



Newsletter Spring & Summer 2022

On behalf of the AshLea Medical Practice, your PPG is delighted to be back in print with our latest Newsletter. We would like to thank our advertisers for their support in enabling us to produce this booklet.

There is no doubt that Covid-19 has touched everyone and we have learnt many things over the past two years which will affect the way our NHS service operates in the future.

The first change was the almost shut down of our surgeries and consultations were via telephone or video. We were introduced to a completely new NHS Practice website called “**Footfall**”. There were huge teething problems and while some managed very well others with no internet facilities were, quite understandably, confused. An update has recently been introduced and we have issued a “Quick Guide to Footfall” which will explain, in simple terms, how to make appointments and order prescriptions.

For the future, the Practice is delighted to introduce a new **EK Health Kiosk** to each surgery. Using a touch screen, patients will be able to check and record their blood pressure, height, weight, temperature, ECG and Sat levels all prior to a follow-up with your GP. This is a huge step forward in allowing us all to manage our health in a positive way. If you receive a text message to pop into your surgery, do take advantage of it!

Finally, one of the silent killers is high blood pressure. Do you regularly check yours? There is a machine in each surgery - you can just pop in, take a reading and it will be recorded on your medical records. If needed, you will be referred to your GP for a consultation. Our GPs offer many different clinics and facilities, check the website to find out: www.ashlea.nhs.uk

Practice News and staff updates

Over the past two months, the Practice has ensured that all mandatory training has been completed, along with team re-training to ensure everyone's knowledge is fully up to date.

Dr Spirache, Dr R Patel and Dr H Patel are now on parental leave and the Practice welcome Dr Ross Valentine, Dr Kiran Agarwal and Dr Amel Imam to cover this period of leave. Craig Ruddy, a new physiotherapist to the Practice, operates one day at GH and one day per week at LH.

Two student doctors have recently completed a three-week training course within the Practice as have two student nurses. Louise Buckland, previously a Medical Secretary, has recently passed her HCA course and is now working across both surgeries as an Health Care Assistant.

Update on Prescriptions: As from the 1st April, and in line with other GP Practices, patients are requested to now allow 5 working days for prescriptions to be processed.

The Practice still requests both patients and staff to wear face masks and sanitise their hands whilst in the surgery.

An important point to remember is no matter which way you communicate with the Practice - be it website, telephone or personal visit, your details will be entered into the system and all are dealt with in the same manner. The **online forms** are accessible only **Monday to Friday 07.00 am to 11.30 am and 1.30 pm to 4.30 pm**. This is to ensure patients receive a follow-up within the 4-hour quoted period.

For **Gilbert House** patients requesting an appointment, for urgent same day appointments please ring between **8.00 am to 10.00 am**. Any non-urgent appointment, please call after **10.00 am**.

Covid-19 Pandemic and current testing procedures

With Covid still very much with us, we are still asking everyone to be mindful of the effects of the virus and the variants that seem to be hitting us one after the other. Symptoms differ from person to person, as does the severity of the virus. It is therefore important that everyone eligible for the Spring booster vaccination takes up the offer at the earliest opportunity. There are a number of ways of arranging this - you can wait for your invitation from the NHS or GP Hub, telephone 119 or use the website www.nhs.uk. People aged 75 and over, plus those with a weakened immune system will be eligible six months from the first booster.

Vaccinations can now also be booked for: 1st and 2nd doses for people aged 5 and over, boosters for 16 years and over plus at-risk children aged 12-15. Various centres are available including Buckley Pharmacy in The Street.

Following the changes to COVID-19 testing in England, the Practice is currently advising that that they cannot provide COVID-19 tests. If the Practice decide that a test is needed to support clinical decisions during your care and treatment, you will be asked to take a lateral flow device (LFD) test. GP's have been asked to direct patients to the gov.uk website to order these when they are required. There you will be asked to confirm that your clinician has requested one.

In line with National advice about mask use in health and care settings, you are also reminded that patients and visitors are asked to wear a mask when visiting the Practice

More information about the changes to testing for COVID-19 can be found here: www.gov.uk/changes-to-covid-19-testing-in-england-from-1-april



Registered Charity 1178653

Charity Gift Aid Declaration – single donation

Boost your donation by 25p of Gift Aid for every £1 you donate

Gift Aid is reclaimed by the Charity from the tax you pay for the current tax year. Your address is needed to identify you as a current UK taxpayer.

