



THE STEYNING MEDICAL PRACTICE NUMBERS

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PHYSIOTHERAPISTS 01903 843346

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Steypning Medical Practice
Tanyard Lane
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Practice website: www.steyninghealthcentre.co.uk

Patient online service (request prescriptions / make appointments): <https://systmonline.tpp-uk.com>

Emergency Pharmacy Details,
when no local service is available
Information can be obtained from
NHS 111

or www.nhs.uk



Issue 87

Autumn 2021

Steypning Medical Practice Patient Participation Group for Your Area



Inside: Practice News and
information on new staff

Bladder health

.Letter from the chair

**Please still wash your
hands several times a day
for 20 seconds**

**If you have symptoms of
coronavirus DO NOT go to
the practice
PHONE 111 or go online to
nhs 111**

Pages 2
to 6

Page 8

Pages 16
and 17

Wwwsteyninggoodhealth.co.uk

Steypning Medical Practice

Dr Jacqueline Holdaway BSc, MBBCH6 (University of Wales), DRCOG, (1996)

Dr Alex Rainbow BM (1983 Southampton)

Dr Alan Bennett BA Hons, ACA, MBBS, DRCOG, MRCGP (2007, St Georges University of London)

Dr Sophie Galloway St Georges MBBS 2003 & MRCGP 2010 (University of London)

Dr Rashmi Jain MBBS MRCP, DCH, DFSRH, PG Dip Cardiology

Dr Jane Marr MBBS (Guy's, King's and St, Thomas') BSc MRCGP MRCP DRCOG DFSRH

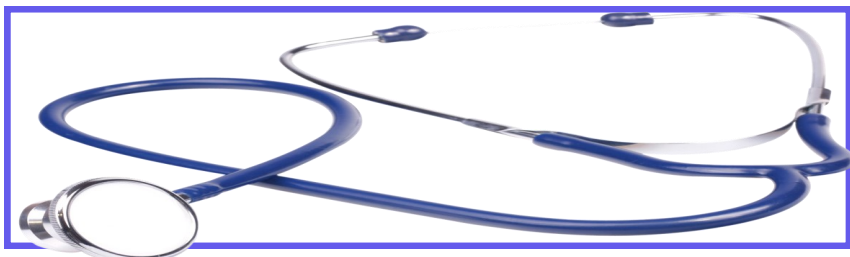
Dr Rebecca Poet DFFP 2009, MBBS 2003, MRCGP 2010

Dr Salman Jafri MA (Cantab), MBBS (Charing Cross and Westminster Medical School) 1998 MRCGP Exeter.

Dr Rusha Dawood

Dr Sarah Bruce

Dr Kat Kobialka



PPG COMMITTEE MEMBERS

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Ian Ivatt	Parish Council Liaison (Upper Beeding)	
Alan Chilver	Parish Council Liaison (Upper Beeding)	

Please feel free to ring any member of the committee whose telephone number is printed here. You can ask a question, ask for help, or pass us information. We are not established to handle individual complaints which should be directed to the Practice, or to any other provider concerned, but we can raise views and general concerns on your behalf.

Good Health aims to provide general information on a wide range of subjects. Readers should always seek advice from their GP or Pharmacist on individual and specific matters and, where relevant, their solicitor or financial advisor.

We are grateful to our advertisers who support the production of this magazine and in particular to the **Wilson Memorial Trust** who so generously grant us funds.

Good Health is normally published four times a year. We hope to publish again in Spring, 2022.

Find us on our web-site: steypninggoodhealth.co.uk

MAGAZINE DELIVERIES

First of all, I would like to thank everyone who delivers the Good Health Magazine.

You have given us support and reliability over the many years that John and I have been responsible for this and we, together with the PPG committee are very grateful for your involvement.

If any one would like to join our band of stalwarts and be responsible for delivering a number of magazines in their area, please get in touch with me, Felicity on 814007.

Many thanks



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Steyning Medical Practice Autumn 2021

Practice Update

We would like to stress how important it is for those eligible to make an appointment for their annual 'flu vaccine. By the time this magazine is distributed, the main 'flu clinics will already have taken place. If you still have not been able to get yours, please contact the practice to make an appointment to receive it.

