HADDENHAM
Medical Centre

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DR MARK HOWCUTT DR NICOLA WELLS DR KAREN WEST DR KAISER MUNIR DR BRIONY RIXON
PRACTICE MANAGER: ELLEN SOLLEY

Opening Hours:
Monday-Friday: 8.00-18.00
Reception - Closed Daily: 12.30-1.30

www.haddenham.org

Haddenham Health News

Welcome to Haddenham Health News – an informative newsletter helping to keep patients informed!

CARE NAVIGATION

The surgery is now offering a Care Navigation Service. Our three Care Navigators are Trisha Kearns, Tamsyn Doel and Suzi Labross who have been trained to help you get the right help from the right place. They can signpost you to the best member of the practice healthcare team to deal with medical issues and to any other agencies you might need for support with issues such as employment or financial advice.

Care Navigators understand the wide range of clinical skills available in their practice which can be advantageous in navigating patients to see the right person the first time thus potentially enabling patients to be assisted sooner rather than waiting for a GP to advise and initiate.

The following information packs are available to patients: Bereavement Pack; Carers Packs; Veterans Packs; Memory Packs.

Whats new?

With the ever increasing growth of population not only in the UK but in our local area the demands on GP services are rapidly increasing too. In order to meet patient needs new initiatives are being introduced nationally both by the Government and local bodies in order to accommodate additional pressure on services and to make access to GPs easier and more flexible. We are not exempt from these demands in Haddenham with all the new housing development and new residents moving into the area. The following are services that may help our local population and that we have introduced and are offering at Haddenham. Further information may be picked up in surgery:

NHS App

The NHS App is now available to the public on Google Play and Apple app stores.

Features of the NHS App

The NHS App enables people to:

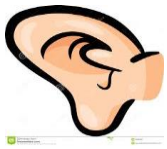
- check their symptoms using the health A-Z on the NHS website

- find out what to do when they need help urgently using NHS 111 online
- register as an organ donor

- choose whether the NHS uses their data for research and planning
- book and manage appointments at their GP practice
- order their repeat prescriptions
- view their GP medical record securely

Q doctor

See a GP on-line over secure video, from home or work or on your smart-phone, tablet or PC – this is a new initiative as part of our commitment to improving access for our patients. The service is suitable for people with straightforward conditions who don't require a formal examination - please pick up an information leaflet at Reception to find out more.



EAR SYRINGING

Unfortunately the surgery no longer offers this service to patients due to increased demands on more clinical patient needs. Aston Hearing in Thame and Aurient at Fairford Leys surgery both offer micro-suction and contact details can be obtained from the main reception desk.

TRAVEL CLINICS

Anybody requiring vaccinations for overseas travel MUST complete a Travel Risk Assessment Form before an appointment can be offered. Appointments may be limited and we recommend that patients book in good time before their intended travel date. Travel Clinics are run at specific times and whilst we hope to accommodate your requirements patients need to be flexible as we are unable to offer travel appointments other than in our specific clinics. Alternative options and information for other Travel Clinics in the area is available on request at Reception.

ANNUAL REVIEWS

Any patient with long term conditions i.e. Diabetes, Asthma, Hypertension, Rheumatoid Arthritis and Learning Disability will be invited to have their annual review with the relevant Practice Nurse/Doctor during their birthday month. Patients with COPD whose birthdays fall during the winter months will be invited for review during the summer months when it is more appropriate for their condition to come in. Stroke patients will be invited for Blood Pressure check during their birthday month. If you need to check your Blood Pressure please use the waiting room BP machine, the reception team will then add the results to your medical record.

INFORMATION UPDATES

Check our website www.haddenham.org or follow us on Facebook for more information.

FLU CLINICS 2019

Our main Flu Clinic will be on **Saturday 19th October 2019**. Flu clinics will also be bookable on-line. Other clinics will be held at various times to offer a variety of choice - please enquire at Reception anytime onwards from week beginning 9th September.

Family – once Children's vaccination is available we will hold clinics where children and parents who are eligible for the free flu vaccination can attend together.

ADDITIONAL INFORMATION – FLU CLINICS 2019

Flu Vaccinations
The NHS has made change to the flu vaccination programme this year. There will be 3 flu vaccines for the practice to administer to different age groups. Therefore we have had to arrange our clinics differently.

Over 65 (or will be 65 by 31st March 2020)
If you are age 65 and over then you will receive the "Fluad" vaccine. This is a new adjuvanted trivalent inactivated flu vaccine which has been shown to be more effective in the elderly at providing good protection against influenza.

We will be receiving supplies of this vaccine in 2 deliveries.