In order to Gift Aid your donation, you must tick the box below:

I want to Gift Aid my donation of £_____ to:

Friends of Ashlea Medical Practice 1178653

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax in the current tax year than the amount of Gift Aid claimed on all my donations it is my responsibility to pay any difference.

My Details

Title _____ First name or initial(s) _____

Home address _____

Postcode _____ Date _____

Please notify the charity if you:

want to cancel this declaration change your name or home address

no longer pay sufficient tax on your income and/or capital gains
If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your Self-Assessment tax return or ask HMRC to adjust your tax code.

Should you prefer to pay directly, please contact the reception staff for our bank details.

Quality care in the comfort of your own home

We provide the following services in your home:

- Help with daily personal care
- Prompting and administering medication
- Help with housework
- Assistance with linen and laundry
- Preparation of meals
- Shops and errands



About us

Biology Healthcare is a CQC registered domiciliary care provider based in Surrey and Sussex. We provide high quality home care for personal support, companionship and domestic care allowing our customers to remain living in their own homes while promoting independence and safety.

Personal Care Services

- Help with bathing and dressing
- Help with incontinence care
- Assist with eating
- Provide medication reminders
- Assist with morning/wake up routines
- Assist with evening & bedtime routines

Specialised Care Services

- Alzheimer's & Dementia care
- Parkinson's or stroke
- Learning disabilities support
- Respite care
- Home from hospital assistance
- End of life care

Companionship Services

- Companionship & conversation
- Assist with appointment
- Make travel arrangements
- Help with reading
- Participate in hobbies & crafts
- Accompany to lunch or dinner
- Attend plays, concerts or clubs

Home Help Services

- Light housekeeping
- Washing & ironing
- Make beds & change bed linen
- Meal preparation
- Oversee home deliveries
- Collect prescriptions



Biology Healthcare

Call us on 0208 050 5175

amie.c@biologyhealthcare.co.uk

Biology Healthcare Ltd is a CQC Registered Domiciliary care Provider for the Surrey and West Sussex area.

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PSSST! WE ARE RECRUITING!
(SPREAD THE WORD)

A Day in the Life of a GP Receptionist

Like many GP surgeries across the country and particularly during the Covid pandemic, AshLea Medical Practice experienced both praise and frustrations from patients when trying to access medical advice. The reception team are not patients at AMP, but yet they too experienced the same frustrations and felt fearful in those uncertain times. To gain a better insight into the daily routine of our reception staff, your PPG took to finding out what exactly is involved.

- Receptionists arrive between 7.30 and 7.45 am, and set up for the day. If a clinician is unwell, the priority is contacting patients to rearrange their appointments.
- Phones will ring from 8 am to 1pm then in the afternoon between 2pm and 6.30pm and can total up to 600 per day. Some calls can last as long as 15 minutes as patients may be hard of hearing, confused, scared, bereaved and sadly, angry.
- Processing prescriptions - up to 200 per day via pharmacies, emails, Footfall and letters. Many, for various reasons, are not straightforward.
- 160 Emails per day. May be simple requests or could involve urgent attention relating to pathology/radiology/results or “end of life” medication from the Princess Alice Hospice.
- Up to 800 Footfall requests. These may be for a myriad of reasons and once again, may require further investigation and the receptionist may need to liaise with others to solve your query.
- Incoming post. Letters need to be opened, date stamped and scanned onto the computer or passed directly to the doctor. Receptionists receive tasks from the Practice doctors, HUB doctors, LIVI doctors, district nurses. These generally require immediate attention and involve further phone calls.
- Personal visits. In order to keep patients as safe as possible, the Practice has encouraged patients to phone with their query not least because Practice staff have suffered Covid too. This request has, sadly, not always been appreciated.
- Ensuring blood forms are printed off for the day ahead and contacting the patient should a form not be available.
- Emergency bypass calls. Paramedics and District Nurses contact the Practice for urgent information and advice.

