

FORDINGBRIDGE SURGERY NEWS

The Fordingbridge Surgery Newsletter - Christmas 2023

Working in partnership with all our patients, providing high quality care in a professional, safe and friendly manner



SEASONS GREETINGS FROM FORDINGBRIDGE SURGERY

Welcome to this festive edition of Fordingbridge Surgery news. We are really pleased with the fantastic uptake in 'flu and covid vaccinations earlier this year. The 'flu vaccination programme continues into January, and there is still some vaccine available for eligible patients; please contact the surgery direct if you wish to book an appointment.

We would like to make you aware that we are seeing an increased demand for appointments as the winter respiratory infections circulate. You may wish to stock up on cold and 'flu remedies, and use your local pharmacies, NHS 111 and make sure you have the NHS App installed on your phone to use the NHS Symptom Checker. For children use the 'Healthier Together' website, please see page 5.

We've been busy raising awareness and funds for the Alzheimer's Society and also supporting our local foodbank, by participating in their Reverse Advent Calendar. Thank you to our patients and volunteers who also joined in and helped us with these charitable events.

On page 2 we would like to introduce you to our Primary Care Network (PCN), explaining what a PCN is all about, and on page 3 we introduce the other health care professionals working with us who you may meet. These highly skilled professionals are here to support the General Practice team in their specialist areas. We will elaborate on their particular roles in future newsletters.

The staff at Fordingbridge Surgery would like to thank patients for their messages of thanks and the many gifts of chocolate and biscuits, which are very much appreciated.

We would like to wish all our patients and volunteers a very Happy Christmas, and good health and happiness for 2024.

from Practice Manager, Michelle Raymond

IN THIS ISSUE

AVON VALLEY PCN

STAFF AUTUMN NEWS

ONLINE SERVICES

MEDICAL NEWS

**FRIENDS OF
FORDINGBRIDGE
SURGERY**

STAFF TRAINING UPDATE

**COMMUNITY NEWS AND
DATES FOR YOUR DIARY**



YOUR WIDER GENERAL PRACTICE TEAM - HERE TO HELP YOU



BY TOBY WALLIS (PARTNER AT FORDINGBRIDGE SURGERY AND CLINICAL DIRECTOR OF PCN APRIL 2019 - JULY 2023) AND PENNY SKYPALA (AVON VALLEY PCN MANAGER)

WHAT IS A PRIMARY CARE NETWORK (PCN) ?

Since the NHS was created in 1948, our population has grown and people are living longer, many with long term conditions such as diabetes and heart disease or suffering with mental health issues. Since starting as a GP in 2004 patients need access to their local health services more often than ever before.

To meet these needs, Primary Care Networks were created in April 2019, just before the Pandemic. Ours is called Avon Valley PCN, and covers Fordingbridge Surgery, Cornerways Medical Centre (Poulner), Ringwood Medical Centre and Twin Oaks Medical Centre (Bransgore). The PCN has approximately 42,000 patients.

The principal aim is to group local GP practices together to deliver more proactive, personalised, and integrated health and social care for people, close to their homes. We also work hard to ensure your needs, as our patients, get prioritised within the regional healthcare system (Hampshire and the Isle of Wight).

As best laid plans often are, the development of the PCN was put on hold by the Covid Pandemic in March 2020. When the first covid vaccine became available in December 2020, it was decided by NHS England, that PCNs were best placed to deliver this campaign most effectively to all our eligible patients.

Many thousands of covid vaccines later, the PCN still plays a large part in delivering the Flu and Covid seasonal vaccination campaigns. The unexpected bonus was that the PCN, having worked together effectively for the first time during the pandemic, now started the real journey to deliver better services for you, our patients. See details of the services available on the next page.

HOW DOES THE PCN HELP ME “GET THE RIGHT CARE WHEN I NEED IT” ?

You will always be able to see a doctor when you need to, but as GPs face growing demand, we now have the support of a wide range of health professionals. It means you, our patients, can benefit from a range of specialists.

Whether it's advice about bones and joints, help with medication, mental health support or help with general health and wellbeing, having a wider team of health professionals means you can get the best possible care more quickly when you need it.

HOW DOES OUR SURGERY TEAM HELP WITH THIS CHANGE?

Our Reception Team are specially trained to know about these new services, and those available in the wider healthcare community, which are available to you. They will listen and talk to you, in confidence, to understand your health needs so they can book you an appointment with the right healthcare professional.

Receptionists can help by:

- getting you an appointment with the right healthcare professional as quickly as possible
- identifying services you can access with a GP referral
- making appointments for a new kind of care or services you may not be aware of

This will help free up GP appointments to deal with more complex health needs and ensure that everyone gets treated at the right time, by the right healthcare professional.

More information about the AVPCN teams will be included in future newsletters.



WHAT OTHER TYPES OF HEALTHCARE PROFESSIONALS MIGHT I SEE?



In addition to the familiar staff you may already see, such as our Advanced Nurse Practitioner, Practice Nurses and Health Care Assistants, you may now see other staff from our multi-disciplinary team:

First Contact Physiotherapists:

Physiotherapists in general practice are specially trained experts in musculoskeletal conditions. They are able to assess, diagnose and treat a range of complex muscle and joint conditions, reducing the likelihood of needing a referral to a hospital team. They can also arrange access to further treatment, investigations and specialists when needed as well as giving joint injections if appropriate.

They can help by:

- diagnosing and treating muscular and joint conditions
- advising on how to manage your condition
- referring you on to specialist services

Clinical Pharmacists

Clinical Pharmacists are experts in medicines and can help people stay as well as possible. They can support those with long term conditions like asthma, diabetes and high blood pressure, or anyone taking multiple medicines, to make sure their medication is working. Some of our clinical pharmacists can also prescribe medications.