Under 65 and At Risk
You are eligible for a free flu vaccine if you are under 65 and in one of the following At Risk categories:-

- Chronic respiratory disease aged 6 months and over
- Asthma that requires continuous or repeated use of inhaled or systemic steroids or with previous exacerbations requiring hospital admission.
- Chronic obstructive pulmonary disease (COPD) including chronic bronchitis and emphysema; bronchiectasis, cystic fibrosis, interstitial lung fibrosis, pneumoconiosis and bronchopulmonary dysplasia (BPD).
- Children who have previously been admitted to hospital for lower respiratory tract disease.
- Chronic heart disease aged six months and over
- Chronic kidney disease aged six months and over
- Chronic liver disease aged 6 months and over
- Chronic neurological disease aged six months and over
- Stroke, transient ischaemic attack (TIA). Conditions in which respiratory function may be compromised due to neurological disease (e.g. polio syndrome sufferers).
- Patients with learning disabilities.
- Diabetes aged 6 months and over
- Immunosuppression aged 6 months and over
- Asplenia or dysfunction of the spleen aged six months and over
- Pregnant women at any stage of pregnancy (first, second or third trimesters).
- Adults with a BMI > 40 kg/m2 (adults aged 16+).
- Carers
- Those who are in receipt of a carer's allowance, or those who are the main carer of an elderly or disabled person whose welfare may be at risk if the carer falls ill.

If you are under 65 years and at risk, you will receive the quadrivalent vaccine. This contains two subtypes each of Influenza A and Influenza B virus types. This offers better protection for the types of influenza that affects younger patients.

Children's Flu vaccine
This will not be available for us to order until October 19. Most children who qualify are now vaccinated at school. We will only be able to vaccinate children who were aged 2 – 3 years on 31st August 2019.

When We Are Closed

FedBucks is the name of your local out-of-hours service provider. The Out of Hours doctor is always available for emergencies, including nights, weekends and all Bank Holidays. A nurse or doctor will assess whether you need either telephone advice, an appointment or a home visit if there is an urgent need.

We want to ensure that our patients are aware of what to do if they are ill or require medication when their GP Practice is closed

Our **GP-led Minor Injury and Illness Unit** in Wycombe is open 24 hours a day, seven days a week. It is based at the High Wycombe Hospital site and offers support to people who need to access services for minor injury and illness.

How does the out-of-hours service work?

Our Buckinghamshire GP out-of-hours service does not offer walk-in appointments and access to the service is made via the national NHS 111 call line. In Buckinghamshire, this service is provided by the South Central Ambulance Service (SCAS), in partnership with Fed Bucks, from their base in Bicester.

Calls to **NHS 111** are free from mobile phones and landlines and the service can be accessed 24 hours day, 365 days a year by dialling 1-1-1.

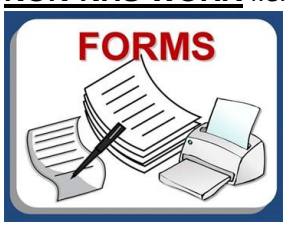
The NHS 111 team will assess your condition over the phone and if it is clinically appropriate, they will refer you to the out-of-hours service. This will then result in either:

- A face to face appointment to attend a primary care centre to see a doctor
- A home visit from a doctor
- Advice on next steps to deal with your condition

Fed Bucks provide GP out-of-hours services Monday to Friday from 6.30pm to 8.00am, and for 24 hours at weekends and during bank holidays.

Fed Bucks also provide GP cover during our training afternoons

NON-NHS WORK i.e. requests for form completion



There is a minimum charge of £30 for any non-NHS forms requiring completion and signing by a Doctor. This will need to be paid in advance of any form being handed over for completion and there will be a 28 day turnaround for forms to be completed. Payment may be made by cash or cheque.

STAFF UPDATES

Dr Kosir Latif will be leaving us on the 29th August. Dr Pallavi Bhargava has now joined as a GP Trainee ST2 for a 6 month period. Our Secretary Dawn Foster has now left and her role will be taken over by Rachel Lester.

TRIATHLON

Three teams from Haddenham Surgery recently completed a triathlon at Dorney Lake. The teams consisted for the doctors Dr Wells, Dr West, Dr Munir; Jenny Pullen, Bev Al-Hillawi and Eileen McCarter for the Nurses and the Therapists Sara Rydings, Jill Marson-Smith, Rachel Ross. All completed the course on what was one of the hottest days of the year – well done to them all on such an achievement.

DATES FOR THE DIARY

Weds 18th Sept 2019	Closed 12.30-18.00 – PLT
Weds 25th Sept 2019	Online Access Training Morning PPG
Weds 25th Sept 2019	PPG Meeting Haddenham Medical Centre 7.00pm
Tues 15th Oct 2019	Closed 12.30-18.00 – PLT
Sat 19th Oct 2019	Flu Clinic
Thurs 21st Nov 2019	Closed 12.30-18.00 – PLT
Weds 25th Dec 2019	Closed – CHRISTMAS DAY
Thurs 26th Dec 2019	Closed – BOXING DAY
Weds 1st Jan 2020	Closed – NEW YEARS DAY
Weds 15th Jan 2020	Closed 12.30-18.00 - PLT

Tyrefighters Weight Loss Drop in Sessions are normally held during Saturday surgery opening commencing at 9.00 am.

