

Good Health

Summer 2024

Issue 95



Steyning Medical Practice Patient Participation Group

ppg

Welcome to the Summer edition of Good Health. We have had many positive comments on the new look magazine, so thanks to all who have messaged us.

In this issue you will find an important message from the doctors at Steyning Medical Practice. This relates to the current high levels of demand for the NHS, which is challenging for the Practice and patients alike.

As it's the summer season, you might be interested in the article on sun safety and sunburn. There is also some helpful information about Prostate Cancer and PSA testing, which is taking place in the autumn in Worthing.

You can also catch up with the re-launch of the PPG website and find out about Sussex's first banking hub in Shoreham.

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

Respect and Patience with Our Staff

Dear Patients,

We are writing to address an important issue that affects us all at Steyning Medical Practice.

Recently, there have been instances where our reception staff have faced unacceptable behaviour from patients, including shouting and aggression. We understand that visiting the surgery can be stressful, particularly when you are unwell or anxious about your health. However, it is crucial to remember that our reception team is here to help and support you, and they are doing their utmost under challenging circumstances.

Understanding the Pressures

The entire NHS is experiencing unprecedented levels of demand. Like many other practices, we at Steyning Medical Practice are working tirelessly to meet the needs of our patients. Our receptionists are often the first point of contact, managing a high volume of calls and queries daily. They are essential to the smooth running of our surgery and work diligently to assist everyone as efficiently as possible.

The Importance of Respect

It is essential to treat our reception staff with the same respect and courtesy that you would expect to

receive. Shouting or aggressive behaviour is never acceptable and only serves to make a difficult situation more challenging for everyone involved. Our team is committed to providing the best possible care and service, and mutual respect is a critical component of that process.

Medication Requests and Appointments

We kindly remind you that all medication requests should be made with at least five working days' notice. This advance notice allows us to process your requests in a timely and safe manner, ensuring that you receive your medication without unnecessary delays.

We do appreciate that the prescription query line being closed has caused frustration, but this was because we have been so short staffed and it just delayed things further having to constantly answer the phone. We have now recruited new staff and hope to have this back up and running in the next few weeks, albeit with limited hours initially. If you have questions, please speak to your local pharmacist who may be able to help and who are often a good source of knowledge and advice.

We also acknowledge that securing GP appointments can sometimes be challenging.

We are continuously working to improve our system and increase availability, but the high demand means that there are times when appointments may be limited. We are trying to see as many people as we can but cannot always see everyone. We sincerely apologise for any inconvenience this may cause and appreciate your understanding and patience as we strive to provide the best care possible under these circumstances.

Our Commitment to You

We are deeply committed to the health and well-being of our community. Every member of our team, from GPs to receptionists, is dedicated to providing you with the care and support you need. We understand that you may be feeling anxious or frustrated, especially when dealing with health concerns. However, it is vital to communicate these feelings calmly

and respectfully to ensure that we can assist you effectively.

A Call for Patience and Kindness

In conclusion, we ask for your patience and kindness when interacting with our staff. They are working incredibly hard, often under significant pressure, to support you and your health needs. By showing understanding and respect, you contribute to a more positive and efficient environment for everyone at Steyning Medical Practice.

Thank you for your cooperation and for helping us maintain a respectful and supportive community.

Sincerely,

Drs Holdaway, Bennett, Huxley, Jafri & Jain.

GP Partners at Steyning Medical



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Dr Vicky Gover MRCGP, FSRH LoC-IUT, DRCOG, MBBS, Guy's Kings and St Thomas's Medical School, Kings College London.

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Sunscreen and Sun Safety

Enjoying the sunshine, and getting the benefit of being in nature and the fresh air is good for us all. When the UVB rays in sunshine interact with our skin, our bodies produce Vitamin D3. This is really important for supporting our immune systems, for supporting calcium levels and healthy bones, and reducing

inflammation. A person with light skin tones needs between 15 - 30 minutes per day to get this benefit. Thirty minutes per day is needed for people with darker skin. Aim to strike a balance between protecting yourself from the sun and getting enough vitamin D from sunlight. Enjoying the sun safely is, however, very important.

