

WELCOME TO
OUR THIRD
QUARTERLY
NEWSLETTER

The Medical Centre News

News for The Patients of
Lisson Grove and Woolwell Medical Centres

ISSUE 3

OCT 2017

WHAT WE HOPE TO ACHIEVE

- A Newsletter that you want to pick up and read
- Informative
- Interesting
- Innovative
- In-Depth

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Is it ever too late to start..

..Improving your fitness, mobility and wellbeing!

In the majority of cases, the short answer is ‘No’!

Keeping yourself mobile gets progressively more difficult with age, but even if you have been a couch potato, it’s never too late to start doing something to benefit your body. I was a good example, in my mid 40s, my days of playing sport in my younger years had long passed me by and I was leading a pretty sedentary life. My reintroduction to a more active life style came purely by accident, but to cut a very long story short, I ran my first marathon at 52 and started triathlons at 54. I am not saying that you should be this extreme (far from it - not recommended!!) but it does show that it can be done.

As I am now even older I am no longer able to manage these activities, however I have adapted and found things that not only benefit my body, but just as importantly are things I enjoy doing, this is the point I am making, there is always something you can do. Each issue we aim to give some advice and tips on simple and much less extreme ways of improving fitness and mobility that most people can do. We will give you ideas you can do on your own, and links to group activities which not only help with mobility but also a way of meeting people to help reduce the solitude issues that can become prevalent with

age. Reduced mobility is definitely an issue as we age but we are like a door that’s not been oiled or used for a long time, it becomes stiff and difficult to move, we are the same, we need to keep moving. So try improving mobility first. If you are a big fan of daytime TV, why not stand and do your ironing while watching Jeremy Kyle then when the adverts come on, go up and down the stairs or out into the garden, not only are you moving but you are missing those interminable adverts with Meercats and that annoying man with the curly moustache who wants you to compare everything!

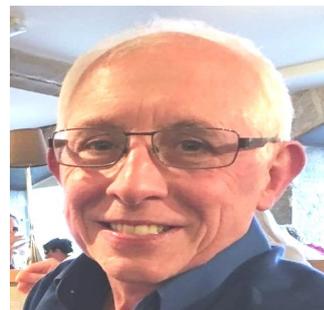
Other simple things you can do are.. when shopping; take the stairs rather than the elevator or lift, walk on to the next bus stop and try not using the closest car park, all these will really help get your heart rate up and your joints moving.

Gardening can burn a surprising amount of calories and even if your garden doesn’t end up looking like it should be at the Chelsea Flower Show, your body will have benefitted from the effort.

What is the right amount of effort to put in? It is difficult to define, but if you are breathing so heavily you can’t talk at all - slow down! If you can recite War and Peace then you can do more, if you can just about hold a short conversation then that’s about right. It’s important to start gradually, contact

your health practitioner if you have any medical issues that may preclude you from partaking in certain exercise before you start..

If you feel chest pain, faint or suffer dizziness - **STOP!** And seek medical attention straight away.



I should stress that I am not a qualified fitness trainer or a fitness fanatic.

These are my own observations based on personal experience that allow me as a sixty something to; a) be active enough to enjoy time with my grandchildren and b) hopefully live long enough to get every penny out of my pension!

By Simon Hobbs

Stoptober is back

Whilst Stoptober is a campaign in its own right, it is now positioned within the wider One You programme. One You is the PHE programme that helps adults across the country make small changes to their lifestyles that can have a big impact on their future health.

In addition to encouraging people to stop smoking, One You also tackles other everyday habits and behaviours such as eating too much unhealthy food, drinking more than is recommended and not being active enough. Launched in 2012, Stoptober is the 28-day stop smoking challenge from PHE that encourages and supports smokers across England towards quitting for good. Stoptober is based on the insight that if you can stop smoking for 28-days, you are five times more likely to be able to stay quit for good, so why not try.. www.nhs.uk/oneyou/stoptober/home

SUGAR Awareness Week

30th OCT- 5th NOV

Look out for articles by "Action on Sugar".

