



## THE PPG - SURGERY NEWSLETTER

### PPG Updates – What's new in the surgery.

There have been several additions to the staff at the surgery since the last Newsletter.

We welcome Charlotte Luck, who many of you may know was at the Meads Surgery where she won the Practice Manager of the Year Award in 2020. Charlotte takes up the position of Business Manager.

Penny Hollywood has been appointed as the new Nurse Manager; she had a previous role with the ambulance service. One of her roles will be signposting patients to self-help, and other useful services.

There is a new pharmacy technician, Rebecca Smith, who will also assist with audits and drug monitoring. A new care co-ordinator and mental health practitioner will be, or has been, appointed.

Six new clerical assistants will be recruited, (some have already been appointed), and a new dispenser and a medicines counter assistant have also been recruited. You will meet several new receptionists, some of whom are still in training. Please be nice to them and help them settle in!

**Better  
Health** every mind  
matters

### Loneliness



Loneliness is an issue that can affect us all, young or old, at any point in our lives. We might live in a busy city or a rural location, on our own or with others and still feel isolated.

You should not blame yourself for feeling like you are struggling, now or at any other time. Follow the links for further advice.

1. [Feeling lonely](#)
2. [Advice for loneliness](#)
3. [Support for loneliness](#)
4. [Find more support](#)

Could you help a lonely person with a chat or a visit? Please contact the PPG if you think you could help and we will link you with our Social Prescriber, who will give you more information. Email the PPG at: [behppg@live.com](mailto:behppg@live.com)

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## **Top tips for Patients: making the most of telephone appointments**

The way people access healthcare has changed a lot during the COVID-19 pandemic.

One way of accessing an appointment is by using telephone appointments if your GP thinks it's clinically appropriate.

We know for some people, speaking to a doctor, nurse or other healthcare practitioner on the phone can be daunting.

Hopefully the tips below will help!

### **The environment:**

- Find somewhere quiet and private
- Try and limit the distractions around you.
- Have any hospital or GP letters that you may need with you and a pen and paper to write things down
- Make sure you have a list of your medication to hand in case you are asked

### **The technology:**

- If you are using your mobile phone, make sure you have enough battery power and/or your power cable is plugged in.
- When on phone calls, check your signal and move to a place where it is strongest if possible.  
Switch to hands free, this will make it easier to take notes of the consultation.

### **You**

#### **Before you make the call:**

- Take the time to write down in advance your symptoms and how serious you think they are, the questions you would like answered and the concerns on your mind.
- You can ask someone to be with you for support if you would find that useful. This person could even translate or take notes for you.
- Ask for an interpreter if you need one, as everyone is entitled to one.

#### **During the call:**

- Ask for the person's name, (it might not be a GP or nurse that you know), job title and number to call if you lose connection. Write them down so you don't forget.
- Tell the person you're speaking to what you would like to get out of the consultation.
- Check your questions off the list to make sure you haven't forgotten anything. The allocated appointment time is ten minutes and so it may not be possible to discuss everything in that appointment. Agree with the clinician what are the most important issues arising.
- Repeat at the end of the call what has been agreed. If you're not happy at the end of the consultation, let them know.



**Feeling unwell? Choose the right service**

Self-care	NHS 111	Pharmacist	GP (Doctor)	NHS Walk-in Services	A&E or 999
Hangover. Grazed knee. Sore throat. Cough.	Unsure? Confused? Need help?	Diarrhoea. Runny Nose. Painful cough. Headache.	Unwell. Vomiting. Ear pain. Back ache.	If you cannot get to the GP and it is not getting any better.	Choking. Severe bleeding. Chest pain. Blacking out.

## HOW SHOULD WE SELF CARE?

Nobody wants to waste the doctors' time but sometimes it is not always obvious what we can be doing to self care. In an increasingly digital world, we can find information about almost anything we might want. But when it comes to our health, what or who can we trust to give us the best and correct information? As doctors, we are nervous for our patients to be 'googling' symptoms because the internet is full of not only dubious sites but also dizzying amounts of information which may not even be relevant. So where should we be looking?

