



Oxted Health Centre PPG Newsletter December 2020

Oxted Health Centre
10 Gresham Road
Oxted
Surrey
RH8 0BQ

Tel: 01883 734000
Fax: 01883 713779

Oxted Health Centre
Opening Hours:

Monday
8:00am – 7:30pm

Tuesday
8:00am – 7:30pm

Wednesday
8:00am – 7:30pm

Thursday
8:00am – 6:30pm

Friday
8:00am – 6:30pm

Weekend
CLOSED

Welcome to our latest newsletter.

In this edition we have explained the current ways of making appointments at the Health Centre.

Amongst the articles we have Our Urgent Care Practitioner telling us about herself and time helping patients and one of our members has written about technology during the lockdown

I hope you will find it interesting and useful

The members of the PPG and all the staff at the Health Centre wish everyone a happy Christmas and a healthy New Year

Kind regards

*David Borer
Chairman, Oxted PPG*



When it's less urgent
than 999

Local Pharmacies:

Boots:

48 Station Road East,
Oxted,
Surrey,
RH8 0PQ
Tel: 01883 712620

Paydens LTD:

22 Station Road East,
Oxted,
Surrey,
RH8 0PG
Tel: 01883 712081

Raimins

224A Pollards Oak Road,
Oxted,
Surrey,
RH8 0JP
Tel: 01883 712266

MMR Poster



**Get protected
against measles**

The Measles, Mumps and Rubella (MMR) vaccination is the safest and most effective way to protect you and your family against these diseases. Full protection requires two doses.

For anyone not fully immunised, a catch-up vaccination is available.

Ask the reception team for more information.

www.nhs.uk/MMR

**HELP US
HELP YOU**
GET PROTECTED

Rachel Keith, Nurse

Appointments

Procedures for appointments are designed to give you the best possible medical help whilst protecting you and all the health centre staff from the risk of infection

To arrange an appointment with a GP or other member of the medical staff you can either:

1. Telephone the Health Centre on 01883 734000
2. Log on to the website at <https://oxtedhealthcentre.nhs.uk/navigator/check-its-not-an-emergency/>

1: Telephone call

Your call will be answered by a Patient Navigator. This may take some minutes especially during peak times so please be patient.

Why does the patient navigator need to ask what is wrong with me?

They are important members of the GP practice team and are trained to ask certain questions in order to ensure patients receive:

The most appropriate medical care, from the most appropriate health professional, at the most appropriate time.

Why do patient navigators need to collect information from patients?

This is to help triage patients, ensuring everyone receives the appropriate level of care. For example, patients may not always need to see a GP and could be seen by a practice nurse or other health care professional. It also helps the team understand how urgently a patient may need to be seen.

Importantly, patient navigators like all members of the practice team are bound by confidentiality rules.

Any information given by you is treated in strict confidence.

2: Log on to Website

You will be asked to complete a form giving similar details to those you would be asked on the telephone. The forms will be reviewed, and you will be given normally a telephone appointment unless it is felt that you need a face to face appointment.

The time of the appointment will be sent to you by a text message unless you ask for a telephone call or email.

Lockdown and technology by Ian Vincent

Alongside all the worry, inability to find flour, frustration and well, boredom of 2020 there have been a few positives. My carbon footprint for the year is way down on last years; I've tackled some of the jobs around the house that have been on the list for a while (although a whole new set have arrived); but one of the key positives has been technology.

A large number of businesses have been able to carry on thanks to remote working. We've been able to keep in touch with friends and family. Schools have been able to support parents with home-schooling, and online shopping has never been more popular. Not that this hasn't been without its challenges, a quick search shows several pages of "You're on mute" mugs available for sale via a popular search engine and attempting to fix friends and relatives tech issues over the phone has been challenging at times...

Technology has helped us to stay together, to spread the word. Would we have heard about Captain Tom without Social Media taking him viral? How would we all have known to clap on a Thursday evening? And technology has helped GP surgeries across the country to reduce the risk to their staff and patients whilst continuing to provide the vital services our community needs. Not to mention the advanced technologies engaged in researching this virus and helping to produce vaccines in record time.

So, as we exit Lockdown 2 and return to our tiers, stay in touch, send a picture, have a video call, arrange a virtual meet up - the technology is there and better than ever. And if it doesn't work, the old adage of "switch it off and on again" does usually yield results!



