

Good Health

Spring 2024

Issue 94



Steyning Medical Practice Patient Participation Group

ppg

Welcome to the Spring edition of Good Health. The magazine has a new look, which we hope you will like.

The PPG and colleagues from Steyning Medical Practice have collaborated, in this issue, to provide lots of health information and updates. The PPG would welcome feedback about the usefulness of this health content and if our new look magazine meets with your approval. Any suggestions for future health content would also be welcome.

The Medical Practice has provided updates on the Doctors and Non-Clinical Team, including information about the appointments system and the e-Consult Service - which is a way to contact the Practice online, regarding non-urgent problems and requests.

There are also updates from the NHS, articles about Social Prescribing and Pharmacy First, together with support information for Mental health, Dementia and Carers.

ppg

We would love to know whether or not our efforts are meeting your needs. Please give us any feedback, or suggestions as to how we could improve, via steyningppg@gmail.com

steyningppg@gmail.com

Dear Patients

We have had a challenging winter, which we have managed to get through. We had extra funding from the Integrated Care Board (ICB) and were able to offer additional on the day appointments to our patients.

- In January we welcomed Dr Louise Dale to the practice team.
- Dr Kobialka has now returned to work from her maternity leave.
- Dr Claudine Anstead will join the practice in March.
- Dr Russell Brown will join us mid April 2024.
- In March we welcome a new practice nurse, Helen Maunton, to our nursing team. Helen will be taking over the care of our learning disability patients. Helen will work alongside Pauline, looking after our asthma and Chronic Obstructive Pulmonary Disease (COPD) patients.
- Sue Sergeant, who was our Primary Care Network (PCN) Physicians Associate, has now left the PCN.
- Ezim Eneli, our PCN pharmacist, will be leaving at the end of March 2024. We are now actively recruiting for a pharmacist to join the practice team.
- Steve McNulty, our paramedic, who is a reservist in the army, has been deployed to work in Cyprus for nine months.

Hypertension Support Service.

We have been using the hypertension support service, which some patients may be aware of. This is provided by the Sussex ICB, to work with the practice to measure or treat blood pressure.

The service includes a team of advisors who contact patients by phone to obtain up-to-date blood pressure readings, provide coaching and lifestyle advice, start seven day readings, where appropriate, and book in for consultation with a pharmacist.

The pharmacist then contacts patients by phone to discuss initiation of, or changes to, medication, as well as continuing with lifestyle guidance. The intention is for minimal work to be returned to the practice, with repeated interactions from our team as part of the service. Patients will be discharged from the service when:

1. They submit a blood pressure reading that is within target.
2. They explicitly decline involvement with the service.
3. They reach the maximum drug treatment tolerated.

Sheila Lidbetter (Practice Manager).

Covid Boosters

The practice has signed up to the Spring Covid Booster campaign which is due to start in mid-April.

- We will be offering appointments at the Health Centre.
- We aim to have a dedicated phone line for booking appointments.
- The eligibility will be as before and appointments will be sent by text, or offered by phone.
- Housebound patients and care home residents will be the first to be vaccinated.

Patient Feedback

We have a new website in development – and would welcome feedback, good or bad! If it's positive, we know we are doing a good job, and if negative, we know there is room for improvement.

Thanks for the patient feedback on 'I Want Great Care', and to those completing the 'Friends and Family Test'. Of those responding, 74% found the practice easy to get through to by phone, while 80% were satisfied with the appointment offered. We have a patient suggestion box in the waiting room.

Repeat Medication

It would be helpful if patients requiring repeat medication could please order early for Easter, the May Bank Holiday weekends and during the busy summer months. Patients can order:

- Via the NHS APP
- By signing up for online ordering – speak to our reception team
- By email sxicb-wsx.steyningprescriptions@nhs.net
- By letter
- By request slips.

Sheila Lidbetter (Practice Manager).