Check out their website here:

<http://www.actiononsugar.org/>

Did you know we have a **PORTABLE HEARING LOOP!**

NEWS FLASH FLU VACCINATIONS 2017

Are YOU:

* Aged 65 or over?

* Pregnant?

Do YOU:

* Have a long term health condition? Don't delay

BOOK NOW

Follow us on Twitter for trusted advice and service updates at [@LGandWoolwell](https://twitter.com/LGandWoolwell)

Alcohol Awareness Week 13th - 19th November
How much do you drink?
Is that too much?

HOME VISITS

Home visits take up a lot of time. Each visit will take anywhere between 20 minutes and 45 minutes of a GPs time. We can have as many as 8 visit requests a day

Putting in Your Request Helping us to Help You:

Please let us know **ASAP** that you think you or someone you care for needs a home visit. Doing so before 10:00am allows us to plan our daily workload and meet the needs of our patients as best we can. Please be clear with reception staff what you think the problem is and how urgent it is from your perspective. If you think the problem is imminently life threatening please dial 999

'What's Up Doc'

The Lisson Grove and Woolwell Surgery News

NEW 'EXPRESS' SERVICE

We are delighted to announce that a new service is being launched at the Lisson Grove site in October 2017.

This will be an 'Express Clinic' for minor illness for people 12 years and over.

We will be promoting self-care and pharmacy first services. Some minor ailments can be managed outside of the GP surgery through your local pharmacy for example: - conjunctivitis. As many of you are aware we have a nationwide shortage of GP's in GP surgeries and the Emergency Departments are in crisis in England due to

The increased demand in consultations for minor ailments.

Approximately 57 million GP appointments are used each year for minor ailments. The Express Clinic at Lisson Grove will address some of these appointments and hopefully free up GP appointments.

Sandy Gidley, Amanda Renfree and Craig Thomas are highly skilled nurses who can deal with a range of minor ailments and are all Independent Prescribers. There will be a maximum of 50 clinical appointments each morning. In order to ensure the clinical care is safe

When these appointments are full the clinic will be closed.

The clinic is a one problem, one stop service for specific conditions. Please check the information on our website and in our waiting rooms.

Please note it is **not** intended for complex health problems, pregnant ladies or for children under the age of 12. These will be dealt with in the usual way by contacting the surgery through the normal process.

To attend the 'Express Clinic' just arrive at Lisson Grove surgery after 8am. Last appointment is at 12 noon.

'Feedback' - The PLG News

To all our Readers, we are keen to have more members join our Patient Liaison Group - PLG. We meet bi-monthly on a Wednesday afternoon - 2.30pm to 4.30pm at our Woolwell Surgery, so if you could offer your time and are interested in helping us to achieve our goals, then please get in touch with Sharon via our email address - lgandww.plg@gmail.com We look forward to meeting you.

Thank you for the feedback from our 2nd Newsletter. Here is one of the quotes " I have just received your newsletter - I found it interesting, informative and enjoyable to read Thank you" - W.M. We do hope you enjoy reading our 3rd

edition. Remember we still also want to hear about your experiences of our GP and Nurse Services - compliment or complaint - we are keen to communicate with you, your views are essential to the smooth running of OUR Services so please get in touch.

Does anyone have time to spare to write an article of interest for this Newsletter? If so please get in touch..

Have you tried the "Walk, Talk and Tea" in Woolwell? This is a Walking for Health initiative in collaboration with the Woolwell Memory Café. Free, short, guided walks are planned every Saturday starting at 10.30. These aim to encourage those

who have not been active for a while and / or perhaps feel a little isolated to move towards a healthier lifestyle in a social, gentle way. No previous experience necessary and friends, neighbours, carers and helpers are all welcome!