A good place to start if you want info about particular signs or symptoms or an area of health, such as mental health, diabetes or healthy living is the NHS website [www.nhs.uk](http://www.nhs.uk) which has excellent information about all sorts of symptoms and when you should seek advice from a GP. There is a search function on this website so you can 'google' your symptoms with confidence that the advice will be relevant in the UK.



### [The nhs website - nhs](http://www.nhs.uk)

Find out how your medicine works, how and when to take it, possible side effects and answers to your common questions. Because of coronavirus (COVID-19), it can be hard to know what to do if you're unwell. It's important to get medical help if you think you need it. For help from a GP – use your ...

[www.nhs.uk](http://www.nhs.uk)

Another excellent resource is [www.selfcareforum.org](http://www.selfcareforum.org) which has lots of info about self-care and also factsheets on common conditions, such as back pain, constipation, headache and others. These are great and also very sensible with safe advice. There are links to these at the bottom of the surgery website home page, under 'self-care'.

And finally, if you already have a diagnosis, then there is usually a charity website offering information, advice and support, such as: [www.asthma.org.uk](http://www.asthma.org.uk) [www.eczema.org](http://www.eczema.org) [www.fmauk.org](http://www.fmauk.org) (Fibromyalgia), [www.versusarthritis.org](http://www.versusarthritis.org) to name a very few.

Happy googling 😊

Dr Alice Quintana



## Do you suffer with Arthritis?

We know that the pandemic has left many people with arthritis waiting for appointments, surgery and treatments. Our [while you are waiting page](#) has resources, information and support for you while you're waiting.

## Versus Arthritis are there to help

We offer a [helpline](#), [our online community](#) and [Facebook](#), [Instagram](#) and [Twitter](#) communities are available, if you want to talk to other people living with arthritis. [AVA, our Arthritis Virtual Assistant](#) can help you find the information you need.

## How to stay motivated to exercise?

Follow the link in the title above.

When you're in pain or are fatigued because of arthritis, it can be so challenging to exercise. If you're looking for advice, Leon, from our Let's Move with Leon programme, has some great tips. [Read Leon's easy ways to keep moving>>](#)

## Getting dressed when you have Arthritis

From pull-on tops to fiddly buttons, getting dressed can be a struggle when you live with arthritis. It takes just a few simple adaptations to help making getting dressed more accessible. [Follow our tips on how to make dressing easier>>](#)



email us at: [behppg@live.com](mailto:behppg@live.com)



## DO YOU WEAR NHS HEARING AIDS?

If the answer is yes, or you know anyone who wears NHS hearing Aids. Please read on.

The Hearing Resource Centre in Eastbourne has moved and re-branded. They are now known as **EAST SUSSEX HEARING** and are in a new location in Eastbourne. Please see the slides below.



### IMPORTANT SERVICE UPDATES



We have moved to:

**Chantry House (ground floor), 22 Upperton Road, Eastbourne, BN21 1BF.**

You can contact our Centre on **01323 722 505 or 07950 855 580**

or email: **mail@eshrc.org**

**Good news! Our Centre is open to visitors on  
Wednesdays from 24th March - 10 to 12.30 and 1.30 to 3.30.**

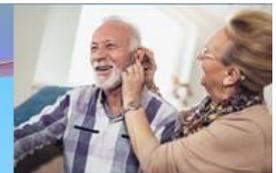
- **NHS hearing aid maintenance and replacement batteries**
- **Information & Advice on all aspects of hearing loss**
- **Demonstrations of hearing assistive equipment, e.g. amplified phones and TV listeners assisted by ESHT Audiology**

**In addition, we will continue to provide remote support by:  
phone/email/post/text/and zoom, facetime, etc. every weekday 9am to 4pm.**

The centre is a sanctuary for deaf people, where time is taken to communicate as easily as possible. Access to the centre is easy – all on one level – and everyone is welcome.



