



AshLea Medical Practice Newsletter Autumn 2019



Memories of Summer



Ashted Village Day is always a spectacular event staged by the Rotary Club but this year we remember it for a different reason. In gale-force winds, the PPG teamed up with the new Charity - Friends of the Ashlea Medical Practice - to present a fantastic raffle to raise funds to purchase equipment for an enhanced community GP-led ENT service. You can see how well we did on page 2!

We are enormously grateful to staff, patients and local businesses (Bumbles, Buckley's, Lucey Hair, Ashted Health & Beauty and RSM Electrical Appliances) who provided such an amazing selection of prizes as can be seen in our photograph of the day.

Since the launch of the Charity in 2018, we have had amazing support from patients of the Practice and those within the community. Our Ashted Village Day raffle resulted in a large number of delighted winners and we raised over £500 for the charity.



In our last newsletter, we announced the items already purchased and we are so pleased to say that we have been able to start equipping our second ENT room with a view to expanding the community service already provided by Dr Alex Watson, Dr Kiran Agarwal and Dr Tinashe Chitambara.

We have already purchased the couch and stool and we now aim to raise £12,000 for the micro-suction microscope. This will enable our GPs to increase the number of patients seen in any one month and reduce waiting times to 2-3 weeks. Patients with ear pain or hearing loss will know how important it is for them to be seen as quickly as possible in the comfort of their GP surgery.

The Patient Participation Group produce this Newsletter on behalf of the Ashlea Medical Practice

Editor: Lynda Feeney

Graphics and Design: Maurice Baker

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Please return all forms to your surgery reception for the attention of Justine Wakeford

Practice “Comings and Goings”

At **Linden House**, we said goodbye to Dr John Wong who retired on the 31st May but a big hello to:

Dr Aalia Khan, a GP Partner joined on the 2nd September working 5 sessions per week.

Dr Aalia Khan graduated from University College London and passed her MBBS examination with a Distinction in Medicine in 2000. She initially trained for several years in Obstetrics and Gynaecology but soon saw the light and retrained in General Practice, obtaining Membership of the Royal College of General Practitioners with Distinction in 2006. Dr Khan has co-authored two books on passing medical exams and published several scientific papers on gynaecology and dementia.

She currently works for Surrey Heartlands Health and Care Partnership as an Ambassador, to connect health professionals and encourage collaborative working, leading to improved outcomes for patients. Dr Khan's special interests include Women's Health and she fits contraceptive coils.

In her spare time, she enjoys travelling and spending time with her family. She is looking forward to getting to know her patients at Linden House Surgery, supported by a wonderful team.

Dr Puja Chudasama, an Associate GP joined on the 25th September and working 3 sessions per week said:

I completed my medical training at University College London in 2004 and after various hospital posts, I have been working as a GP across Surrey for the last 6 years. As well as working at Linden House Surgery, I also hold the positions of GP Lead for the @home service, a fully integrated team of health and social care professionals helping to keep patients out of hospital, and the GP Lead for the community services of the newly formed Epsom Primary Care Network. I chose these roles as I am passionate about looking at innovative ways to support the health and well-being of my local population.

I live in Epsom with my husband and my 2 young sons, who all keep me on my toes! I enjoy travelling to new places, cooking (and eating!) and reading. My latest guilty pleasure is Harry Potter, which was recommended by my oldest son. I'm currently on the 4th book.....and completely hooked!

Nurse Charlotte Dickson joined the LH nursing team in July 2019

Gilbert House welcomed:

Dr Roma Patel on the 23rd September as an Associate GP and working 7 sessions per week.

On the GH nursing front, we said farewell to Nurse Alison Chambers and look forward to welcoming her successor, Nurse Donna Martin in November

One of our GP Partners - **Dr Haidar Saad** - has recently set up **Surrey Occupational Health** at Gilbert House. There is a wealth of interesting and useful information on his website:

<http://www.surreyoccupationalhealth.co.uk> - Tel: 0800 158 8338

There is also a link to Surrey Occupational Health on the Ashlea Medical Practice website.



Jenna Baer
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before & after



before & after



before & after

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Ear syringing




PPG Chairman's Report - Richard Garrard

We have welcomed three new members to our Committee in the last few months, but more help is still required as many of us have served over 5 years now and happy to step aside for new ideas to filter through. Please let us know if you would like to help your Practice by joining our team.

We chose a new venue for our AGM in April - the Fairfield Centre in Leatherhead and started the evening by offering tea/coffee and a wonderful selection of home-made cakes!



Our guest speakers were PCSO (Police Community Support Officer) Bob Apperly and Crime Reduction Officer Neil Clarke who gave such valuable advice on Home Security and Fraud Prevention (see our later report on Fraud Prevention).

We continue our dialogue with the Practice on beneficial changes to the [Appointments system](#) and we hope to announce the results of much "behind the scenes" work before too long.