Is your lifestyle affected by caring for a family member, friend or neighbour who cannot manage alone? Do you need help, support, advice or just someone to talk to? Ask at reception for a Carers registration pack. Would patients be interested in attending the surgery to listen to key speakers on specific subjects ie: Diabetes, COPD, Dementia, Alzheimer's and Memory loss? The PLG are keen to hear from patients who would attend these sessions?

DIABETES - The Truth About Hidden Sugars..

With the winter nights drawing in we turn to comfort foods; like Cottage pie, Chicken Stew and Pasta Bolognese but do we really know what goes into those recipes unless we make them from scratch? It is tempting to resort to quick, easy and cheap ready meals or throw together some mince and a jar of Bolognese sauce but do you know how much sugar is in the average jar of sauce? It is recommended that adults should not consume more than 7 teaspoons of added sugar per day. Added sugars are present in virtually all processed foods, so it is not easy to keep your sugar levels under these recommendations. Several years ago, I decided to change my diet by eating lots of salads, smoothies, soups and low fat yoghurts. I turned away from microwave meals preferring to make meals with fresh meat, fresh vegetables and a jar of sauce

To enhance the flavour but I continued to put on weight - Then I received a massive bombshell - I was diagnosed with **Type 2 Diabetes** Everyone knows that chocolate, fizzy drinks, cakes and sweets are full of added sugar and bad for our health but I had no idea there were lots of other 'healthy' foods that are full of hidden sugars often disguised under different names such as; sucrose, dextrose, honey, glucose and maltose. The higher up Sugar or these hidden sugars appears in the list of ingredients, the more sugar there is in the product. This is where I made my mistake I was unwittingly choosing meals that were ultimately as bad as eating cakes. The craze for 'on the run' breakfast options has encouraged all of us to whizz up a mixed fruit smoothie rather than sitting down to eat a bowl of wholesome porridge and eating whole fresh fruits, but do you know that pureeing fruit actually concentrates the amount of sugar present in the smoothie,

making it not as healthy as when you eat the whole fruit. Energy and Granola bars can also be especially deceptive and despite branding stating how 'healthy' they are, experts have warned that these bars often contain as much sugar as eating a piece of cake so next time you reach for a breakfast snack check the sugar content! **Mid Morning** I would often turn to a low-fat yoghurt, relying on the fact that it must be healthy as it was low in fat. but now I realise in order to compensate for the lack of fat they add lots of sugar to enhance and sweeten the flavour. **My Lunch** was a healthy protein based salad with leafy greens, until I added a dollop of 'low fat' French oil-based salad dressing which was unknowingly high in sugar. I would also often have a well-known branded tin of soup believing that as the calorie content wasn't that high, I was being good - it never occurred to me to that it to add contained as many as 6 teaspoons of sugar in that one small tin. **Teatime would arrive** and I would revel in the fact that I was eating fresh meat and fresh vegetables but in order to make those meals tasty I would resort to a packet or jar of ready-made sauce to

add flavour, later realising that I was adding yet another 6 to 12 grams of sugar per serving. **By bedtime**, I had consumed almost four times my recommended level of Sugar, so next time you reach for a low fat product check the sugar content and see for yourself how seemingly healthy products can be piling on the calories. **I am not saying these so called 'healthy' foods are bad for you I am just saying watch out for the hidden sugars in 'low fat healthy' products..**



Why not read some more information on 'hidden sugars' on the NHS Choices Website



Flu Protection



Now that Winter has arrived it is time to look at what protection you need against Flu!!