### IMPORTANT SERVICE UPDATES



#### EAST SUSSEX HEARING

**In addition, we will continue to provide remote support by  
phone/email/post/text/zoom, facetime, etc. every weekday 9am to 4pm.**

**NEW!!!** Audiology patients from Conquest and Park Practice can now order replacement hearing aid batteries and tubes directly from audiology at [www.esht.nhs.uk/service/audiology/order.hearing.aid.batteries.and.tubing/](http://www.esht.nhs.uk/service/audiology/order.hearing.aid.batteries.and.tubing/)

**The service is completely FREE, so there are NO postage charges/SAEs required/etc.**



# Have you replaced your tubes?

**Do you wear Hearing Aids?  
Have you replaced your tubes lately?  
Hearing aid tubes need replacing every 6 -9 months.  
If you have not replaced yours in this time,  
you may not be hearing as well as you should.  
If you have NHS hearing aids, ask for the tubes to be  
replaced at regular intervals, by whoever supplied them.  
They will be replaced free of charge.**

If you had your hearing aids from Park Practice in Eastbourne, you can either visit East Sussex Hearing at the address above or order replacement hearing aid batteries and tubes directly from audiology at:

[www.esht.nhs.uk/service/audiology/order.hearing.aid.batteries.and.tubing/](http://www.esht.nhs.uk/service/audiology/order.hearing.aid.batteries.and.tubing/)

The service is completely FREE, so there are NO postage charges/SAEs required/etc.

## HEARING SUPPORT GROUPS

Did you know there is a hearing support group in Uckfield?

Hard of Hearing Support Groups offer a great opportunity to meet other hearing-impaired people, make new friends in a relaxed and welcoming environment and learn from others about their personal experience of hearing loss.

The groups are also an ideal way to learn some useful communication skills that may help to reduce any feeling of isolation.

The Uckfield group meets every 3rd Wednesday of the month 10.30am -12.00 noon at The Mayor's Parlour, Civic Centre, Uckfield, TN22 1AE

If you are not comfortable about face to face meetings, there is also a Zoom (virtual) group on the 2<sup>nd</sup> Monday of each month from 9.30 -11.45.

Contact Sussex Hearing by email - [mail@eshrc.org](mailto:mail@eshrc.org) or call **01323 722 505** or **07950 855 580**

email us at: [behppg@live.com](mailto:behppg@live.com)



## BABY AND CHILDREN'S CLINICS

**Baby and pre school children's immunisations are continuing .**

**These include :-**

**MMR and pneumococcal vaccinations.**

**All children should have their vaccinations especially those at clinical risk.**

**Call reception to book an appointment.**

**This website gives details of what is given when.**

**<https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/>**

Baby and preschool children's immunisations are important. Please don't let your little ones go unprotected.

It is never too late to have the MMR vaccination at whatever age. Measles is out in the community and it is a dangerous disease.



**M M R**  
MEASLES MUMPS RUBELLA

**Measles is circulating, it is serious, very infectious and can cause complications.**  
Especially for those with a weakened immune system, babies under one year and pregnant women.

You need **two doses of MMR vaccine** to protect you, see your **GP practice** to make an appointment.