We wanted to update patients on issues of concern to them. Many of you will have been told that you could not have a family member or friend with you during a face to face consultation at the height of the pandemic. You can now be supported by a friend or family member, if you would like that to be possible. The triage system will continue. If you are ringing to make an appointment, you will need to give reception staff a brief indication of your problem so that you can be triaged appropriately. If you have been told that you will be rung back, please tell the reception staff any times that might be inconvenient for you to receive a call, for example, at work or out shopping.

There are no plans at the present to offer any appointments in advance, so the same system of ringing on the day will be required. The exception being blood tests which can be booked online.

If you have a hearing problem of any kind and find telephone conversation difficult, please email, or write to the secretarial team at the practice. They will then ensure that the receptionists are aware and can properly assist you. Once you access the Health Centre building, the Hearing Loop is fully functioning.

Dr Rainbow has decided to reduce his working days at the practice and **Dr Jacqueline Holdaway** has taken over as Senior Partner.

Dr Bennett has taken on responsibility for Care Quality Commission (CQC) compliance.

Dr Melissa Constable has stepped down from the practice to allow her to spend more time with her family and we wish her well.

We welcome **Dr Sarah Bruce** who will work on Tuesdays, Wednesdays and Thursdays. Here she introduces herself:

I graduated as a doctor in 2008 from Warwick Medical School then moved back home to Sussex to do my GP training.

I qualified as a GP in 2013 and have worked in surgeries in Worthing and Horsham before joining Steyning Medical Practice. My special interest is in women's health and contraception.

When not working, I enjoy spending time with my husband and our two young children who definitely keep me busy!

And also...

Dr Kat Kobialka who will work two days each week. We welcome them both.

We have also appointed a paramedic, **Caionhe St. John**, who will be working Monday to Thursday each week. We welcome her this month.



G. Standing

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Voluntary Sector Support In The Horsham District

Health and Care System

Events:

Briefing 14th Oct, 12noon

The changes in how the health and care system will work across Sussex, as outlined in the Health and Care Bill, will mean increased opportunities for voluntary, community & social enterprise (VCSE) involvement as a partner at both the system (Sussex wide) level and at Place (East Sussex, Brighton and Hove and West Sussex).

Sussex Health & Care Partnership & Community Works would like to invite you to a short briefing session, where they will outline the proposed changes to Sussex Health and Care Partnership and Place based working, the model of VCSE leadership and how it is developing, how the VCSE will be involved and also the model for involving the public in work around health and care- in which the local VCSE is vital.

The briefing is on:
14th October, 12:00 – 14:00

You can join via the MS Teams link

Contact VSS if you have any questions

VSS Email: volunteering@horsham.gov.uk

HorshamDC@stayconnected.horsham.gov.uk

Dr Jacqui Holdaway Senior Partner

It was a real pleasure to take part in one of the last events of the Steyning Festival recently, at St Andrew's Church representing the Medical Practice staff.

I was able to share along with other community members how the pandemic had affected us personally and the impact of trying to keep everyone safe, reduce infection and continue to provide the same high level of care we were used to providing.

It has been a difficult eighteen months for us all. We have needed to respond quickly to having to move to alternative ways of consulting and keeping up with the ever-changing NHS guidance; as well as releasing staff to support the amazing vaccination service in the Chanctonbury area.

Unfortunately, we have not been able to address every person's 'wants', but the service has moved towards focussing on patients' needs, with the limited resources we have under the NHS.

We hope to take forward the many positives that have come out of the changes we needed to make during the pandemic, now communicating with more patients than ever before. Each day we are delivering more consultations both face-to-face and by telephone and video, as well as offering additional appointments using the GP access service (GPAH) and the new electronic platforms we never had access to before. We know you may feel it is not enough but demand outstrips capacity and resources across the whole country and not just in our area. We will continue to see patients who need clinical assessment and begin to open up services like cryotherapy and micro-suction again.

Our first **FLU** vaccination clinic took place on Saturday 11th September and more clinics have been arranged for the following four Saturdays.