Flu (also known as influenza) is a highly infectious illness caused by the flu virus. It spreads rapidly through small droplets coughed or sneezed into the air by an infected person. For most people, flu is unpleasant but not serious. You will usually recover within a week. Though you can reduce your chances of passing flu to the older and younger members of your family by taking these easy precautions; **washing your hands** regularly with soap and hot water is the single most important way to stop the spread of flu, the majority of; infectious diseases are spread by touch, so if you have flu try to **limit touching** those vulnerable members of your family, **cover your mouth and nose** when you cough or sneeze, but NOT with your hands, use the crook of your elbow or more importantly use a disposable tissue. **Keep food preparation areas clean** and germ free by



using hot water and washing up liquid to kill off any germs lurking on worktops and sink taps. Flu can also be spread by sharing towels so if someone in the house has flu ensure they use a particular towel not one used by other members of the family. Eating healthy and getting a good night's sleep can really boost your immune system and help fight these germs. Studies have shown that flu vaccines provide effective

protection against the flu, although protection may not be complete and may vary between people.

Protection from the vaccine gradually decreases and flu strains change over time. Therefore, new vaccines are made each year and people at risk of flu are encouraged to be vaccinated every year.

The flu vaccination is offered to people in at-risk groups. These people are at greater risk of developing serious complications if they catch flu, such as; those aged over 65, those with lowered immunity due to disease or treatment, those suffering from chronic diseases, such as heart and respiratory diseases, asthma, diabetes, a neurological condition or are pregnant.

Please telephone the surgery on 01752 205555 to book a flu vaccine appointment.

For more information on the Flu vaccine please see the [NHS Choices Website](#)

Q&A Letters from Patients

Q1. Why has my GP changed the brand of my medication? **A.** As with all departments in these economic times, medication costs vary as does availability, therefore we need to consider if that brand is available and/or whether that medication can provide be provide in another brand cheaper, but the effectiveness of the treatment will always remain our key objective. Often your pharmacist will offer you a different brand if the prescribed medication is available without prescription cheaper. If you are concerned about your change of medication you can discuss the matter with our in-house Pharmacist who is specially trained.

Q2. I struggle to get an appointment on the day, as the surgery telephone

number is constantly engaged at 8.30am and when I do eventually get through I am told all appointments for the morning are gone and to ring back at 2.00pm, do you have any plans to change this system? **A.** We have had some complaints about this current system and are working on a new system to alleviate this issue, please watch this space for further information **Q3. Why are there no magazines that are of interest to men in the Woolwell Surgery waiting room?**

A. We were unaware of this, so if anyone has any suitable magazines e.g. sports, cycling, fishing, car related, then please hand them into reception.

Contributions

Letters, Articles and Pictures are welcomed for publication. If you have an Article of interest, Question, Recipe, Poem or Joke please send them by email to - lgandww.plg@gmail.com

Opinions expressed in 'The Medical Centre News' do not necessarily reflect the views of the Editor, the Practice or the Group Members, nor can the Practice or any individual be responsible for any inaccuracies

Why not help us to answer a question or ask one yourself !

Recipes, Poems or Jokes

Whole-Wheat Veggie Wraps

Serves 2

Ingredients

- 2 x Whole-Wheat Wraps
- A small Carrot
- A handful of Peppers
- 1 quarter of an Avocado
- 2 x tablespoons of Hummus
- A handful of Cherry Tomatoes

Optional

- A Sprinkle of Mature Cheese
- + -
- Mash the Avocado,
- Finely chop the Peppers and Tomatoes
- Shred the Carrot
- Add the Hummus and Mix spread onto the wraps,
- roll them up

- Then if required..
- sprinkle the grated cheese over the wraps
- Bake at 200°C for 5 mins
- until the cheese is melted
- Place wraps on a plate
- Serve immediately with a fresh healthy salad
- + -

Contribution by Amelia T-B



Doctor, Doctor

Patient - "Dr, what can you give me for wind ?"
Dr - "Try this kite"

Ha Ha

Appointments and Contacting Clinical Staff:

We offer a number of different ways of consulting with our medical staff.

When you contact us we will ask you to disclose the reason for your request. You are **not** obliged to do so **BUT** your safety and the quality of care you receive is our prime concern and by doing this our medical staff can triage the calls and ensure all patients are seen at the right time, by the right person.