Finally, a quote from one receptionist: “We are here to help patients and do our best to give what they ask for. We enjoy working with some lovely patients and to see them recover from illness. It is a pleasure to help!

The Practice is currently recruiting for Reception staff. If you are interested, please contact your surgery and you will be given an application form. If your application is successful and you are an AMP patient, you will be required to register at an alternative GP Practice.

Friends of the A.M.P.

The charity was set up in 2018 to fund new equipment and services for all patients. We are currently aiming to purchase 4x single lead AF Monitors (2 for each surgery) for instant diagnosis of an irregular heart rhythm. Support us and join in the fun at Ashtead Village Day on 11 June.

Update from the PPG (Patient Participation Group)

Your PPG has been working hard over the past 8 years to nurture a link between patients and the Practice with the aim of making caring for our health a better experience. We continue to send out regular updates to those patients who are happy to receive an email from us but we cannot do this without permission to hold your details. Please go to the Practice website - www.ashlea.nhs.uk - Groups - PPG and complete the online form or email ashlea.ppg@gmail.com and we will be happy to include you in our updates.

The Covid pandemic played havoc with all our lives in one way or another but we are pleased to be able to resume our face-to-face meetings, usually about once a month. We recently welcomed new members to the PPG but we would love to engage with more - new ideas and new enthusiasm is always welcome. Our latest project was to help the Practice produce a “Quick Guide to using Footfall” and “making an appointment easier and more manageable”. If you can spare a little time to make a difference, please email ashlea.ppg@talktalk.net

Mental Health Support and Awareness

The Covid pandemic has highlighted an increased awareness of mental health issues in both adults and children and our GPs are receiving an increased number of calls asking for help and advice. We are taking the opportunity to inform our patients of the advice and support centres available without a GP appointment.

www.alcoholconcern.org.uk

www.anxietyuk.org.uk Telephone 08444 775 774

www.getselfhelp.co.uk provides worksheets, information and links

www.lltff.com Living life to the full CBT self-help podcasts to download

www.mentalhealthsupport.co.uk

www.mind.org.uk General information surrounding mental illness

www.nopanic.org.uk Telephone 0800 138 8889

www.recoverycollegeonline.co.uk - online resources and courses for those suffering from mental health issues and their family and friends
Telephone 020 3317 6904

www.rethink.org General information about mental health, plus a number of leaflets for young people

www.sane.org.uk Telephone 0845 767 8000

www.talktofrank General information regarding drugs and their risks

www.thehideout.org.uk Information and help surrounding domestic abuse

Local Support

www.sabp.nhs.uk/our-services/mental-health/safe-havens Surrey Safe Havens (out of hours drop-in crisis support and clinical assessment (if needed) for people with psychological problems of any kind. Epsom, Guildford, Redhill Epsom Safe Haven, The Larches, 44 Waterloo Road, Epsom, KT19 8EX, 6-11pm 365 days a year. (a change of location is likely so please check first)

www.healthysurrey.org.uk/your-health/mental-wellbeing/adults Advice, information on local resources and self help

www.maryfrancistrust.org.uk - Info@maryfrancistrust.co.uk based in Leatherhead. Telephone 01372 375400 SMS only 07929 024722

www.samaritans.org.uk The Samaritans Telephone 116123, 24 hours a day, 365 days a year

Surrey Mental Health Crisis Support (24 hours support)
Freephone 0800 915 4644: SMS 0771 798 9024: Textphone for people hard of hearing 18001 0800 915 4644

Surrey and Borders Partnership Foundation Mental Health NHS Trust
Mental Health Crisis Team Helpline 0300 4568342 or text
07717989024

Mental Health Support for young people (to list a few)

www.anxietyuk.org.uk Telephone 03444 775 774 Text 07537 416 905
www.thecalmzone.net - Campaign against living miserably Telephone
0800 585 858

www.centrepoin.org.uk - Telephone 0808 800 0661

www.childline.org.uk Childline (for under 19's) chatline, telephone or email. Telephone: 0800 1111

www.hopeagain.org.uk - Support for young people when someone dies.
Telephone 0800 808 1677

www.kooth.com Online counselling for young people

www.meandmy mind.nhs.uk for young people struggling with unusual experiences such as hearing voices

www.mencap.org.uk Information/advice for those with learning difficulties, their families and carers. Telephone 0808 808 111

www.mindworks.surrey.org Children's and young people's emotional support and wellbeing network.