Steyning Medical Practice:

- 01903 497227
- <https://www.steyningmedicalpractice.co.uk/>

For out of normal hours assistance:

- Please call 111
- Or visit <https://111.nhs.uk/>

In an emergency

- Please call 999



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Dr Jacqueline Holdaway BSc (Hons) Pathobiology, MB BCH (University of Wales), DRCOG.
Dr Alan Bennett BA (Hons), ACA, MBBS, DRCOG, MRCGP (St Georges University of London).
Dr Sophie Huxley St Georges MBBS 2003 & MRCGP (University of London).
Dr Rashmi Jain MBBS MRCP, DCH, DFRSH, PG Dip, Cardiology.
Dr Salman Jafri MA (Cantab), MBBS Charing Cross and Westminster Medical School, MRCGP Exeter.
Dr Sarah Bruce 2008 University of Warwick, BSc (Hons), MBChB, MRCGP, DRCOG, DFRSH.
Dr Vicky Gover MRCGP, FSRH LoC-IUT, DRCOG, MBBS, Guy's Kings and St Thomas's Medical School, Kings College London.
Dr Katherine Kolbialka MRCP, DRCOG, MB BCH.
Dr Louise Dale BMed Sci (First), BM, JCPTGP, MA Medical Law & Ethics (Univ of Keele, 2000 Honorary Doctorate DU (Lincoln).
Dr Claudine Anstead 2004 MRCGP Royal College of GPs London, DRCOG, MB BS BSc Medicine Imperial College London.
Dr Russell Brown (From April)

The Non-Clinical Team

We have recently restructured our non-clinical teams.

Judit and Julia are our assistant practice managers. They oversee the day to today running of the surgery and work closely with the practice manager.

Michelle is our patient care coordinator who works in reception. She supervises the reception team to ensure that the practice's daily capacity in appointments is utilised fully. Using her knowledge of local services, Michelle and the reception team manage patient queries and can safely signpost patients to the best place for their care.

Rebecca, Andrea and Diane are our admin team who provide support to our clinicians to ensure patients with long term conditions, such as asthma and diabetes are monitored regularly. They will arrange investigations and appointments and contact patients by text or phone. They also provide admin support for our flu and covid clinics.

Giorgio is our patient experience care coordinator who ensures that patients have access to up-to-date information on the website and social media platforms. He works closely with Phil from the PPG to deliver this information on our screens in the waiting areas.

The Practice offers a variety of urgent (same day) and routine appointments. Routine appointments are available to book with our nurses, HCAs and GPs.

We might offer patients a routine appointment via GPAH (GP ACCESS HUB or known as Enhanced Clinics) if their problem is suitable for this service. This is initially a telephone assessment with a clinician, however patients might get a face to face appointment offered at one of the local practices such as the Glebe at Storrington.

Depending on the type of appointment, we have different time scales of availability. Nurses and HCAs routine appointments are available within a week or sooner, with GPs it's usually 2-3 weeks wait. Once all of the available routine appointments are full, patients will have to wait until the next rota release before we are able to offer further routine appointments.

Book a Routine Appointment

We operate an appointment system Monday to Friday, for pre-bookable routine/non-urgent appointments.

Ways to book:

1. Download the NHS App
2. Book via SystmOnline
3. Complete an eConsult
4. Telephone: 01903 497227

Urgent (Same Day)

URGENT health concern requiring on-the-day attention. (Not regarding regular medication, mild side effects of medication, ongoing problems or minor issues that self-care or pharmacy advice can solve). If patients need to see a doctor urgently on the day please call the surgery on **01903 497227** or come in and book an emergency appointment. These are run every day and are only bookable on the day.

All requests for same day appointments will be passed to the duty doctor (telephone triage). They will discuss your medical problem with you over the phone. If they are unable to resolve your problem, they will book you a face-to-face appointment for that day.

There are some conditions unsuitable for general practice and the reception team might signpost patients to other services such as Dentist, Pharmacist, Minor Injury Unit, Urgent Treatment Centre, 111 or A&E.

Life Threatening conditions are not suitable for General Practice. You should always call 999 or go straight to A&E. Examples include loss of consciousness, a sudden confused state, chest pain, breathing difficulties, slurred speech, face dropping, any serious trauma or injury.