Please be assured all staff have a duty of confidentiality and will handle this information with the utmost discretion.

Telephone Appointments/Consultations: This is the best choice when making first contact about Mental Health issues, as the GP can then arrange more time to see you OR if you are unsure whether you need to see a Dr or another Clinician OR are following up on a previous issue.

Leaving Messages for Medical Staff: Choose this method for paperwork issues like sick notes, letters, chasing up onward referrals etc, go to our website: www.lissongroveandwoolwellmc.co.uk and click on 'Contact Us.'

Face to Face Appointments: This option should only be requested if you think the clinician will need to examine you, take bloods or do other practical procedures. You can book this by phone or via our website.

Please note that we use up significant amounts of precious clinic time with dental emergencies which are best dealt with by other service providers.

If you have dental pain and/or a dental abscess please see your registered Dentist or if you do not have one go to the Dental Access Centre (DAC), 1a Baring Street, Greenbank, Plymouth PL4 8NF

To contact the PLG Please email them at - lgandww.plg@gmail.com



Interview with Craig Thomas + Sandy Gidley Clinical Practitioners at your Surgery



Q1. You are new to LG and WW Medical Centre, what attracted you to this Practice? It was a number of things and these were similar for us both.

For example we like the ethics of continuity of care which is a key value of the Practice and we like the size of the Practice. It has a really homely, personal feel but it is actually quite large with a diverse patient population. There is a willingness as well as lots of opportunity and to try new things. For Sandy there was the added attraction of knowing and admiring the work of some of the Partners, having worked with them some years ago.

Q2. Your titles are Clinical Practitioners, what does that mean for patients? It's complicated but the bottom line is that we work at a level between a nurse and a doctor offering advanced clinical skills to manage patient care. Just like a nurse practitioner, we can assess, diagnose and evaluate patient care and we can prescribe accordingly. We will always refer to a doctor if necessary.

Q3. So what does your role entail?

In a nutshell we are using our many years of experience to enhance services to patients at both surgeries. Our role encompasses support for the team, junior staff and developing clinical team skills..

Q3 cont.. Along with Amanda Renfree, See photo - we are involved in developing, implementing and running the Walk in Clinic Once that is up and running, we will be bringing in extra care for our frail and vulnerable patients

Q4. How would you like to see the Practice develop?

Continuity of Care is a core value of the whole Practice team and we would like to see us develop even greater capacity for this in the future. We want to provide a centre of excellence for patients and we want to provide a seamless service. To audit what we do, so that we develop services in an informed way as we really want to develop our relationship with our patients. We want to develop individualised, preventative healthcare as opposed to reactive healthcare. That involves developing health awareness, promoting self care and educating around prevention of health deterioration. Gosh, we sound really worthy, actually, we are really excited about the possibilities.

Q5 So what is your biggest frustration?

We have two. There is so much that people could do for themselves if they just knew where to look, for example, there is so much available on the internet and on apps but

Q5 cont.. which sites are good? Do people know how much more Pharmacists can do these days? Probably not. We are really keen to encourage and support patients to self care and adopt healthier lifestyles. The second bug bear is politics and government funding, health and social services are really depleted at the moment but no one is explaining that to people, so they have an unrealistically high expectations of when, where and what we can do. It can be quite demoralising when our best is not considered good enough.

Q6. So what makes your day good or special? A good consultation. Where a patient walks out with a smile on their face. A day where we have learned something new and definitely team work.

What is special about here is the way the whole team respects and supports each other, the GPs here are very approachable so we come to work happy and feel rejuvenated after a day's work.

Q7. What do you do to relax?

Sandy- I love walking, which is just as well as I have 3 dogs. I like reading. I chill with family and friends and I have the odd glass of wine.

Craig- pretty much the same as Sandy but I don't have any dogs and I do enjoy playing the Saxophone.