

Marden Medical Centre Patient Reference Group

# NEWSLETTER

Issue 8

November 2018

## Welcome to the eighth newsletter of the Marden Patient Reference Group.

This is your newsletter to inform, to help and to liaise with the group.

**THIS NEWSLETTER IS AVAILABLE IN HARD COPY  
AS WELL AS LARGE PRINT FROM THE SURGERY**

### A message from our Chair

Welcome to our autumn newsletter. We hope that this edition will be as professionally produced as we have come to expect from Marden PRG Newsletters. We have sadly lost our brilliant previous editor Jenny Mallion, who always managed to make the newsletter attractive and interesting. Jenny was not only an active member of the PRG but was committed to Marden community life and active in many Marden societies and activities. She will be sadly missed by so many.

Knowing Jenny's positive attitude to life we will however continue to follow her example and move forward with this attempt – as always, overseen by Gill – at bringing you some PRG news.

As we head into autumn and winter (and it's sunny and 22°C as I write!), try to make the most of any winter sun, brave any inclement weather and take up any opportunities open to us especially here in Marden. Enjoy our vibrant Village.

**Siân Burr**

### Flu Clinic Update

Unfortunately, due to changes in our Flu Vaccine delivery dates, we have been forced to change our arrangements a little. Taking into account the age ranges for the different vaccines, we were able to inoculate over 300 adults in September and October.



The final clinic, for eligible patients who have not yet been immunised, will still take place on **Saturday 3<sup>rd</sup> November, 9am-12pm** for all patients aged 65 and over, and under 65 in an NHS risk group, including nasal spray for children. Please book an appointment online or via reception.

Please also ensure that you keep looking at the surgery website and noticeboards in case of any last minute changes.

<http://www.mardenmedicalcentre.nhs.uk/>

## Keeping Fit and Social in and around the Village

Here at Marden Medical Centre, the medical team operates a 'usual doctor' system to help maintain optimum health, with a strong belief in helping you with your own commitment to health promotion and prevention where possible. To help facilitate these aims, there is a variety of groups and interests that could be useful.

Walk with the **Walking Group**, with two walks every Saturday afternoon to choose from, also a longer walk on Wednesday mornings for those with the stamina and the desire. Ring Catherine Alderson on 832455.

Singing is good for you!

It has been shown to improve general well-being, help symptoms of low mood or anxiety, improve breathing and it's FUN!



The **Come and Sing** group meets at Marden Congregational Church Hall on the 1<sup>st</sup>, 3<sup>rd</sup> & 5<sup>th</sup> Thursday each month. It is open to all, of all abilities, even if you have never sung before, and welcomes new members. We sing a wide variety of music including traditional folk tunes, songs from the musicals, spirituals and have recently branched out into a bit of Elvis, the Beatles and even Queen!

The group sings 2-3pm, followed by refreshments until 3.30pm, with a contribution of £1 to cover costs.

**Confirmed dates: 1<sup>st</sup>, 15<sup>th</sup> and 29<sup>th</sup> November, 6<sup>th</sup> December and 20<sup>th</sup> December ("End of Term" Concert and Party)**

Ring Sarah on 832925 or the Medical Centre 831257 for details.



*Members of the Medical Centre Team practicing what they preach by cycling the 32 miles East Kent Viking Trail August 2018. Everyone wore appropriate safety gear throughout*

## Care Navigation/Signposting

Over the coming months you will notice our receptionists asking you for a brief outline of your problem when you phone to book an appointment. Please don't be offended if this happens and if you prefer not to give this information to the receptionist that is okay.

This is because we are introducing something called "Signposting" (or Care Navigation). It means that our receptionists have been trained to enable them to better help patients, by identifying the most appropriate place and person for their care.

Receptionists will never offer clinical advice, this new way of working is about offering you the choice to see the most appropriate professionals in the practice team or even elsewhere. If they can deal with the problem directly it will often be quicker and means that you may not need to see the GP at all.

By working in this way, it helps to free up time for GPs to care for patients with complex or serious health conditions that can only be managed by the GP. More importantly though, it means people are seen first by the clinician that is best placed to manage their clinical problem.

Among the services or professionals that the receptionist may suggest could better help you, are: Pharmacist, Counsellor, Support for Older People, Carer Support, Mental Health Support, Help to become healthier and more active.

**The choice is always yours and you will never be refused the opportunity to speak to or see a GP.**

## Improved Access

From October we are offering more appointments outside of our core hours as part of a local scheme.

As well as two Doctors consulting until 8pm on Mondays in Marden, there will be appointments for our patients on Saturday mornings in Staplehurst to see a local GP from the Weald. Our GPs are part of the rota and adequate access to records is available with patient consent.

In addition, you could be offered a late appointment at another local surgery Tuesday to Friday after 6.30 pm if it suits you and in time this may extend to nurse, HCA and paramedic appointments.