Sun safety tips

- Sunburn does not just happen on holiday. You can burn in the UK even when it is cloudy.
- Spend time in the shade when the sun is strongest. In the UK, this is between 11.00am and 3.00pm from March to October.
- Use at least sun protection factor (SPF) 30 sunscreen with 4-star UVA protection. Make sure it is not past its expiry date.
- Adults should aim to apply around 6-8 teaspoons of sunscreen to cover the entire body. If sunscreen is applied too thinly it gives reduced protection.
- If you intend to be in the sun long enough to risk burning, apply sunscreen twice: 30 minutes before going out, and just before leaving.
- Reapply sunscreen every 2 hours, as the sun can dry it off your skin.
- Always reapply after swimming even if the sunscreen claims to be water resistant.
- Take extra care to protect babies and children. Coverup with suitable clothing and wear a hat! To ensure they get enough Vitamin D3, all children under 5 are advised to take vitamin supplements.
- Protect your eyes with wraparound sunglasses with the CE Mark and British Standard (BS) Mark 12312-1:2013 E

How to deal with sunburn

- Sponge sore skin with cool water, then apply aftersun cream or spray, like aloe vera.
- Stay out of the sun until the redness is gone.
- Seek medical help if you feel unwell, or if the skin swells and blisters.
- Take extra care if you have pale skin, or if you have freckles and red hair.
- You should also take care if you have many moles, have skin problems relating to a medical condition, or a family history of skin cancer.
- See the NHS website for more detailed advice on safety in the sun for adults and children, including treating sunburn, protecting your moles and using sun beds.

<https://www.nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety/>

It's Time to Talk

NHS

West Sussex Talking Therapies is open to anyone aged 18 or over who is registered with a West Sussex GP and is experiencing a common mental health problem, such as:

- | | |
|---|--|
| ▪ Depression | ▪ Body Dysmorphic Disorder (BDD) |
| ▪ Panic disorder | ▪ Obsessive Compulsive Disorder (OCD) |
| ▪ Generalised Anxiety Disorder (GAD) | ▪ Antenatal and postnatal depression and anxiety |
| ▪ Specific Phobias | ▪ Complex grief |
| ▪ Post-Traumatic Stress Disorder (PTSD) | ▪ Depression, anxiety and adjustment difficulties linked to a long term health condition |
| ▪ Health Anxiety | |
| ▪ Social Phobia | |

You can find out more information about NHS Talking Therapies on this new website:

<https://westsussexalkingtherapies.nhs.uk/>

Steining PPG provides regular health updates, and facilitates good communication between Steining Medical Practice and its registered patients. You are automatically a member of the PPG if you are a registered patient at the Medical Practice.

The PPG is run by a committee which works with the Practice to provide useful health information. We are represented nationally by the *National Association for Patient Participation* which aims to empower patients to shape the future of primary care.

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/steiningppg>

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

These screens provide real time updates to improve health information for local residents.

The PPG cannot handle individual queries or complaints, which should be directed to Steining Medical Practice or to any other relevant provider. However, 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 01903 879686 or email the PPG at:

steiningppg@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 (Steining)	Chris Young Mariella Alexander
Parish Council Liaison (Upper Beeding)	Jill Cannon
Parish Council Liaison (Bramber)	Helen Bayford
Committee Member	Andy Lane

Dear friends and neighbours,

This magazine contains what we hope is useful information. If there are any health issues you would like us to cover in future, please let us know by emailing steyningppg@gmail.com

There is a vacancy in the post of Practice Manager, which creates a significant loss of administrative capacity. While this is being addressed, there is limited time for writing articles for us. The doctors have provided an important update which addresses the smooth running of the Practice. We are assured that the Practice focus will be maintaining service provision for patients, and I am sure you will appreciate this approach.

