

JANUARY 2019

Rudgwick Medical Centre Patient Participation Group

Keep Safe This Winter

With winter upon us don't forget to keep in touch with your older neighbours, relatives and friends who are more vulnerable in the winter months and may need a bit of extra help.

It is important to keep warm as the temperature drops – both inside and outdoors as it can help to prevent colds, flu and more serious health problems, such as heart attacks, strokes, pneumonia and depression.

If you start to feel unwell, at the first signs of illness, even if it's just a cough or cold, get advice from your pharmacist, before it gets more serious. And don't forget – you may be entitled to a Warm Home Discount.

For more information visit: www.westsussex.gov.uk/winter.



Reducing Missed Appointments

Missed appointments or “DNAs” (Did Not Attend) pose a significant problem throughout the NHS. The Royal College of GPs annual Bright Ideas Awards recognise and celebrate GPs, practices, and patients who have come up with ideas to help improve efficiency and reduce workload in primary care. Among this year's winners was the Ley Hill Surgery in Sutton Coldfield whose staff sought help from the PPG on this challenging topic.

A PPG member who is also a psychologist suggested that aspects of behavioural psychology could be helpful and have been tested in previous short-term research in primary care. The practice put a number of strategies in place which made a significant impact. Results included:

- Reducing missed appointments by an average of 20% (up to 33% some months).
- Increasing early cancellations by an average of 21%.
- Average of 37 fewer missed appointments per month, approximately one working day.

Your Views

Do you have a comment, suggestion or concern relating to local medical and health care? If so, we'd like to hear from you! Please contact us by e-mailing: ppg.rudgwick@gmail.com



Multiple Health Conditions

A recent Health Foundation report found that one in four adults in England (14.2 million people) had two or more health conditions. This group accounts for over half (55%) of hospital admissions and outpatient visits and three-quarters (75%) of primary care prescriptions. The Health Foundation is an independent charity committed to bringing about better health and health care for people in the UK.

There is also growing awareness internationally of the increasing number of people living with multi-morbidity (multiple long-term health conditions). A policy report from Bristol University suggests that health services, including the NHS, need to adapt to address this challenge. The summary of recommendations includes greater emphasis on patient-centred care.



Keep Antibiotics Working Campaign

Antibiotics are a vital tool used to manage infections. A Public Health England report highlights how more than three million common procedures such as caesarean sections and hip replacements could become life-threatening without them.

This campaign returns to alert the public to the risks of antibiotic resistance, urging them to always take their doctor, nurse or healthcare professional's advice on antibiotics.



Message from Nicky Fuller, Rural Outreach Development Worker

Hello Rudgwick,

I hope that you had a wonderful Christmas and that 2019 is a good one for you, your families and friends. I can hardly believe that I have had the position of Rural Outreach Development Worker for Age UK Horsham District for 8 months now. Life flies by when you are enjoying yourself and it has done just that!

Let me start by saying that winter isn't everyone's favourite season and in particular for those of us who are in the later stages of our lives, the cold weather can be a worry. I know that in Rudgwick there is real community spirit and people look out for each other; if you can, please be especially supportive to the older members of your community over these next few months. There is an article in your local Parish magazine coming out soon, if it's not out already, with regards a transport proposal that I would like to pilot in Rudgwick. The idea of the project is to help those who aren't always able to get out and about.

Having spoken to many in the community, I know that people travel to various places on a regular/semi regular basis. Some of these places may include shops, garden centres, leisure centres, etc. Quite often they have planned their week or at least the next couple of days so they know what day and a rough time they will be leaving for one of these places. In addition, for most of these places, people travel alone. They will have, on average, three spare seats in the car. My suggestion is to fill these seats with local people who do not mind where they go, but get to go out to wherever the driver is going, for however long they were planning to go for. It is not a suggestion to solve general transport issues or to provide a free taxi service on demand (it must fit in with what you are already planning to do) but I do think it will help those who may not have access to transport to get out and about, experience more and get them socialising in, and connected to, their community. Please do get in touch if you would like to support me or help with the project in any way – you can email me on NickyF@ageukhorshamdistrict.org.uk or leave a message for me at Lavinia House on 01403 260560 and I will be in touch.

In the meantime, if you know of anyone that could do with support from Age UK Horsham District then do please encourage them to call us on the Lavinia House number – 01403 260560. Stay warm Rudgwick!



New Guide for Stroke Survivors

Around 80,000 people a year are admitted to hospital with a stroke, and there are more than one million stroke survivors in England. The recently updated My Stroke Guide from the Stroke Association gives people free access to trusted information about stroke and risk factors, alongside advice on prevention. It includes personal stories from stroke survivors, case studies from healthcare professionals who have used the guide, and explains how it can support staff working with people affected by stroke. It also includes information on locally commissioned support services.

Personal Health Budgets

Personal health budgets (PHBs) are one way to give people with long term health conditions and disabilities more choice and control over the money spent on meeting their health and wellbeing needs. A PHB may be used for a range of things to meet agreed health and wellbeing outcomes. NHS England commissioned an independent survey of people with a PHB to understand their experience. Nearly nine in ten, 89%, said their personalised care and support plan reflected what mattered to them, 86% said they had achieved what they wanted as a result of their plan and 77% said they were likely to recommend a PHB/IPB. The review also showed scope for improving the information provided to those who were interested in a PHB and cutting the time taken to set one up.

Stroke – there's treatment if you act FAST.