www.nspcc.org.uk For adults concerned about a child's welfare
Telephone 0800 800 5000

NHS urgent mental health helpline Tel 0800 915 4644 (open 24/7)

www.nopanic.org.uk for panic attacks or OCD Telephone 0330 606 1174

Papyrus Hopeline UK Information and help for under 35's at risk of suicide and those who are concerned Telephone 0800 068 4141 Text 07860 039967

www.womensaid.org.uk Support for women/children re domestic abuse

www.youngstonewall.org.uk Support for young gay, lesbian, bi and trans

www.youthaccess.org.uk Advice and counselling network for young people

Get Men Talking

Get Men Talking initiative launched "Get Men Talking", is a new Surrey initiative commissioned by Surrey County Council Public Health and delivered by Time to Change Surrey ([Time To Change Surrey – Let's end mental health discrimination in Surrey \(endstigmasurrey.org.uk\)](https://www.time-to-change.org.uk)) to support men's mental health in Surrey, raise awareness of suicidal behaviours and teach people how to start supportive conversations through free mental health training that could help to save lives.

Suicide is the most common cause of death for men aged 20-49 in the UK. The aim is to target different male audiences across Surrey and encourage men to open up and have honest conversations. The campaign primarily engages with occupations which have a high ratio of both male staff and clients such as builders, merchants, barbers, footballers and taxi drivers, but it is open to anyone living and/or working in Surrey or any organisation based in Surrey.

The initiative offers a combination of free Mental Health and Suicide First Aid training to support people to: • feel more confident in having conversations about mental health with men • spot the signs of a suicide crisis • know how to interact • signpost to safety. The project will begin rolling out in three of the highest risk areas for suicide in Surrey: Elmbridge, Woking and Guildford. Training will take place in Surrey and online from March 2022. To register for Mental Health and Suicide First Aid training, please visit the Time to Change website [Time To Change Surrey – Let's end mental health discrimination in Surrey \(endstigmasurrey.org.uk\)](https://www.time-to-change.org.uk). For further information, please contact Joe Stroud: • Telephone: 07841 724 938 • Email: joe@endstigmasurrey.org.uk

PCN: Primary Care Network

We hope to give fuller details of our PCN and their work in the next issue, but basically A.M.P. is one of 6 local GP Practices who work together to buy services and equipment for all 6. (covering between 30,000 and 50,000 patients) where it would not be possible for each Practice to individually fund them. Footfall and the new telephone system are typical examples. More next time!



There will come a time when many of us will need a helping hand - be it for transport to a medical appointment, a little shopping or simple DIY.

This is when Ashted Good Neighbours step in!

Our VOLUNTEERS are DBS checked to ensure the safety of our client, not only when driving them to a medical appointment, but also waiting with them and ensuring that they are then returned safely to their home.



Our CLIENTS are much valued residents of our Ashted community, and if you feel you would like a “helping hand” from time to time, then contact us to find out more:

Tel: **07752 66 50 66**

Email: ashteadgn@gmail.com

or see our website www.agn.uk.net



Our VOLUNTEERS are at the heart of our not- for-profit organisation. They can, and do, make a huge difference to our community, and really enjoy the interesting and varied conversations with AGN's Clients. Ask any of our volunteers, it's very rewarding! If you can spare a few hours per month, at times to suit you, then contact us for more information.

We would love to hear from you.

GP TO COMMUNITY PHARMACIST CONSULTATION SERVICE (GP TO CPCS) Leatherhead PCN and Community Pharmacy Local Protocol

The AshLea Medical Practice has become part of a new Government initiative pilot service.

A brief outline of what this means for you is as follows:

NEW SERVICE NHS England is delighted to introduce the new GP referral to Pharmacist Service (CPCS) for patients with minor illnesses.

Currently 94% of all pharmacies are offering the service. The pilot earlier in 2021 has shown the processes to be safe, with high patient satisfaction.