Promoting the services and benefits of using the Practice [On-line services](#) is a major project currently being undertaken and we have produced a chart (on pages 8 and 9) to start the ball rolling for you. Those patients who already use on-line for Repeat Prescriptions, Appointments and certain Medical Records find the 24/7 service most useful but as we know many patients struggle to use the service, our aim is to make the facility easier to access and by doing so, help to relieve the pressure on our surgeries. Bear in mind though that only one patient can have access if using a joint email address.

NB: The Practice does not run this service, they merely provide the means of using it. Once provided with your logon details by the Practice reception team, in the event of experiencing any difficulties, please contact Patient Access

directly via email: support@patientaccess.com. We regret the Practice is unable to assist patients with difficulties logging on.

Thanks to the perseverance of the PPG, we can report considerable success in achieving a dropped kerb at Linden House which will be of great help to disabled and wheelchair patients. With regard to a disabled bay outside the surgery, we continue our correspondence with Surrey County Council.

Finally, if you would like to keep up to date with Practice news or interesting information, please email: ashlea.ppg@gmail.com for an electronic form for completion. Your details are held purely to enable the PPG to keep in touch with you and will not be shared with any other group or organisation. We regret we cannot reach those without email access other than through our noticeboards and newsletters.

HOT NEWS: GP Health Partners introduce "LIVI" a new way to see an NHS GP via video and have an appointment in minutes. Mon-Fri 7am to 10pm Sat-Sun 8am to 4pm. Download the App: <https://bit.ly/2UwzqWu>

Having IT problems? For the over 50's, Age Concern provide a drop-in service at the Fairfield Centre, Leatherhead every Thursday 10am to 1pm. They will help with logging onto LIVI or any other IT issues.

Buckley Pharmacy

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<p>78 The Street Ashted KT21 1AW 01372 275563 OPEN 7 DAYS A WEEK</p>				<p>224 Barnet Wood Lane Ashted KT21 2DB 01372 272355</p>
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**** Patients - Important Information ****




Help Yourself, Help Your Practice

On-Line Access

Will give you 24 hour access to :-

- Order Repeat Prescriptions
- Book Appointments
- View Test Results
- Certain Medical Records

How do you get it?

- **Obtain Access codes** from Reception
- **2 forms of ID** required:-
 - one photographic  
 - one to confirm postal address 

Login in to Patient Access **

- Click **Register** and
- Follow the on-line instructions to
- **Create your own personal account**

****** Patient Access, in partnership with the NHS, is the Provider linked to the Practice software system and is noted on the Practice website. Other Providers will be listed on your registration access details issued by Reception.

NB The Practice does not run this service; it merely provides the means of using it. Once provided with your logon details by the Practice reception team and in the event you experience **any difficulties, please contact Patient Access directly via email at: support@patientaccess.com**

We regret the Practice is unable to assist Patients with difficulties logging on.

Practice - did you know?

Shingles Vaccination:

By the time you read this newsletter, the Flu Vaccination Programme will have been well underway but did you know that, for eligible patients, you can have a **Shingles Vaccination** at the same time? As this means you only need to attend the surgery once for both it may well be worth checking to see if you fit the criteria.

Who can have the Shingles Vaccine? You're eligible for the **shingles vaccine** if you're aged 70 or 78 years old. In addition, anyone who was previously eligible (born on or after the 2nd September 1942) but missed out on their shingles vaccination remains eligible until their 80th birthday. When you're eligible, you can have the shingles vaccination at any time of year. The shingles vaccine is not available on the NHS to anyone aged 80 and over because it seems to be less effective in this age group.

Is there anyone who should not have the Shingles Vaccine?

You should not have the shingles vaccine if:

- you have a weakened immune system (for example, because of **cancer treatment**, if you take **steroid tablets**, or you have had an organ transplant. Your doctor will advise whether this applies to you)
- you have had a serious allergic reaction (including an **anaphylactic reaction**) to a previous dose of any of the substances in the vaccine, such as neomycin and gelatin – again, your GP can advise you if this applies to you
- you have had a serious allergic reaction (including an **anaphylactic reaction**) to a previous dose of the **chickenpox vaccine**
- you have an untreated **TB infection**

September 2019 - 31 August 2020



It's safe and may be more convenient for you to have the shingles vaccine at the same time as your **flu vaccine** in the autumn.

Minor Surgery

Dr Lynne Davies and Dr Sharon Williams have been running minor surgery clinics, for many years, at Leatherhead Hospital but have now relocated these weekly clinics to Gilbert House Surgery. Patients will still need to see a GP at their AshLea Medical Practice surgery to see if they meet the criteria for referral to one of these clinics. Both doctors offer a wide range of minor surgery dermatological procedures, including:

- Excision of Lipomas, Sebaceous Cysts
- Removal of skin lesions such as skin tags, moles or troublesome warts.
- Toenail removal

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Don't get caught out! Advice from Neil Clarke, a Mole Valley Crime Reduction Officer

To see the full report on Home Security and Fraud Prevention, see the PPG AGM Minutes on the Practice website - www.ashlea.nhs.uk but below is an extract on the subject of fraud prevention.