**It is never too late to have your MMR.**

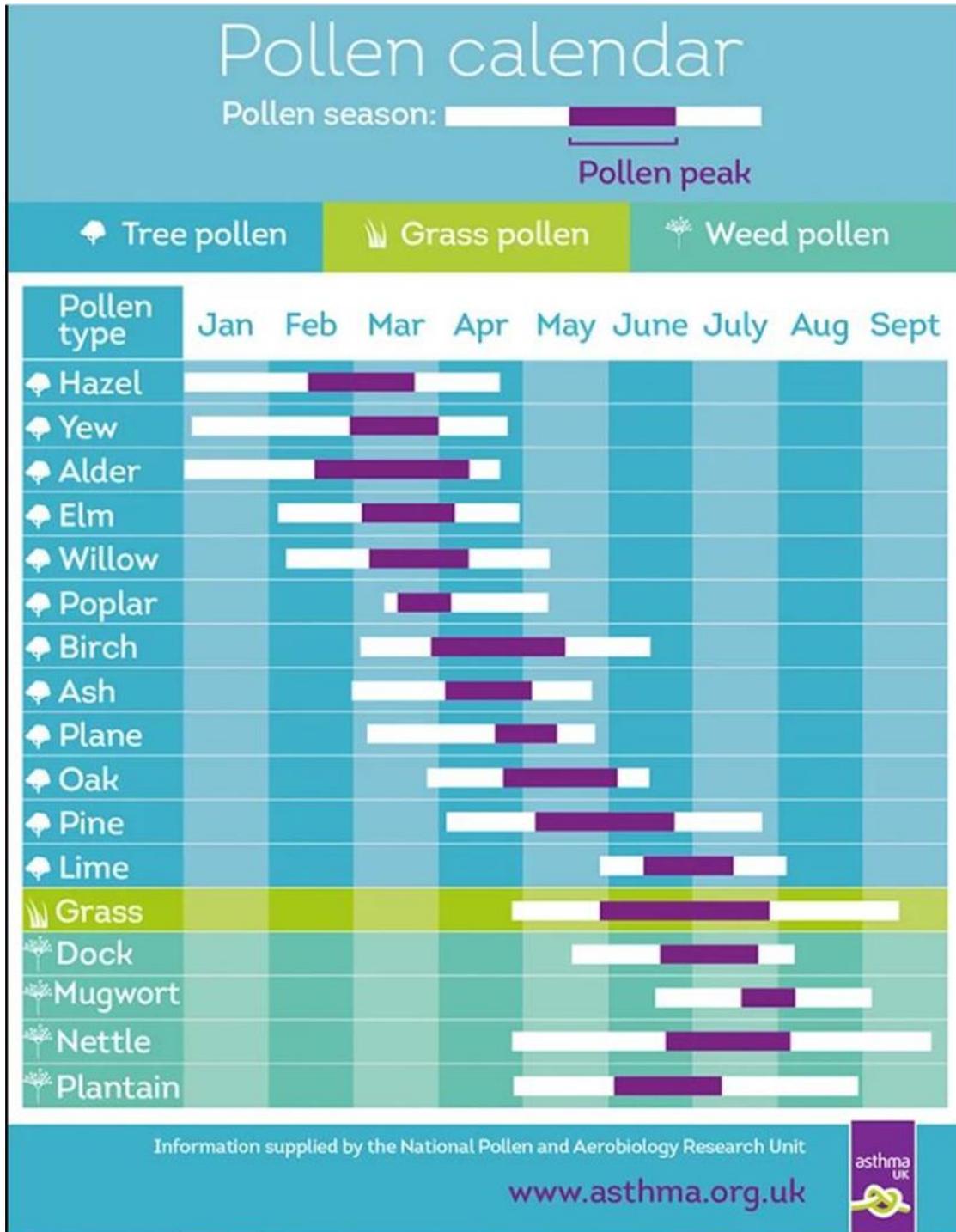
**i mmunisation**  
the safest way to protect your child



email us at: [behppg@live.com](mailto:behppg@live.com)



## It's Hay Fever Time!



Do you know what activates your Hay Fever? Lots of people with asthma are allergic to tree pollen, meaning they're at greater risk of symptoms being triggered and of having an asthma attack. And with several trees reaching their pollen peak in February or March (such as hazel, yew and elm), it's important to do what you can now, to make sure you're ready for tree pollen season.

email us at: [behppg@live.com](mailto:behppg@live.com)





## Follow our top tips and follow the links in the text below:

- [Check our pollen calendar, so you know what type of pollen sets off your hay fever](#) and when it's likely to be released.
- If you have asthma, make sure you take your preventer inhaler every day, and always carry your reliever inhaler with you.
- If you regularly get hay fever and take antihistamines, you should start taking them up to four weeks before you normally get symptoms. This means you may be less likely to react to that particular pollen type.
- If you use a steroid nasal spray, it can take two weeks to start working. Do start using it before you typically get symptoms.
- [Read more information about fighting pollen and hay fever](#) on our website.

[Learn more about pollen and hayfever](#)

## Hay Fever advice from NHS Choices



Hay Fever is usually worse between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest.