About e-Consult

The e-Consult service is a way to contact your own NHS GP practice online, for free, anywhere you have access to the Internet, quickly and safely. e-Consult is easy to use and will give your doctors all the information they need to triage and make sure every patient gets the care they need.

e-Consults can be accessed via the NHS APP or a link on our website and are available to use Monday to Friday from 7.00am onwards until all our available e-Consults slots are gone for the day. At times of high demand we may switch them off and patients will need to wait until the next open day to submit them.

They are a good way to get help with minor issues, repeat medications, sick note extensions and allow you to upload photos or documents. We aim to reply to each one submitted within 72 hours with either an appointment, response or prescription.

The e-Consult service is for routine or non-urgent and administrative queries only. They are **not suitable for URGENT issues** and these should always go through our Reception team.

If you are requesting an e-Consult for a child over 16, you will need to have a written consent.

The e-Consult system also offers advice on minor ailments via the NHS website or advice on when you should attend A&E.

Useful guide for e-Consults:

Do use e-Consults for:

- Routine non urgent medical problems
- Routine non urgent appointment requests
- Non urgent medication requests
- Administration queries
- Extension of Medical Certificate request (Sick note).

Do not use e-Consult for

- Urgent queries
- Urgent on the day appointment requests
- Severe mental health problems
- Severe Injuries and traumas
- Bypassing the phone line for on the day request
- First (new) request of Medical Certificate (Sick note)



**Are you worried
about your
drinking habits?**

**Does it feel
impossible to
break the cycle?**

**Appointments
available in
Steyning**

Would you like support?

- 1-2-1 sessions with a trained Advisor
- Help to reduce or stop drinking
- Face to face, online, or telephone appointments available

FREE

Speak to our Wellbeing Advisors for free and confidential support on **01403 215111**, or email **info@horshamdistrictwellbeing.org.uk**



**www.horshamdistrict
wellbeing.org.uk**

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Measles (MMR) Vaccine Update

Measles cases are on the rise again. After clean water, vaccination is the most effective public health intervention in the world. NHS England has announced a campaign in which all parents of children aged 6-11 years will be contacted to encourage them to make an appointment with the nurse for their missed MMR vaccine.

Routinely, two doses of the safe and effective MMR vaccine are needed for maximum life-long protection, with the first dose given around the child's first birthday, and the second dose given at around three years and four months. As a medical practice, we will be promoting the importance of the MMR vaccination, and contacting parents of those children who are yet to have their vaccinations. If parents or guardians have any queries regarding the vaccination, please contact the Medical Practice. More information can be found on the NHS choices website.

Pharmacy First

The Pharmacy First Scheme was launched by NHS England on 31 January 2024, to help give patients effective and accessible care and ease pressure on GP services.

Patients can now get treatment for seven common conditions, Sinusitis, Sore throat, Earache, Infected insect bites, Impetigo, Shingles and uncomplicated UTI infections, directly from their local pharmacy, subject to a consultation with the pharmacist. If appropriate, the pharmacist will be able to provide advice and prescribed medication.

Ninety five per cent of pharmacies in England, including those in our local area, have signed up for this service, which will give GPs more time and space to see patients with more complex conditions.

You can find more information on page 12 about Pharmacy First and which local pharmacies are offering this service.



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Social Prescribing has been available in Steyning for a few years now. Below is a reminder of what the service covers and who can refer in.

GPs and surgery staff can make referrals to our AgeUK Social Prescribers, who will then connect people to relevant and appropriate services and support.

What do the Social Prescribing Co-ordinators do?

During our initial assessment, Social Prescribers have up to 45 minutes to explore the patient's worries and how these are impacting on their health and wellbeing. We encourage patients to focus on what matters most to them through shared decision making and support planning, using focused goals. We can connect people to community groups and agencies for social, practical and emotional support. We collaborate with local partners and community groups to ensure people can access the services they provide.

Our social prescribing service aims to support individuals aged 18 and above who are experiencing various challenges impacting their health and wellbeing.

Who can be referred?

Here's a quick overview of who can be referred to our service:

- Individuals aged 18 and above (not restricted to older people).
- Those who have consented to the referral.
- People experiencing loneliness, low-level mental health needs, or difficulties managing health conditions.
- Individuals seeking support to engage with local organisations and services.