Extended Hours

- Sat 7th Sept 2019
- Sat 21st Sept 2019
- Sat 5th Oct 2019

Sat 19th Oct 2019
Sat 2nd Nov 2019
Sat 16th Nov 2019

Sat 30th Nov 2019
Sat14th Dec 2019
Sat 4th Jan 2020

Sat 18th Jan 2020
Sat 25th Jan 2020

CHRISTMAS **PRESCRIPTIONS**

PLEASE MAKE SURE YOU ORDER ENOUGH REPEAT MEDICATION TO COVER THE CHRISTMAS AND NEW YEAR PERIOD
PRESCRIPTION REQUESTS TAKE 2 WORKING DAYS TO PROCESS BEFORE THEY GO TO THE PHARMACY

THE PHARMACY TAKES 1 WORKING DAY TO PROCESS THE PRESCRIPTION

A TOTAL OF 3 WORKING DAYS
PLEASE NOTE SOME MEDICATION NEEDS TO BE ORDERED BY THE PHARMACY SO PLEASE ORDER EARLY

Thank you

Thank you to the Haddenham Fish Scheme for a donation of £700 towards the purchase of new chairs for the clinical rooms. The chairs are higher and have arms which will assist patients who have mobility issues.

The Haddenham Fish Scheme provides support throughout the year to the practice by assisting patients who live in Haddenham with access to appointments. They are always looking for volunteer drivers so if you can help please call Jeanne on 01844 291337 or Alison on 01844 292088.

Full details of Haddenham Fish Scheme can be found online at:-
http://www.haddenhamfishscheme.org/index.htm

PPG Play at Haddenham Library was a Great Success

Connie's Colander was performed at Haddenham Library on the 22 May to a full house. The playlet was presented by the Haddenham Patient Group and performed by the Human Story Theatre. It dealt with, in a sensitive and sometimes humorous way, the problems of a mother with worsening dementia and the effect on her relationship with her daughter.

Thanks to around 90 people who attended the performance, to the PPG members who worked so hard to ensure the evening was a success, the Human Story Theatre, the Bucks CCG, and the library for their support in making the event possible.

Barry Lynch – Chairman Haddenham Patient Group

A revue by Joan Dharamshi of the recent play organised by the Haddenham Patient Group and Performed in Haddenham Library on Wednesday 22nd May 2019

CONNIE'S COLANDER
A play by Gaye Poole

Dementia was the topic of this play and one would hardly expect this to be a sell-out performance, but the library was packed. We are told that a large percentage of the public will suffer from the many aspects of this complaint and as people are already touched by its implications and the difficulties of caring in these circumstances, it seems that we wanted to learn more.

The play charts the journey of a mother and daughter through the dense and tangled forest of dementia showing how the roles in their relationship are slowly reversed as the illness takes hold. The role of Connie, the mother was played by the writer of the play and her daughter, Emily was played by Amy Enticknap. Connie had been a domestic science teacher while Emily hosted a TV show which brought her mother's recipes to the screen. All of this was eloquently crafted with humour and great sensitivity while revealing the mental and physical anguish of both parties to the experience. Drama can bring dilemmas not previously encountered into sharp relief in a way that mere words often fail to do, and this play was no exception. The skillful acting had the audience in the palms of their hands.

Gaye Poole had noticed during her visits to care homes that a fog surrounded Alzheimer's and she saw how its sufferers and carers struggled to do the right thing. She felt the problem was kept behind closed doors and hoped that her play would raise awareness of it. The benefits derived from shared experiences are well known.

The play closed and the audience was brought back to reality with a question and answer session. This was chaired by Dr Brian Murray who is the Consultant Older Adult Psychiatrist and Associate Medical Director for Older People's Services for the Oxford NHS Trust. This brought many of the problems into the open and a lively discussion ensued.

It had been an enlightening evening.

The play was produced by the Human Story Theatre and was supported by the Buckinghamshire Clinical Commissioning Group and the Arts Council

Join your Patient Group Now!

There is no charge for membership of the patient group, and you can register in a couple of minutes. You will receive regular news about meetings, events, and the Medical Centre. Just go online to:

www.hmcppg.com/joinppg.php

Haddenham PPG Training for

Need help with online prescriptions and appointments?
Come along to our next FREE training session for using Patient Access
10.00 am Wed 25th Sept at the Haddenham Medical Centre