“Fraud is most prevalent now and examples of such crime seem unbelievable but, at the same time, plausible and even the most highly educated person can fall into the trap. They are then ashamed at falling for such a scam and reluctant to report it. You are urged to be vigilant and report anything you suspect as crime to both the police and your bank.

A fraudster rings to advise there is something wrong with your bank account and they then ask you to take money out to give to another “bank” representative to re-invest. A bank will NEVER ask you to do this but, if unsure, ring your bank from another phone - never the one used to call you in the first place. Of course, it may be that you do not have an alternative phone - should that be the case, go to a neighbour to ask to use theirs. Never give personal or financial information when it is an “unsolicited” call.

It should be bank protocol to question any customer who is withdrawing a large amount of money to ensure it is legitimate and not a scam. The police also do regular visits to ensure this protocol is being upheld.

An unscrupulous trader will also overcharge a vulnerable client for a simple job and require a large amount of cash. A bank should also query this to protect the victim.

The Telephone Preference Service is completely free and allows you to reduce the number of unwanted calls. Telephone: 0345 070 0707 or go online to register: www.tpsonline.org.uk

You can also reduce a number of scam letters - the Mailing Preference Service is also free. The website is: www.mpsonline.org.uk

Your local Trading Standards or local Crime Prevention Officer will also offer advice.

Any call from BT or a similar provider advising that you have a fault on your internet, will not be true and should be ignored and reported.

Whilst there can be a certain time scale for investigating crime fraud, the police should always be informed and it is suggested that a victim also logs the crime on www.actionfraud.police.uk. Please visit this site for reporting any fraudulent activities.”



Neil Clarke did reassure the audience that although the Mole Valley is one of the safest areas in Surrey and, in turn, Surrey has one of the lowest crime rates in the whole country, it pays to be vigilant.

healthwatch
Surrey

Volunteer with us!

Do you want to help local people have a say in how health and social care services are planned and run?

Can you spare a couple of hours each month to join our thriving network of volunteers?

For more details:
www.healthwatchsurrey.co.uk
Telephone 0303 303 0023
SMS 07592 787533

Healthwatch Surrey – your local champion for health and social care services

Healthwatch Surrey is an independent organisation which gives people in Surrey the voice to help improve, shape and get the best from local health and social care services.

What they do:

- Provide, or signpost to, information about local services and how to access them
- Champion public and user involvement in decision making and design of services
- Enable people to share views and concerns about local health and social care services
- Provide evidence-based feedback to commissioners and providers to influence, inform and, if necessary, challenge decisions and plans
- Provide feedback to the Care Quality Commission
- Produce reports and recommendations to influence the way services are designed and delivered
- Offer advocacy support for complaints about NHS services

As part of Healthwatch Surrey's 3-year strategic priorities, they initiated their Care at Home project to answer the question "Do Care at Home users have an effective voice?".

Throughout the project, they conducted in-depth interviews with a total of 42 people receiving care at home, 14 care workers and 12 care agency managers/coordinators. The findings showed that most people receiving care in their own homes do have a voice most of the time. However, the research identified opportunities to reduce vulnerabilities in the system, such as those living alone with dementia and without close family, who could be in danger of not being heard. Following the report, Healthwatch Surrey had informal discussions with commissioners at Surrey County Council about their findings and recommendations.

Information about local services and how to access them can be found on Healthwatch Surrey's website and their social media channels. The types of

information available include the latest NHS campaigns and consultations, changes to primary and urgent care services, details of the free mental health helpline and a directory of services for people bereaved by suicide in Surrey and North East Hampshire, amongst many other health and social care related information.

www.healthwatchesurrey.co.uk

Tel: 0303 303 0023

Text: 07592 787 533

In order to find out how Healthwatch Surrey "Enable people to share views and concerns about local health and social care services", five members of your PPG attended a "Listening Programme" with two members from the Healthwatch Surrey team and discovered that "7 million people who have accessed health or social care services in the last five years have had concerns about their care but never raised them. Of these, over half (53%) expressed regret at not doing so". (source: CQC Research February 2019)

By identifying common themes and trends, your voice and views do make a difference and Healthwatch Surrey have influential powers to ensure you are heard.

One of the ways to make your views heard is by Listening events which take place throughout the County and your PPG have agreed to be the first PPG to assist on one of these events. Look out for this stand in the coming months and feel free to chat to a member of the team in complete confidence, because "a story shared by one person can make a difference for many".



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