A Social Prescriber might help a person with signposting and referring onto:

- Support with tackling money, housing or benefit issues.
- Finding employment support services, volunteering opportunities or learning a new skill.
- Becoming digitally included.
- Accessing ways of improving emotional wellbeing, including accessing IAPT services - this might also include befriending schemes, peer support, or arts and leisure activities.
- Encourage social aspects of healthy living which may include diet and exercise, as well as non medical support to manage a long-term health condition.
- Practical support services to manage at home and keep safe.

As Social Prescribers, we are committed to:

- Empowering individuals to make positive changes themselves.
- Providing tailored support and a person-centred approach to address a wide range of health and wellbeing issues.
- Assisting individuals in building a network of support.
- Offering short-term interventions (6 X 45-minute sessions).
- Respecting individual choices and decisions, focusing on what matters to them.
- Working collaboratively and non-judgmentally.
- Seeking permission from the patient before engaging with other agencies involved in their support, unless there are safeguarding concerns.

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The new service called 'Pharmacy First' was launched nationally on 31 January 2024.

This is a service in which patients will be able pop down to their local participating pharmacy for help with seven minor conditions, which would previously have required a GP appointment. The seven minor conditions are:

- Sinusitis in adults and children over 12 years
- Sore throat for children and adults over 5 years
- Ear ache (acute otitis media) for children aged 1-17 years
- Infected insect bite for children and adults over 1 year
- Impetigo for children and adults aged 1 year and over
- Shingles for adults over 18 years
- Uncomplicated urinary tract infections in woman aged 16 to 64 years.

In consultation with the pharmacist, patients with symptoms suggestive of the seven minor conditions will be provided with advice and supplied, if clinically appropriate, with a prescription-only treatment. If the pharmacist is unable to help with the condition the patient is presenting with, they will be referred to the appropriate healthcare such as 111, A&E or GP surgery.

The Pharmacy First service will be offered in our local area by:

- Ashington Pharmacy
- Bakhai Pharmacy in Shoreham
- Henfield Pharmacy
- Paydens Pharmacy in Steyning
- Storrington Pharmacy
- Upper Beeding Pharmacy.

Not all pharmacies will be offering the Pharmacy First service. You can find out pharmacies offering the service in other areas at:

<https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/>

Health Screen Locations

- Upper Beeding Pharmacy
- Ashington Pharmacy
- The Hub
- The Steyning Centre
- HJ Burt Estate Agents

- Steyning Medical Practice
- Martins Steyning
- A further screen is planned for Dawn Crescent Surgery.

See page 14 for details.

Elise Rawson The Neuro Physio

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I deliver effective, specialist physiotherapy treatment in the comfort of your own home. I work throughout the Sussex and Surrey area.

With an expansive knowledge in Neurological Physiotherapy in both adults and children such as conditions including: stroke. Cerebral Palsy, MS, Parkinson's and brain injuries. I also treat chronic pain and long term conditions.

I offer a wide range of hands-on therapy and specialist assessments. From posture and gait re-education, to functional strengthening, soft tissue and joint mobilisation, acupuncture and taping

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Steyping PPG exists to facilitate good communication between Steyping Medical Practice and its registered patients. The aim is to provide regular health updates, and enable the patient voice to be represented in consultations about new developments.

Good Health Magazine, published three times a year, is our main method of communication. We highlight health issues and produce articles of interest and information. Readers should always seek advice from their GP or Pharmacist on individual and specific matters. The magazine is delivered to 4,500 local homes, through a network of volunteers.

The PPG Messaging Service delivers emailed updates directly to subscribed

PPG members. Please copy and paste the the following link into your web browser:

<https://groups.io/g/steypingppg>

The messaging service does not provide real time information, or meet the needs of those without computers.

The PPG Health Screens provide health information via large screens, located in the Practice, community venues and high street businesses, including pharmacies.

These screens provide information direct from the Practice and other trusted sources. This is a unique service for Practice patients, brought to you by the PPG. We use these real time updates to improve health information for local residents.

