gaining knowledge each day and have a good set of senior doctors to learn from. From the onset, the administration, medical and nursing teams have welcomed me as part of their team and Henfield has been a fun place to train as a GP!

Dr Pramit Patel

COASTAL WEST SUSSEX REFERRAL MANAGEMENT

Due to the changes being brought about by the new NHS economy, we are undertaking a process called referral review. This means that referrals in certain areas are reconsidered after they have been sent. We explore ways in which the problem might have been managed differently, most particularly within the practice. The emphasis is to reduce our referral rate by 4%. Our Practice has had a higher referral rate in comparison to others in the county and we need to make sure that only the most appropriate referrals are made. This involves a number of areas including ophthalmology, musculo-skeletal work, gynaecology and urology.

Each of these areas has been allocated to a specific practice partner to review our referrals over a set amount of time – it might be two months or three. Each case is considered on its merits and then we meet to consider the reasons for the

referral. With increasing sub specialisation, self education and increased confidence, we hope to avoid expensive referrals to hospital which in some cases simply result in patients being sent back for management into primary care.



Economy cut-backs are hitting the NHS!

In Ophthalmology for example we plan to manage conjunctivitis, allergy and dry eye more effectively and we are aiming to reduce referrals for cataract surgery since the new criteria for operation has now been set at 6/12 for the first eye and 6/18 for the second cataract operation. There are certain exemptions to this rule for working people, drivers and gross disparity in visual acuity between the eyes. We hope to reduce referrals for raised intra ocular pressure - intra ocular hypertension and chronic angle closure glaucoma by having a tighter control over the criteria for referral. We also have much closer co-operation with local opticians who have joined us on the Task and Finish Groups to work out effective consensus pathways for these diseases which are both safe for the patient, cost effective for opticians and reduce unnecessary hospital referrals. Raised intra ocular pressure can be monitored and followed up safely in the community.

We have to save around £80,000,000 this year in West Sussex and as a practice we have to cost the PCT less in terms of our population. This is a joint effort between this practice and the new consortia which involves the other practices between here and Chichester and along the South Coast, who all face the same issues. It is part of our responsibility to manage using the resources we've got. We have to be more cautious about referring and hope that patients will recognise the need for all practices to tighten their belts and allow the funds to be spent on the most urgent cases and the most severe disease. The decisions we will be making are not frivolous and as a practice we will not be allowed to stay in the Consortium unless we meet financial targets.

Dr Patrick Reade

ACTION FOR DEAFNESS

Action for Deafness run a *Hearing Aid Maintenance Clinic* in the outside office of Henfield Parish Council at The Henfield Hall on the first Tuesday of every month. Trained Volunteers are available from 2 p.m. until 4 p.m. We can provide advice, support, re-tubing and batteries. For further details or information please contact Action For Deafness, 5a Hazelgrove Road, Haywards Heath, West Sussex RH16 3PH or Telephone: 01444 415582, Fax: 01444 415587, Text: 01444 415593, Email: info@actionfordeafness.org.uk If you would like to become a member then please contact our office, using the above contact details.

ADRIAN SCHOUTEN

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



Providing Total Rehabilitation & Injury Care

National Provider Code: 8DP54

BUPA Provider Code: 81048497

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

DATES FOR YOUR DIARY

Thursday April 28th Talk by Dr Jane Ogden

Henfield Medical Centre - 7.30pm

'Trying to lose those extra pounds' - See details on page 11

Wednesday 8th June

Henfield Community Partnership Action for older people group Talk

'Sight & Sound' by Patrick Marshall & Jane Shaw

Garden Room, Henfield Hall 2.00 - 4.30pm

See details on page 13

Wednesday 8th June Friends AGM & Update

at Henfield Medical Centre - 7.30pm

Update by Dr Malcolm McLean on NHS developments in the Practice

Thursday 6th October Talk by Dr Russell Emerson on Skin Problems

Henfield Medical Centre - 7.30pm

CONTACT DETAILS

Henfield Medical Centre: 01273 492255

Peter Bates - Chairman: 01273 493172 - peter@bateshouse.freemove.co.uk

Moirra Parrott - Editor: 01273 495143 - littlefinches@uwclub.net