### Do

- Put Vaseline around your nostrils to trap pollen
- Wear wraparound sunglasses to stop pollen getting into your eyes
- Shower and change your clothes after you've been outside to wash pollen off
- Stay indoors whenever possible
- Keep windows and doors shut as much as possible
- Vacuum regularly and dust with a damp cloth
- Buy a pollen filter for the air vents in your car and a vacuum cleaner with a special HEPA filter

### Don't

- Don't cut grass or walk on grass.
- Don't spend too much time outside
- Don't keep fresh flowers in the house.
- Don't smoke or be around smoke.
- Don't dry clothes outside, they can catch pollen.
- Don't let pets in the house if possible, they can carry pollen. If unavoidable, wipe the pet with a damp cloth

email us at: [behppg@live.com](mailto:behppg@live.com)



## NEW - NHS Food Scanner app to help parents make healthier food choices for their children.



By downloading the free **NHS Food Scanner** App, families can swap out foods from the weekly shop for healthier alternatives and avoid items high in salt, sugar and saturated fat. The government campaign has been launched to help stem the growing tide of obesity amongst young people.

Once a snack item is scanned, the app will display its nutritional information using the familiar traffic light system, food swap recommendations, and also uses augmented reality to bring to life the sugar, fat or salt content of the scanned food.

[NHS Food Scanner app - Healthier Families - NHS](https://www.nhs.uk)  
([www.nhs.uk](https://www.nhs.uk))

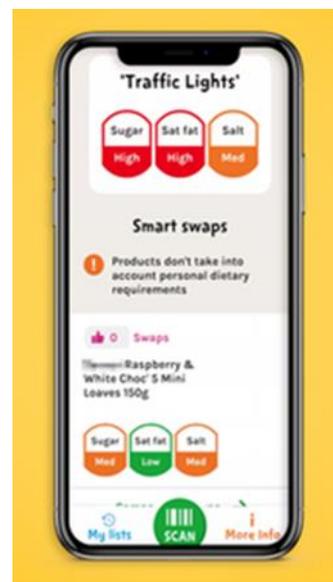
email us at: [behppg@live.com](mailto:behppg@live.com)





In addition, the Government have launched another app. Try them both and see which works best for you.

[Government launches food scanner app to promote healthier choices \(digitalhealth.net\)](https://digitalhealth.net)



**Are you at risk of Prostate Cancer?**



**Men at risk campaign**

A new campaign in partnership with NHS England to find the men whose prostate cancer has gone undetected as a result of the pandemic.

The campaign has a thirty-second risk checker. Try it out today.

Check your risk in 30 seconds with the risk checker at:

<https://prostatecanceruk.org/risk-checker>

and learn if you are at high risk of prostate cancer. You can then make an informed choice about speaking to your GP.

email us at: [behppg@live.com](mailto:behppg@live.com)

# Eating disorders. Know the first signs?

## Eating Disorders

Where to go for support when you have an eating disorder

Eating disorders are complex mental illnesses that anyone can develop, regardless of age, income and ethnicity.

According to Beat Eating Disorders there are an estimated 1.25 million people in the UK with an eating disorder.

If you're worried about yourself or someone else, seek help as quickly as possible, as this gives the greatest chance of a full recovery.

### For support:

- Contact your GP – They may ask about your eating habits and can refer you to a specialist.
- Tell someone - It can be very hard to admit you have a problem and ask for help. Start by talking to a friend or family member.
- Talk to an advisor - Beat – (The UK's Eating Disorder Charity) - has advisors who can talk to you, and information and resources to help you. Contact:

**Adult Helpline: 0808 801 0677 email: [help@beateatingdisorders.org.uk](mailto:help@beateatingdisorders.org.uk)**

**Youth line: 0808 801 0711 email: [fyp@beateatingdisorders.org.uk](mailto:fyp@beateatingdisorders.org.uk)**



### Lips

Are they obsessive about food?



### Flips

Is their behaviour changing?



### Hips

Do they have distorted beliefs about their body size?



### Kips

Are they often tired or struggling to concentrate?



### Nips

Do they disappear to the toilet after meals?



### Skips

Have they started exercising excessively?

If you're worried someone you care about is showing any signs of an eating disorder – even if they're not on our list – act quickly and get in touch. We can give you the answers and support you need to help them on the road to recovery as soon as possible.

**Don't delay. Visit [beateatingdisorders.org.uk/tips](http://beateatingdisorders.org.uk/tips)**



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