The PPG cannot handle individual queries or complaints, which should be directed to the Medical Practice or to any other provider concerned, but we can raise views or general concerns on your behalf.

The PPG is always keen to recruit new members to our committee. An interest in the health and wellbeing of our local community is all that you need.

Please contact the Chair, Lesley Humber on 879686 or email the PPG at:

steypingppg@gmail.com

PPG Committee Members

Chair	Lesley Humber
Treasurer	John Homeyard
Magazine Editor	Lesley Cresswell
Technology Developer	Phil Godbold
Website	David Cubey
Parish Council Liaison (Steyping)	Chris Young Mariella Alexander
Parish Council Liaison (Bramber & Beeding)	Jill Cannon
Committee Member	Andy Lane
Committee Member	Lesley Wise

The four practices of Steyning, Henfield, Billingshurst and Storrington form the Chanctonbury Primary Care Network (PCN). They come together to learn from one another, and to support each other at a time when all practices are experiencing significant pressures.

Initiatives they have developed include the employment of staff across the four practices to help take the pressure off GPs. However, it remains the case that demand for services is increasing and capacity is insufficient to meet this. Many factors impact on this, including the pressure on acute health care. Hospitals, managing their own demand, are having to refer patients back to GPs to manage, while patients are on a waiting list to be seen. Patients who were anxious about a failure to receive hospital appointments, were advised to use the hospital Patient Advice and Liaison Service (PALS) to obtain information.

The PCN has several projects which they have asked PPGs to publicise.

The first is a project to encourage men, particularly those from black and ethnic minority backgrounds, to take up invitations for PSA blood tests when they are offered. This is a blood test for prostate cancer. If you would like to know more about this issue, please look at the Prostate Cancer UK website.

The PCN is also promoting the take-up of bowel screening through poo testing. This is a test which is able to reveal small amounts of blood in poo, which can be an indicator of cancer. To understand more, please look at the Bowel Cancer UK website.

The PPG Chairs will continue to be invited to attend quarterly PCN meetings. If you have issues that you would like us to raise, please contact us on:

steyningppg@gmail.com

Lesley Humber (Chair).

Steyning Osteopathic Services



Jack Woodman
BSc(Hons) Ost Med
Registered Osteopath

108 High Street, Steyning
Tel: 01903 813666

My name is Catriona and I am your Mental Health Support Co-ordinator (MHSC) working in the surgery for Mind. I am a re-registered midwife, as well as having trained in Mental Health Nursing and General Nursing. My area of special interest is perinatal mental health. I am a qualified and experienced HG Therapist.

Introducing my role

I work with a range of mental health difficulties, such as: low mood and depression, general anxiety, stress and overwhelm and OCD. I can offer support for those with behaviours they would like to change, and that are impacting on their emotional and physical wellbeing. We can access new strategies for coping, to improve quality of life and help create a tool kit for better management of emotional wellbeing.

How we work together

Once your health professional has referred you to the service, I will contact you for an initial discussion, to talk through what's working well for you and what might be more challenging or difficult. Sometimes we might agree a risk management plan to help manage any identified risks. Once we've completed the initial discussion, we'll then book you in to create an initial support plan.

I can offer up to six focused sessions, in person in the GP surgery, by telephone and online, depending on individual needs.

- We will agree a goal to focus on, such as: relaxation techniques, managing fears or anxieties, or learning new coping tools and strategies.
- We can share tips, tools & techniques and can review with you what difference these are making to your life and in achieving your goal.
- We can also share other resources, information and services in the local area, that can help you.
- We understand that it can sometimes be hard to attend, but if you regularly miss sessions, we will discuss this with you. We may put you on hold and you can come back to the service when you feel more ready.
- We share some details about the support we are offering you, with your GP. For example, we would share details if we agreed a safety plan with you, and if there is at risk of harm to you or someone else. We would discuss this with you.
- We are not a crisis service, and cannot respond urgently to calls, texts or messages from you or your family. You can speak with your GP again if things worsen for you, or in an emergency go to **A&E or call 999.**

Catriona Mason.