As members of the **Chanctonbury primary care network**, we now have access to a team of clinical pharmacists and technicians to support us to carry out complex medication reviews and queries.

We also have social prescribers and care navigators to support you in the community and a newly developing frailty team.

Additionally, we have access to a practitioner in musculoskeletal medicine who comes in once a week, too. Our triage team may offer you these services first, if needed.

I am pleased to say we have also taken on three new GPs: Dr Rusha Dawood and Dr Sarah Bruce who are already in post and a third colleague beginning in October, as well as two further healthcare assistants with additional administrative staff to strengthen us.

Looking forward, we know this winter will be difficult. If you are over 50 or if you are aged 18-50 and have an eligible condition, please book a 'flu vaccination appointment.

We do hope to negotiate being able to offer some Phase 3 COVID boosters here at Steyning but we are so thankful for our amazing colleagues of Henfield and Glebe Surgeries, who have provided our patients with COVID vaccinations so far.

Jacqui Holdaway
Steyning Medical Practice



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The image is a promotional flyer for 'emas nails & beauty'. The logo features a black silhouette of a person sitting on a large, stylized blue 'e' that forms part of a circle. Below the silhouette, the text 'emas nails & beauty' is written in a blue, cursive font. To the right of the logo, the text 'Local fully qualified beauticians' is written in blue, with 'the guild' logo above it. Below this, a list of services is provided: 'Pamper parties', 'Birthdays', 'Brides to be', 'End of school proms', and 'Special monthly treat'. A line of text says '...all catered for'. To the right of this is a black circle with white text that says 'GIFT VOUCHERS AVAILABLE'. Below the list of services, there are two images of gift vouchers: one for £20 and one for £10, both featuring the 'emas nails & beauty' logo. At the bottom of the flyer, the text 'Evening appointments available', 'Home visits by arrangement', and 'Phone to discuss your ideas or just pop in' is written in blue. Below this, the phone number '07917 644909' is displayed in large black digits, followed by 'OPEN: Mon - Sat' in smaller black text. The address 'Unit A, Cobblestone Walk, High Street, Steyning, BN44 3RD' and the website 'www.emasnailsandbeauty.co.uk' are listed at the bottom in blue.

T A D

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BLADDER HEALTH UK – LIVING POSITIVELY WITH BLADDER ILLNESS!

Bladder Health UK is a small charity that is filling a huge gap in support for people living with bladder issues. We are the largest bladder patient support charity in the UK and help people to live positively with bladder illness through the provision of personalised support and care. We do this through a staffed Advice Line, a network of support groups, an informative website, a member magazine and an active closed Facebook group. With an estimated 14 million people living with a bladder problem in the UK, there are lots of people we need to reach. We work in partnership with healthcare professionals to aim for a future free from the pain, stigma, and isolation of bladder illness.

Bladder Health UK is one of the many, smaller patient charities fighting every day to support people living with 'unsexy', embarrassing illnesses which nonetheless can still cause great harm if left untreated. Run by sufferers for sufferers, with an advice line staffed by specialist nurses and sufferers, they give hope, support and vital healthcare advice to those in need. The charity is well respected for its integrity and honesty. It is not aligned to any organisation but has a wealth of medical support to make sure it provides the most up to date and approved information. It is both compassionate and passionate – understanding the patient experience and fighting to have them represented at the highest level.

Suffering from an embarrassing bladder illness can be incredibly lonely but it doesn't need to be that way. We want to give sufferers and their families hope and most importantly a sense of community. There are many treatments and new treatments on the horizon but our NHS, severely stretched by Covid, doesn't always have the resource or correct guidance in place for patients. This means that all too often we see patients misdiagnosed, left waiting in pain and fear and suffering through incorrect management.

By being informed, equipping yourself with the right information about your symptoms- we can help you get a diagnosis and back on track to a healthier and more positive life.

If you have a bladder problem, please don't suffer in silence! You can contact us by email at info@bladderhealthuk.org or via our Advice Line 0121-702-0820.

Supporting invisible disabilities



Bladder Health UK

Living positively with bladder illness



I need access to disabled toilets.
Remember not all disabilities are visible.