As a committee we have been joined by a Parish Council Representative from Bramber for the first time. We are delighted to have Helen Bayford's support. She joins Chris Young and Mariella Alexander from Steyning and Jill Cannon from Upper Beeding. As a PPG we value the support of our Parish Councils and the intelligence they bring.

The Practice have asked that we encourage patients to use the NHS App for ordering repeat prescriptions and for checking medical appointments. If you

need help in setting this up, Steyning Library offers one to one support. As the holidays are upon us, please remember to order repeat medication in plenty of time. Also note that the practice cannot offer an emergency prescription service. Prescriptions can be ordered:

- via the NHS App
- by signing up to on-line ordering – ask the reception team
- by email using sxicb-wsx.steyningprescriptions@nhs.net
- by letter
- by using request slips.

In an emergency patients should contact the NHS 111 service.

People living in Upper Beeding may have noticed a health screen in the window of the Hairdressers in Hyde Square. We are grateful for the support of Upper Beeding Parish Council who have funded this.

After discussions with the Wilson Memorial Trust, we are delighted that they will sponsor us for at least two more years. We would encourage people to use the QR code (see page 15) and subscribe to our messaging service, which will provide much quicker information about health issues in our area. **Lesley Humber.**

STEYNING MEDICAL PRACTICE IN APRIL 2024



11,859
Registered patients



9,670
Inbound calls



6,819
Total appointments
75% face to face



3,925
Prescriptions issued



4 min 56 sec
Average hold time



100
Home visits

Unfortunately, 176 patient did not attend their appointment (44% of these were GP appointments). Please cancel appointments, so we can offer them to other patients.

STEYNING MEDICAL PRACTICE IN MAY 2024



11,872
Registered patients



7,980
Inbound calls



5,781
Total appointments
78% face to face



4,046
Prescriptions issued



4 min 17 sec
Average hold time



118
Home visits

Unfortunately, 130 patient did not attend their appointment (47% of these were GP appointments). Please cancel appointments, so we can offer them to other patients.

If you are unable to keep your appointment, please give us as much notice as possible so that your appointment can be offered to someone else.

Relaunch of the PPG website

The Steyning Patient Participation Group (PPG) website aims to provide additional information to that of the Medical Practice website, to help patients and carers in Steyning and the surrounding area.

Although you should look at the Steyning Medical Practice (SMP) website for the latest news, information and announcements, we also have some useful additional information on the PPG website. Our aim is to provide details of national and local organisations that help and advise people on specific health conditions, disabilities and illness.

For example there is information on Carers' organisations both nationally and locally, such as *Age UK* and *Carers' Support West Sussex*. The PPG website also includes information and advice about specific health conditions, including dependency on drugs and alcohol. Local organisations include the *Steyning & District Good Neighbours* scheme that helps with hospital visits, and *Steyning First Responders* who are often able to get to an emergency before the ambulance arrives. They attend numerous falls, strokes, heart attacks and other medical emergencies in and around the Steyning area.

If you click the web link on a particular association it will take you to the website of that organisation



where you will find a lot more information and contact details.

The PPG website also has many back issues of *Good Health* magazine, as well as important announcements from Steyning Medical Practice and the Department of Health. Do please take a look the PPG website and let a member of the PPG committee know if there is anything else you think could be usefully covered, if anything is inaccurate or where the web links no longer work. We do our best to keep the PPG website up-to-date but inevitably organisations change their web address and don't let us know.

We hope you find that this website is a useful addition to that of the Steyning Medical Practice so do check it out at: <https://www.steyninggoodhealth.co.uk/>

David Cubey.

Upsurge in Interest

Given King Charles' recent treatment for an enlarged prostate, it is unsurprising that there has been an upsurge in interest. It is reported by NHS England that more men are wanting to get their own concerns checked, after the King's diagnosis.