Dementia Friendly Update from Upper Beeding Parish Council

ppg

Upper Beeding Parish Council is working to make People Living with Dementia more visible in our villages and to provide more information to help them and their carers. Our work is dependent on people contacting us for help and support in and around Upper Beeding, Small Dole, Edburton and Truleigh Hill.



Some local businesses, schools, churches, care homes and community organisations are very supportive, while others are not yet fully on board. There is a great Community Coffee Shop at the HUB, Baptist Church, Upper Beeding, which is open to all, not just People Living with Dementia. A representative from the Alzheimer's Society visits once every couple of months. A good place locally to visit, have a coffee and pick up helpful information.

We have worked with Steyning Health Centre (SHC) to make them more Dementia friendly and had a morning session last year in the surgery. We also work with the Patients Participation Group (PPG) to share information.

My contacts with the Alzheimer's Society, Jess Hillicks and Dawn Fairbrother, have just produced a new website for West Sussex which is now available and being updated with local information: <https://www.westsussexdementia.org.uk/>

One organisation I came across when arranging a Christmas Lunch for carers and People Living with Dementia in our local pub, The Rising Sun, was 'Love to Move', which is a fun, age, and Dementia friendly exercise group with sessions in Shoreham and Steyning. These are delivered by British Gymnastics coaches, one of whom is a fantastic lady called Cherry Tolcher (see page 20). Further information can be found by emailing Cherry at:

worthing.shoreham@rightathome.co.uk or call 01273 286172.

Our plan moving forward is for:

- more local information available on the West Sussex Dementia website <https://www.westsussexdementia.org.uk/>,
- more info at the SHC, the PPG and our own website <https://www.upperbeeding-pc.gov.uk/>

We are also hope to set up a WhatsApp group for local carers and People Living with Dementia and for the Parish Councils of Steyning, Bramber and Ashington to join this initiative. Feedback from our Neighbourhood Wardens and Carers Support Organisation on how best to do this, will be invaluable. Updates will be available as and when.

For more information, please contact: sean.teatum@upperbeeding-pc.gov.uk



Love to Move had a busy year at the Steyning Centre in 2023.

Love to Move is a fun, age, and Dementia friendly seated exercise programme to music, designed by the British Gymnastic Foundation. It is suited to older adults, those living with Dementia, MS and Parkinson's and their carers and is delivered by British Gymnastics' *Love to Move* coaches.

Anna and Cherry, the Steyning deliverers, were both nominated to a royal garden party in March for their service to the community. Then in August they were also awarded the nationwide top prize from British Gymnastics for their dedicated work.

Cherry Tolcher said, '*Our aim is to continue to grow our class and*

reach as many people in Steyning and the surrounding area as possible, who will benefit from the sessions. Anyone who is interested can just drop by at 1.30pm on a Tuesday afternoon at the Steyning Centre and try out a session to see if it is for them.'

Refreshments and time to chat are also included. Carers may join in or drop off, as their needs require. It really is a combined community event involving local business and parish support/local cake makers and volunteers. If you have limited mobility or live with Parkinsons, MS or Dementia this could be the class for you.

Both Anna and Cherry can't wait to see what 2024 will hold! Email them at:

worthing.shoreham@rightathome.co.uk or call 01273 286172.

Love to Move

Tuesdays 1.30 - 3.00pm
Steyning Centre Fletchers Croft,
Steyning BN44 3XZ.

There will be a nominal £5 charge.

After the class, there will be refreshments and time to chat.
Look forward to seeing you.



We would love to know whether or not our efforts are meeting your needs. Please give us any feedback, or suggestions as to how we could improve, via steyningppg@gmail.com

Love to Move



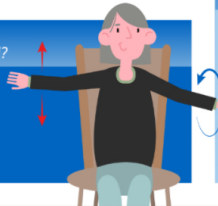
“People have regained skills once lost and Love to Move is a beacon of hope for people with dementia and Parkinson's and those who care for them.”

Kirsty Rose Parker, Director of The Evaluator

“Please tell us how Love to Move makes you feel?”

“I feel glad I'm here.
Makes me feel good.
This is life!”

Participant quote



“It's been magic! I can't say any other word, people come in with no hope. They don't know it, but we look at them and they are there, but then with the music and coordination, they become a different person and its magic.”