Urgent Care Practitioner – Sarah Mullen

I joined Oxted Health Centre a year ago and what a year it's been! I am an Advanced Nurse Practitioner and my title at the Health Centre is Urgent Care Practitioner. I see and treat patients with minor illness that need 'on the day' appointments. As an Advanced practitioner, I am able to prescribe, order tests and refer patients to specialists. I have a special interest in paediatrics.

I originally trained as a paediatric nurse at Great Ormond Street Hospital. A couple of years after finishing my training, I started working in the Childrens Emergency Department at Chelsea and Westminster hospital. I stayed there for 7 years, then moved back to Surrey when my daughter was young and started work at East Surrey hospital. I was Sister in the Childrens Emergency Department for several years.

I completed further training to become an Emergency Nurse Practitioner, which enabled me to treat the minor injuries and illnesses of patients in the Emergency Department, seeing both children and adults. More recently I have been studying for a Masters degree in Advanced practice, at the University of Brighton.

After 15 years in the Emergency Department at East Surrey Hospital, it was time for a change. I have thoroughly enjoyed my first year at Oxted Health Centre. The Pandemic has certainly brought its challenges, but the team have been very welcoming and supportive. I am enjoying getting to meet the residents of Oxted and Hurst Green and look forward to developing my role at the Health Centre.

New Members

We have recruited three new members:

Linda Baskett
Ruth Evans
Lizzie Stephenson



They are all mothers of young children and will significantly add to our experience of using the Health Centre.

When to call 111 and 999

When to call 111

The fastest and easiest way to get medical advice is to use the free NHS **111** service to speak to a highly trained adviser.



You can use it for all types of non-life threatening situations, for example:

- If you need help fast, but it's not a 999 emergency.
- If you think you need to go to A&E.
- If you think you have Covid-19.
- You don't have a GP to call.
- You don't know who to call.

For less urgent situations contact your **GP** or go to your **local pharmacy**.

When to call 999

You should call **999** if you think:

- The patient's illness or injury is life-threatening.
- The illness or injury may become worse, or even life-threatening on the way to the hospital.
- Moving the patient/s without skilled people could cause further injury.

Or if the patient has:

- Chest pain for more than 15 minutes.
- Sudden unexplained shortness of breath.
- Heavy bleeding.
- Traumatic back/spinal/neck pain.
- Been or is unconscious.

Ultrasound – Use it or Lose it

As we wrote in our June newsletter, we are fortunate to have an excellent ultrasound service at Oxted Health Centre.

Unfortunately the CCG decided at the last renewal of the contract to reduce the type of scans that can be provided meaning that if you have a suspected hernia you will have to go to either East Surrey or Crawley hospitals and currently wait 5/6 weeks.

The PPG are objecting to this change which reminds us of how the consultant clinics were closed.

It is increasingly important for this service to be used as much as possible, to ensure that the facility continues to be available, and for patients to have the benefit of a local service that offers them a quick response.

Normally, if you are referred by your GP, then your scan will be at Oxted. However, this is *not* the case if a hospital consultant refers you. In these cases, you need to ask the consultant to request in their report that your GP arranges for any ultrasound to take place at Oxted Health Centre.

If for any reason the consultant does not do this, and you receive a hospital appointment, you should contact Reception at Oxted Health Centre and ask the receptionist to arrange for your GP to request an appointment at Oxted. Once the alternative appointment has been made, and you can then cancel the hospital appointment.

I did this recently and it only took a few minutes to book and saved me a long journey to the hospital. I waited only a few days for my appointment and was much more convenient.

OPAG



It has been a challenging year for all of us. Events where we could have raised funds were all cancelled as we have struggled to deal with COVID.

We ordered our Christmas cards prior to lockdown. This year we couldn't sell these at the flu clinics but have been very grateful to Limpsfield Memorial Store who have had our cards on sale and are doing a sterling job. We have still got some and if you can't get to the shop you can contact us on opag@talktalk.net.

We are desperately trying to raise money for some new wall mounted LED examination lights badly needed by OHC costing around £400. If you would like to make a donation, please contact us via email address above.

We would like to wish you all a happy, safe Christmas and hopefully a New Year where a vaccine will enable us all to get our lives back on track.

Pat Moore, Chair Julie Ludbrook, Treasurer

If you did not receive this newsletter direct and wish to be added to our mailing list please email our secretary at oxtedppgsecretary@gmail.com.