Bladder Health UK

www.bladderhealthuk.org

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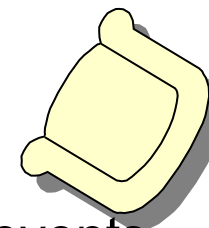
Register here for your card

We obviously have not been able to offer you Focus Group meetings throughout the pandemic and hope that our continued offering of video clips on the steyningppg.groups.io site have been useful. These will be continued for the foreseeable future. We have been particularly grateful to West Sussex MIND for providing us with very useful links to appropriate information.

Finally, I would like to welcome a new committee member – Sue Rogers – whom some of you will remember as a member of the Parish Council. We are very glad to have her join us.

Stay safe and well.

Lesley Humber

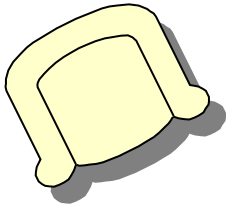


New self-harm learning events will support schools, parents and carers

West Sussex Mind and YMCA DownsLink have teamed up to launch a new initiative to help children and young people who are self-harming.

The two organisations are setting up 'learning networks' across Sussex to help schools, parents and carers support young people and children who self-harm. There will be a series of learning events for schools in West Sussex, East Sussex and Brighton and Hove and another series of events for parents and carers.

West Sussex Mind chief executive Katie Glover said: "People working in educational settings and parents, families and carers across Sussex will be able to improve their understanding and skills to prevent and respond to self-harm. This is especially important here in Sussex as it has a higher than the national average of cases that result in a hospital admission. [Westsussexmind :01903 277000](https://www.westsussexmind.org)



Autumn 2021

Letter from the Chair

Dear Friends and Neighbours,

I sincerely hope you have all stayed well over the summer and were able to enjoy some of our new freedoms safely.

Since we published the last magazine, there have been some changes in the Practice and new members of staff to welcome at work in Steyning. We wish them well.

At the time of writing, we have just started to provide information about the 'flu campaign for this year. Please watch the Steyningppg.groups.io messages for the latest updates.

This year, we have been providing volunteer assistance to the Practice to help with the 'flu clinics. We already had a list of volunteers, who were willing to help with the covid vaccinations in Henfield and it was those people we first approached. If some more of you feel that you might also like to help a bit closer to home if needed, please get in touch via the steyningppg@gmail.com email account. A big thank you to those who have already given up their time to help our practice and our community.

We continue to be grateful to the Wilson Memorial Trust for the financial support that enables us to produce this magazine, for the loyalty of our advertisers and the helpfulness of our printer David Page. We know that it is valued.

Hopefully, we shall be able to produce our next magazine early in 2022. If there is any information you would like to see included, please let us know.

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Pharmacy Manager:
Lindsay Smith

Superintendent Pharmacist:
Michael Slator

Flu Jabs - Covid-19 Update

- Starting Friday 18th Sept 2020
- Pre-booked appointments only (please phone)
- Do not arrive early for appointments (no waiting area)
- Face coverings must be worn unless exempt
- Safety protocols will be explained when booking and must be followed

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WEST SUSSEX MINIBUS

Bringing independence and social together

West Sussex Minibus has supported individuals and community groups across the county since being founded in 1974. It is run entirely by volunteers who dedicate their time to make the service the success it is today.

Operating from Billingshurst, Five Villages, Petworth, Pulborough, Steyning, Storrington and Wisborough Green, West Sussex Minibus provides a vital transport service for those not living close to public transport links, whilst being a lifeline to anyone less active, enabling them to remain Independent.

For individuals, the service offers both practical trips like shopping, to the fun and social, like coffee, lunch or sightseeing excursions. You get picked up and dropped off at your house and can even get a helping hand to carry your shopping to your door if needed. It is a welcoming, affordable service that runs year-round alongside being a great way to make new friends and catch up with old ones.

Community groups and not for profit organisations are also welcome to utilise the charities minibuses. As members, they can use the buses for a regular commitment or a one-off trip. Whether a youth or sports club, faith or hobby group, all can register with West Sussex Minibus as an Affiliate Member.