Love to Move deliverer

100%
of carers would recommend Love to Move.

Carers have found companionship, understanding and some respite.



Love to Move is an innovative chair-based exercise programme designed by the British Gymnastic Foundation.

This Social Return on Investment has been carried out by The Evaluator in March 2020.

Being a 'Carer' can mean so many things. I was a carer for my mum for many years and that continued after she needed more support in nursing care. I experienced so many feelings in that role, sometimes all in one day. Caring is often just a natural thing to do, a pleasure, rewarding, frustrating, overwhelming, difficult... the list could go on. Everyone's experience will be different. While I would say it was never a burden, it was a responsibility and a big part of my life. Many times it took its toll on me and my family.

We hear so much in the media about the army of unpaid carers of all ages in our communities, and the toll it can take on the carers' physical and mental health. Taking the time to access support for ourselves, as carers, can often be too far down on the list of things to do.

With this in mind, *Carers Support West Sussex*, funded by the Integrated Care Board, have launched a project with PPGs across West Sussex, to see how GP

practices support carers and how that could be extended to meet the needs of those carers in their communities.

Going forward, the aim of the Steyning PPG is to gather information from GPs about the current offering and to work with them to ensure that carers' needs are reflected and considered in existing and new services.

To this end I would be very interested to hear from carers in our community, on their experience and what support would help them personally in their caring role, specifically from their GP practices. It might be access to information, a support group or just a phone call now and then by way of a welfare check. Remember you are still a carer if your loved one is in residential or nursing care.

Please get in touch at
steyningppg@gmail.com

Sue Rogers, Steyning PPG.

Frailty Care Coordinator for Chanctonbury PCN

My name is Carla and I am the Frailty Care Coordinator for Steyning Medical Practice. I work closely with 'Proactive Care' and our aim is to avoid unplanned hospital admissions by liaising with patients and referring them for the help they need. It could be with occupational therapy, physio, the falls team, community meals on wheels and transport, pendant alarms or one of the many other helpful services. We can advise on support groups and services for long term health conditions, such as Dementia and Alzheimer's, or advise on how to find carers or general domestic help.

Equally, if you are a carer for somebody else, I am available to help you, so please do get in touch by calling the surgery and asking for me:

Carla Booty, Frailty Care Coordinator for Chanctonbury PCN.

Are you looking after
someone who could not
manage without
your help?

If so, you are an unpaid carer.

Carers Support West Sussex is a FREE service set up to offer you guidance and practical and emotional support.

- Planning for emergencies
- Practical support – responding to your individual needs
- Benefits advice
- Emotional support and carer groups
- A Carers Assessment and tailored planning
- Access to counselling
- Funding to help you buy equipment
- Gaining access to free or discounted offers in West Sussex

Visit Carers Support West Sussex website for more information.

www.carerssupport.org.uk



If you would like to receive messages from the practice and other local trusted NHS sources direct to your email box, please use the QR Code shown, or email: steyningppg@groups.io.

This service costs you nothing to subscribe, and it remains the quickest way to get information to you.



We would love to know whether or not our efforts are meeting your needs. Please give us any feedback, or suggestions as to how we could improve, via steyningppg@gmail.com

Steyping Medical Practice, Tanyard Lane, Steyping, West Sussex, BN44 3RJ

Medical Practice <i>(Telephone lines closed from 1.00-2.00pm)</i>	01903 497227 <i>(Options)</i>
District or Community Nursing <i>(Option 2 - One Call)</i>	01903 254789
School Nurses	01273 696011 <i>Ext 6100</i>
Health Visitors	01273 696011 <i>Ext 1555</i>
Physiotherapists	01903 843346
Podiatry <i>(Call between 10.00am-12.00pm, 2.00-4.00pm)</i>	01273 466064
For a visit, call before 10.00am	01903 497227
Results of Investigations <i>(AFTERNOON from 2.00pm)</i>	01903 497227
Repeat Prescriptions <i>(By post, register online or place in letterbox at the Medical Practice)</i>	<i>See page 3 for further options.</i>

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