There is no national population screening programme for prostate cancer in the UK. Population screening is offered to large numbers of people, (usually based on their age or sex) who do not regard themselves as having the condition being screened for and, as a rule, have not sought medical advice. At present there is no reliable test that can detect prostate cancer that needs treatment at an early stage.

Prostate Specific Antigen (PSA) Test

The PSA test is a blood test that measures the amount of prostate specific antigen (PSA) in your blood. PSA is a protein produced by

normal, as well as malignant cells of the prostate gland. A high level of PSA can be a sign of cancer, but it can also be raised in prostate conditions that are not cancerous. PSA testing alongside a digital rectal examination is often used to help determine the nature of the problem for individuals reporting prostate symptoms. A diagnosis of cancer is not made on PSA levels alone.

Prostate cancer is the most common cancer in men with 1 in 8 getting it in their lifetime. Men over 50, men from black and ethnic minority communities, and those whose father or brother had the disease are at greater risk.

If you want to check your risk, 30 seconds of your time on the prostate cancer website could be time well spent.

<https://prostatecanceruk.org/>

You can find out about the Prostate Cancer Support Organisation (PCaSO) on the following page.

Steypning Osteopathic Services



Jack Woodman
BSc(Hons) Ost Med
Registered Osteopath

108 High Street, Steypning
Tel: 01903 813666

The Prostate Cancer Support Organisation (PCaSO)



PCaSO is run by prostate cancer patients and their families for prostate cancer patients and their families. We have no offices, no highly paid executives nor any paid staff at all. Everyone is a volunteer. Our aim is to raise awareness of prostate cancer so that more men are diagnosed early when the chances of a cure are high. We also spread information about prostate cancer by publishing leaflets and a quarterly newsletter for men and their families.

PCaSO organises PSA testing in Sussex in the Spring and Autumn. Each test event takes much planning and organisation, so numbers are limited. All test events are by online appointment only. To set up a booking you will need to register online with the PCaSO website and set up a personal account, using your email address as your username, and a

password of your choice. You can find full details on the PCaSO website:

<https://pcaso.org/psa-testing/>

The following pages provide useful information:

A Guide for Men Considering a PSA Test

<https://pcaso.org/psa-testing/#1674145353002-134c7f60-4e45>

What happens at a test event

<https://pcaso.org/psa-testing/#1674145353000-429de502-56df>

PSA Testing in Worthing

- Sat 14th Sept 2024
- Bookings Open Mid-July
- When Bookings open please login or register on the PCaSO website and then make a booking. Please do not try to book before the bookings open in Mid-July.

Breast Screening

Invitations for breast screening at Southlands Hospital will be sent to those eligible in our area over the next few weeks. Appointments will be offered from August through to October. Look out for your invitation to attend and please take up this important offer.

For women over 70, please remember that breast screening is still available to you every three years if you contact the service and make an appointment. If you are over 70, please contact the screening office at Worthing hospital on 01903 239757. Please note that those under 70 do not need to phone for an appointment, you will receive an invitation.



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Sussex's First Banking Hub opens in Shoreham



The new Banking Hub in Shoreham has been open since mid-March. The new Hub is located at 63-65 High Street and is the first to open in Sussex.

While many people are comfortable banking and paying for things digitally, there are still over five million adults in the UK that rely on cash and face-to-face banking services. Banking Hubs allow customers to carry out regular cash transactions within a shared space on the high street.

The Hub offers a counter service operated by the Post Office, where

customers of all major banks and building societies can withdraw or pay in cash or pay bills, Monday-Friday, 9am-5pm.

It also offers a Community Banker service where customers can talk to their own bank about more complicated issues on the day their bank is in the Hub:

Monday: HSBC

Tuesday: NatWest

Wednesday: Barclays

Thursday: Lloyds

Friday: Santander

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: steiningppg@groups.io.

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



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

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

Good Health magazine is published three times a year. Please contact the PPG if you would like to help deliver it.

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