As an all-volunteer organisation, the charity relies on people from the local community to step forward to help run services to ensure it is here for generations to come. There are many different roles to choose from depending on both skills and time availability. Everyone who joins plays a pivotal role, whether a bus driver, bus escort or a local coordinator.

Steyning and District u3a

Enjoying life after work

Ask many people what retirement is all about and they might say - more time to travel, enjoy hobbies, and spend time with family. But when it actually happens and you walk away from work for the last time, it can also feel like a loss. Loss of identity, the company of colleagues and, perhaps most impactful of all, the loss of structure in your day to day life. Whilst that lack of routine can be liberating, it can also be very unsettling, especially in the early days.

u3a is an international organisation where members form interest groups dedicated to continued learning on a self-help basis. The Steyning and District u3a has over sixty groups including topics as diverse as the members who enjoy them from, water colour painting, canasta, world affairs, mah jong, mathematics, bridge, dressmaking and music appreciation. There are also some active groups such as walking, cycling and bird watching/natural history.

The only criterion to join this low cost organisation (£5 for 2021/22 to be involved in as many groups as you choose) is that you are no longer in full-time employment, although many members join pre-retirement to sample a few groups as part of the transition process.

To find out more see our website <https://steyninganddistrictu3a.org.uk> or contact Diann Clarke, membership secretary at memsecsteyninganddistrictu3a.org.uk or 01903 893156



Many of you will now know that I had to make the most difficult decision of my life and recently completed on the sale of Valerie Manor. Sadly, over the years my anxiety had worsened, and I felt I needed to concentrate on my own health after going at such a pace for so long with the intense pressure owning a nursing home has.

I wanted to take the time to write as the sale had to remain confidential and there are so many people that I didn't get the opportunity to speak to and thank personally. Where do I start!.....

I started to work in nursing homes at the age of 13 where my love for the older generation began. Personal experience proved to be invaluable, and the Valerie Manor family began.

I Purchased Valerie Manor in 2008 which was then a 15 bedded residential care home, Barry and Maureen Tiller, along with the special staff welcomed me into their family. Joyce, Steve, Emma, Lyn, Lucy and Michele.....you have all been at my side throughout and I can't thank you enough.

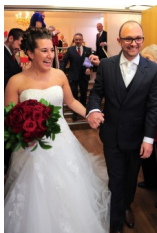
I went on to project manage the purpose-built nursing wing which completed in 2011 and was opened by Dame Vera Lynn. Valerie Manor was the first home to achieve an Outstanding Rating from the CQC in West Sussex in 2014 and then again receiving outstanding in 4 out of 5 KLOE's including safe in 2017. I was the registered manager of Valerie Manor for 12 years and lived on site for 10 years, so it really was part of my family. When Alan and I got married the residents, team, relatives and so many in the Community were part of our day, it makes me smile looking at the photos, a resident doing a reading for us, The Towers Pupils being a very special personal choir, Reverend Challis returned to take the service for us.....we even got to celebrate two wedding receptions so we could have one at Valerie Manor for the residents who couldn't come along in the evening.

What an amazing Community we have, from the minute I took over Valerie Manor to the day I left the support, hard work and dedication of the team has been incredible. They really are an award-winning team and should be so very proud of what they do and how they not only care for the residents and their families but each other too. Steyning Medical Practice, there are so many names I would like to mention, all the lovely GP's, nursing, and administration staff, I was so lucky to have such an amazing GP surgery behind me. I have to say a special mention to Gail who I recall contacting very early in my journey for advice and support and throughout my time at Valerie Manor has been amazing should I be in a pickle!

Mike, Lyndsay and the team at Upper Beeding Pharmacy – Just amazing! I am so proud that Alan is now part of that wonderful team continuing our links to the Community.

All the team at the Towers, what special people you are, Sue and her team at Beeding News at the heart of the Community, Stephanie and her congregation at St Peters Church, Clare our wonderful gardener who developed the stunning gardens and not forgetting James from

The Outstanding Society Community Interest Company is a limited company registered in England and Wales. Company Number 13434980 Registered Office: Atlas Chambers 33 West Street, Brighton, East Sussex, BN1 2RE



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