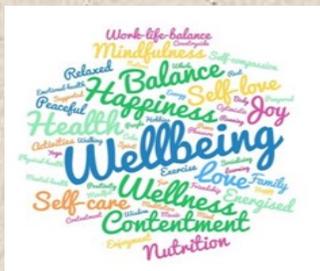


October Patient Newsletter

Well being—written by Victoria Road Surgery



What is the definition of wellbeing?

“A good or satisfactory condition of existence; a state characterized by health and happiness”

– *dictionary.com*

“A state of being comfortable happy and healthy”

– *oxford dictionaries*

Here at the surgery we believe strongly in wellbeing, and there are many services which we offer, that can aid a person's wellbeing, some of which

you may, or may not be aware of.

Wellbeing advisor – You can book into see our wellbeing advisor Michelle, she can help you with many different things such as weight management, healthy eating, and also things such as sign posting you to local groups and or places such as gyms and clubs.

She runs a clinic every Friday afternoon, see reception or speak to one of our clinicians about seeing her.

Park run – As a surgery we support the Worthing park run, anyone can join, you just turn up at beach house park 8.45am on a Saturday you can walk, run, jog, it's a great way to get out and meet people whilst doing some exercise

– its free and easy to join for all the family, just visit www.parkrun.ork.uk/ register to print out your barcode, you may even bump into some of our team, from here at Victoria Road.

Going Local – We have a advocacy service called going local, you can see them for a variety of things, again some in which may aid your happiness and wellbeing for example loneliness, IT support, housing , form completing and debt advice. They can sign post you or even attend local groups or clubs with you.

Smoking cessation – We have two trained nurses that can advise and support you with giving up smoking, please see a re-

ception member for advice on booking in.

Pathfinder– We have a new member of the team, Daniel who specializes in mental health, and again he can sign post you to local services.

In house pharmacists—see article on the next page, which will give you some more information on the ways in which they can support you.



GP Access hubs—written by Victoria Road Surgery

Did you know that you can access a GP/Nurse, at our GP Access hubs, which are located across Worthing, in the evenings and on a Saturday and Sunday every week?

The GP clinics are available to anyone with an acute illness, which they have had for four weeks

or less.

The nurse clinics are available for a number of different things such as

Smears

Family Planning

Asthma /COPD

Simple dressings

You can see someone, at range of different clinics including

St Lawrence Surgery

Selden Medical Centre

New Pond Row surgery

Broad water Medical

Steyning Medical Centre

Please see or speak to a member of reception who will be happy to book you in.

These are an integral part of our booking system, and you will be offered these as standard.

The role of a pharmacist in Practice—written by a member of the PPG

The practice is **privileged to have two experienced and comprehensively trained pharmacists** who are making a **major impact on the health and well-being of its patients.**

Pharmacists receive at least **6 years initial training** and it is **on-going** as new and significant treatments and associated medication are being introduced at a phenomenal rate. **Continuous training** also enables pharmacists to **increase their skill sets** so that they can **add to their already comprehensive range of services** offered to the patients. The performance of the pharmacists is assessed annually by the completion of a **Continual Professional Development programme** which is submitted to the General Pharmaceutical Council.

The **range of services** the pharmacists provide are **extensive** and they include:



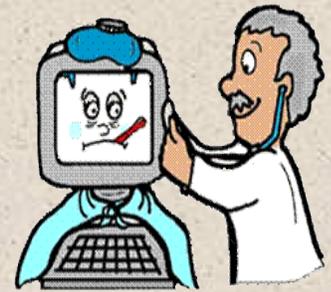
Chronic disease reviews for conditions such as hypertension, asthma & Chronic Obstructive Pulmonary Disease
Direct patient contact by telephone every morning Monday to Friday plus as necessary face to face appointments giving both advice & issuing treatment
Annual reviews of a patient's medication
Improving the treatment of a patient with chronic pain
Patient consultation for those troubled by low mood/stress/depression & anxiety
Advice & treatment for minor ailments effecting eyes, ear nose and throat and skin
Resolving any queries a patient may have with regard to their medication or treatment
Support, training, advice and guidance in the use of medication for other members of staff including doctors and nurses
Regular reviews of surgery procedures, the introduction of any necessary revisions and the creation of new procedures
Self-care advice to patients
Complete assessment of patients' needs taking into account any other

medical conditions and the patient's lifestyle

Our pharmacists help the practice in general to become more efficient by giving **valuable advice and guidance on procedures.** Their skills and knowledge free up the **doctors' time allowing them to concentrate more on the needs of the patient.** The pharmacists' **ability to prescribe** medication, within their scope of practice, allows them to work alongside doctors and nurses and this in turn makes **more time available for patient appointments** and helps to **reduce the appointment waiting time.** Overall the pharmacists and **their knowledge of medication** make a significant contribution to **improving the health and well-being of our patients.**

News Flash @ 12th September 2019

News headlines last week confirmed that the use of opioids in the UK, and in particular the USA, had reached epidemic proportions with 1 in 4 adults in the UK dependent upon them. Opioids are drugs used primarily for pain relief. They are however highly addictive and



therefore even life threatening.