### CCTV

*To improve security for our patients, staff and building CCTV will soon be fitted in the Surgery car par and also in the waiting room. We will be complying with the Information Commissioners code of practice on use of CCTV and GDPR regulations.*



## Sepsis

Sepsis is a potentially life-threatening condition, triggered by infection. It is hard to spot, but it kills 44,000 people a year in the UK. It can be easy to treat if caught early. In the early stages it's often difficult to distinguish sepsis from flu. If you have, or have recently had a fever and develop any of the following symptoms



- Slurred speech
- Extreme shivering or muscle pains
- Passing no urine in 18 hours or one day
- Severe breathlessness
- A feeling of “I know something is badly wrong with me”
- Skin that is mottled, bluish or very pale

**Don't delay,  
call 999 and say,  
“ I think this might be sepsis”**

Caught early, the outlook is good for the vast majority of patients, so it is crucial not to delay seeking medical attention.

## Family Planning Advice

We are able to offer free, confidential advice to women of any age on all methods of contraception. We are particularly keen to promote the long acting methods: implants, intra-uterine devices (“coils”) and progesterone injections these are all available at the Surgery.

If you would like more information please ask for an appointment of telephone conversation with Juliet our Practice Nurse.

<https://www.nhs.uk/conditions/contraception/>

## Telephone Recording

This month we have introduced a telephone call recording system, which is flagged to users on the recorded message. This process, already in place in many other NHS organisations, is used to improve the quality of care offered but is also of use in responding to concerns or queries about our service.

We will be compliant with guidance from the Information Commissioners Officer on recording, storage and use of calls recorded.

# “BULA!” Welcome to

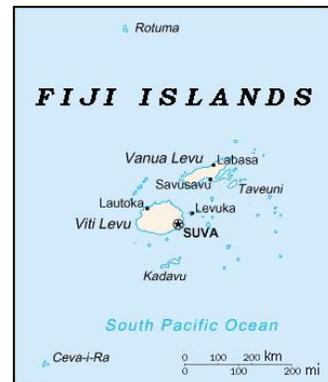


Marden born and bred, Dr. Roger Eltringham, the Chairman and Medical Director of Safe Anaesthesia Worldwide (SAWW) was invited to speak at a refresher course of the Pacific Society of Anaesthetists in Nadi, Fiji in September 2018. SAWW is a charity founded in Marden in 2011 by Roger to fund the acquisition of the Glostavent anaesthetic machines and to support education and training in their use.



The machines are based on an idea of Roger's, which can be used in situations where oxygen and power cannot be relied upon. The smaller of the machines is in a small, portable case (see left) and can be used without electricity or oxygen if necessary.

The machines are based on an idea of Roger's, which can be used in situations where oxygen and power cannot be relied upon. The smaller of the machines is in a small, portable case (see left) and can be used without



As a trustee of SAWW I volunteered to accompany Roger on the trip to Fiji and I had only a hazy idea as to what it would entail; the only certainty was that we would be facing long flights. I thought perhaps I would be a fish out of water, not being an anaesthetist. Any doubts I had were quickly dispelled, however, by the warmth of our welcome: “Bula” is the standard, colloquial everyday greeting, used by everyone, meaning “Health”, and everything from “Bless you” to “Mornin’!”.

We arrived on Sunday 9<sup>th</sup> September and that evening Roger was asked by Sereima, an anaesthetist practising in Fiji and who started the courses 29 years ago, to give the opening address the next day in place of the Prime Minister who had cried off! At the start of the course, Roger and I had garlands placed around our necks, emphasising that we were honoured guests! Roger then gave his address, which in part recounted incidents from his training and practice as an anaesthetist and was met by gales of laughter.



Subsequently Roger gave two further talks about the Glostavents and the Solox project. The latter is a project to provide solar powered oxygen concentrators for anaesthesia. We presented the Glostavents, in conjunction with Sim Arthur of EBOS Group Ltd., the distributors of the machines in that area, to four separate workshop groups in rotation. There were representatives from Fiji, Samoa, Tonga, the Cook Islands, the Solomon Islands, Papua New Guinea, East Timor and Kiribati (I may have missed some others).



Roger set up a competition as to who could assemble the portable version the fastest, the prize being a Life Box Oximeter donated by the charity. The winner was Maurice from East Timor in 1 minute 21 seconds, which I believe is an all-time record! The machines generated a lot of interest and many said they would like the portable version.



We attended a cocktail party accompanied by loud music. Dancing was mandatory and while dancing I was told that it was a great privilege to have Roger and I in attendance; I felt somewhat humble.

In a meeting with Luke, the Chief Anaesthetist in Suva, Roger went over the Solox project and asked if a trial could be set up in Fiji. Luke was interested and asked Roger to submit a formal proposal.



To sum up, I think the trip was very worthwhile in raising the awareness of the Glostavents and the work of SAWW and also in promoting the Solox project and cementing our ties with EBOS.

Ready smiles and laughter will stay in my memory. As will the cries of, "BULA!"

<http://www.safe4all.org.uk>

Safe Anaesthesia Worldwide

White Lyon House, Marden, Kent, TN12 9DR

Registered Charity Number 1148254

Telephone +44 (0) 7527506969

Email [info@safe4all.org.uk](mailto:info@safe4all.org.uk)

**Geoff Burr**