OVERVIEW OF SERVICE

- Practices can send a patient with minor illness conditions, for a same day consultation, with a pharmacist.
- Pharmacist will conduct a consultation with the patient (face to face, phone or video consultation) and can include self-care advice.
- Pharmacist will take the patient's medical history and ask about current symptoms and any current medication.
- If the patient needs another healthcare service, the pharmacist can arrange this, for example, the pharmacist will help the patient to arrange an urgent GP appointment, or escalate to an urgent care setting such as ILL, A&E, Walk in Centre or Dentist if appropriate.
- The pharmacist will make a record of the outcome and send it to the patient's GP by secure digital message.

AGREED SERVICE RESPONSIBILITIES

- No referrals to Pharmacist Service for children under the age of 1.
- Patients to be informed that the Pharmacy will contact them, • The same day if referred before 4 pm, or the next working day if referred after 4 pm.

- Patient to contact the Pharmacy if not heard from the Pharmacist within 12 working hours. (It is a contractual requirement that the Pharmacy contacts the patient within 12 working hours (Mon – Fri dependent on Pharmacy working hours))

The Importance of caring for a child's teeth

Baby teeth just fall out, so they can't be that important, right? What if we said that our children's teeth have many important jobs to do?

The baby, or primary teeth, are paving the way for the adult teeth, maintaining space and guiding the growth of the adult teeth. They also are important for the daily tasks we often take for granted, like speech and speech development, eating, and smiling/communicating. Looking after your child's teeth will help prevent tooth decay, which can cause pain and infection, something which none of us would wish for. Importantly, by looking after your child's teeth, you are helping to set up healthy habits, which hopefully will last, leading to healthy, happy smiles for life.

How can I make sure I am looking after my child's teeth? We know it can be tricky, but setting up good habits from an early age can make a huge difference. Here are some top tips for looking after children's teeth:

Brushing twice a day: For babies, use a smear of tooth paste on a soft brush, older children can use a pea size amount of toothpaste. Ensure children are using the correct fluoridated toothpaste for their age, and using it under supervision. Try to always brush before bed, and at one other time during the day. Encourage children to spit out at the end of brushing, but not to rinse out. You can encourage positive habits with

things like sticker charts, using fun timers, utilising free brushing apps, and letting your child see you brush too. It is easiest to brush a child's teeth with them positioned either on your lap with their head resting on your chest or standing behind them with their head tilted back slightly.

Encourage a healthy diet: Avoiding sugar between meals is really important for making sure our children don't develop tooth decay. Encourage your child to drink mostly water or milk from a free-flowing cup. Ideally, juice and squash should be kept as an occasional treat at mealtimes.

Snacks should be sugar free, and could include things such as breadsticks, veggies, or cheese among other things. Be aware of hidden sugars, such as honey and syrups and beware of sticky things such as caramels and even raisins or dried fruit at snack time.

Visit the dentist regularly: Ideally parents should start taking their children to the dentist every 6 months, once they have started getting teeth, or by their first birthday. These visits are a great opportunity for your child to get used to the dental environment and to have their oral health checked. It is also a great opportunity to talk to the dentist, and get more tips on prevention!

We are fortunate in both Ashted and Leatherhead to have a number of great dental practices and they will probably hold events for children with free examinations, so the ideal opportunity to make trips to the dentist fun and engaging.

The PPG extend their thanks to Dr Mary Talbot from Forever Dental and Skin for her contribution to this article.



forever DENTAL AND SKIN

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✉ info@foreverdentalandskin.co.uk ☎ 01372 277 797 🌐 www.foreverdentalandskin.co.uk

We are passionate about providing the highest standards of private dental care. It is our number one priority for patients to feel expertly looked after by our dentists



Dr Antonio de Vivo
Implants



Dr Mary Talbot
Dentist



Dr Murray Pratt
Principal Dentist



Dr Ben Gurney
Maxillofacial Surgeon



Dr Monika Cedro
Specialist Orthodontist

Invisalign and Orthodontics

To help you achieve straight, healthy teeth

Dental Implants

To replace missing teeth and improve your smile

Cosmetic Dentistry

Including teeth whitening and smile makeovers

General Dentistry

In our new state of the art private dental practice

Facial Aesthetics

Including wrinkle correction dermal fillers, Profhilo and skin care