The reason for mentioning the above news is that our pharmacists have helped several patients over the past year to come off these drugs with the result that they have noticed a significant improvement in their quality of life and are grateful for the support the practice have provided.

Speak to a member of the team to book in with either Agi or Rahenna

October Patient Newsletter



Online Access-Written by Victoria Road Surgery

Here at Victoria road, we really like to promote our patients to sign up for online services/access, to medical records.

This makes it safer, easier and quicker for you to order your repeat medication which will go straight to your nominated chemist, whilst also offering a range of other online services.

You can also nominate someone to become a proxy user for you, which allows them to access your record/order medication, and make appointments for you, if you are unable to

If you sign up to GP online services

You'll be able to use a website or app to: book or cancel appointments

online with a GP or in some cases a nurse

Also it will allow you to order repeat prescriptions online

The service is free and available to everyone who is registered with a GP, all you need to do is

1. Come along to the practice with some photographic identification
2. You will be issued with your unique username, password and instructions on how to log in. Log on within the next five days, to ensure the link does not expire.

Signing up for online access to your medical records

You will be able to view parts of your GP record, including information about medication, allergies, vaccinations, previous illnesses and test results.

All you have to do for this is-

1. Take photo ID (passport or driving license) and proof of address (such as a utility bill) to your GP

practice and tell them you want to start using their online services. and view your medical record online

2. Fill in the short registration form that you are given by your practice, where the receptionist will also witness your signature.

3. Once you have signed up, you will receive if you haven't already got one a letter with your unique username, password and instructions on how to log in. Log on within the next five days, to ensure the link does not expire.

4. Then you practice will pass this to your GP, who will confirm that they are happy for you to manage this, once this is done they will grant you access, this may take a week or two.

Your practice will offer you a choice of websites and apps you can use to access online services, including:

- Patient Access
- Evergreen Life
- System Online

- Engage Consult
- Patient Services
- The Waiting Room

By having full online access, you will be able to see your own blood test results, and any comments from the Doctor regarding them. This will enable you to manage them yourself, rather than having to call in. You will also be able to see your recent consultations.

See a member of the team, who will be able to set this up for



You can visit You Tube, for a helpful step by step video, on how to register

The importance of Asthma reviews- written by Nurse Becky, at Victoria Road Surgery



Asthma is a long term condition that affects your airways, the tubes carrying air in and out of your lungs. It usually causes symptoms such as coughing, wheezing and breathlessness and can be made worse if you come into contact with certain triggers.

5.4 million people suffer with it un the UK so it is relatively common, however we are still one of the worse countries in Europe for deaths relating to asthma with three people every day dying from it. It is however thought that two thirds

of these deaths are preventable with better management of this condition.

As a surgery we invite asthmatics to a yearly review with a health care provider and it is important to attend these even if you are feeling well. Many people put up with a wide range of symptoms without realising it doesn't have to be that way.

The more you understand your condition the better position you'll be in to work out how to manage it so it affects your life as little as possible.

Your annual review is a chance to ask questions, so be prepared and write them down beforehand

if this helps. We can then discuss any concerns and triggers or symptoms you be having. It may be helpful to record any symptoms you've been having on your mobile to show us too.

Bring your inhalers and any devices to your appointment with you. It is thought that only 1 in 10 people use their inhalers correctly and there are many alternative devices available now it you are struggling.

If it is difficult to get into the surgery we may be able to visit you at home to do a review with you over the telephone.

If you regularly need your reliever inhaler (blue) three times a week or more or having any

symptoms at night, needing time off work or school or not being able to carry out your normal day to day activities. This is a sign your asthma is not under control and we would want to see you sooner.

You should have at home a written asthma action plan which lets you know what to do if you are concerned your asthma is flaring up and also what to do in the event of an asthma attack. These plans should be updated every time you see a nurse for your review.



Up coming Surgery Info

Up coming training days and closures

17th October 12.30-16.30

5th November 12.30-16.30

25th and 26th December—bank holidays

Don't forget to book in for your flu jab if you are eligible

See reception or our website for the clinic dates