They can help by:

- reviewing your medicines
- agreeing and making changes to your prescriptions
- advising about medicines and possible side effects

Mental Health Therapists and Practitioners

Mental health professionals in general practice use a range of methods to help people with mental health conditions. These range from talking therapies for common conditions such as stress, anxiety and depression and support for people with more complex needs (such as bipolar, psychosis and eating disorders).

They can help by:

- supporting you to access appropriate mental health services and community resources
- providing advice and support to manage your condition
- carrying out assessments

Paramedics

Paramedics work in a variety of roles in general practice. Their training means that they are used to working with people with a range of health conditions from minor injuries to more serious conditions such as asthma attacks and heart attacks. They can help manage routine or urgent appointments and carry out home visits.

They can help by:

- assessing and treating certain health conditions
- attending home visits
- ordering tests and interpreting results

Social Prescribers

Social prescribers help people to focus on their social, emotional and physical wellbeing, working alongside their medical team. They give people time to focus on what matters to them, helping to connect them to local groups and services for a range of practical and emotional support. This could include social activities and groups, volunteering and gardening, or even debt and housing advice.

They can help by:

- supporting you to manage your health and wellbeing
- giving you time to focus on what matters to you
- helping you to access support services and activities

Health and Wellbeing Coaches

Health and Wellbeing Coaches support people to take steps to improve their physical and mental health conditions, based on whatever matters to them. They help people to develop their knowledge, skills and confidence in managing their health, to prevent long term illness and any existing conditions from getting worse.

They can help by:

- providing coaching support to help you manage your condition
- working with you to identify your health and wellbeing goals
- signposting you to helpful resources and peer support groups



STAFF AUTUMN NEWS

STAFF WALKS

We have continued with our healthy walks and recently enjoyed a lovely walk from Abbotswell, with Sam the spaniel!

For information on local walks that you can join, please visit the Community First website

<https://www.cfirst.org.uk/wellbeing/health-walks/>

You can join also the Parkruns at Moors Valley - walk, jog, run or even volunteer with some of our surgery staff

<https://www.parkrun.org.uk/moorsvalley/>

See the back page for more information on Red January, and when you can join us at Moors Valley Park Run.



'ELF' DAY 4TH DECEMBER

The staff at the surgery enjoy the occasional days when we dress down (or up!) and raise awareness of a medical cause or problem, and funds for charity. This year, as a dementia friendly practice, we are shining a spotlight on dementia awareness and we are joining in with the national Elf Day organised by the Alzheimer's Society - our front cover photo shows us enjoying our dressing up day!

We will also be enjoying 'elfy' (or not so healthy) treats, a name the elf competition and 'Elf on the Shelf'. Our fun day will be supported by dementia awareness training in the New Year.

If you would like to support our Elf Day event, please visit our Just Giving page via the website or QR code: www.justgiving.com/page/fordingbridgegps-1700574403280 to donate to the Alzheimer's Society.



Pictured above are the members of the FOFS trustees and volunteers who joined us wearing a variety of interesting Christmas jumpers for a 'thank you' evening with mulled wine, snacks and mince pies.

MACMILLAN COFFEE MORNING

We are really pleased to have raised over £70 this year for MacMillan Cancer Support whilst enjoying a variety of treats!

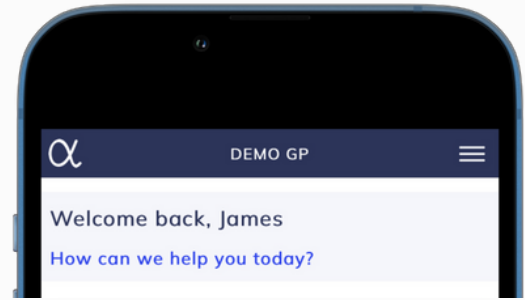


ONLINE SERVICE: NEW WEBSITE

We have recently updated our website and we hope you will visit fordingbridgegps.co.uk for up to date information on our services.

New patients can join the practice, existing patients can request medication and sick notes, cancel appointments and view the variety of self referrals that are available, which include eye problems, audiology, physiotherapy, insomnia support, weight loss and lots more - keep checking as the options are growing!

ONLINE CONSULTATION: ANIMA



As part of our NHS contract, we are required to offer an online consultation service during opening hours. Anima has some great benefits for patients:

- Beat the phone queue
- You can request a consultation or message the surgery from 6am
- All Animas are reviewed by a senior doctor by the end of the next working day
- Rapid and safe response to your query
- May be managed without the need for an appointment
- Signposted to the most appropriate service
- Make sure you see the right professional at the right time

Follow the link from our website home page www.fordingbridgegps.co.uk/

Patient feedback is very positive:

“Very straightforward submission and a prompt response.”

“Quick response and the Pharmacist I saw was very helpful”

“Fast feedback. Positive outcome.”

“So quick!”

ONLINE SERVICE: NHS APP

Patients can view and manage medication, view and cancel appointments, book blood tests and view your GP health record.

The NHS App also links to NHS111 allowing you to check your symptoms, and find other NHS services near you including dentists, pharmacies, urgent care services, hospitals, mental health services and much more. A recent addition within the NHS app service is the ability to register as a new patient with the practice, using the find services option.

See your GP health record on the NHS App

- you can see all new entries
- includes consultation notes, medicines and immunisations
- need help? Get support in the app or visit nhs.uk/helpmeapp

NHS App | App Store | Google Play

ONLINE SERVICE: HEALTHIER TOGETHER

Download the Healthier Together app or visit the website <https://www.what0-18.nhs.uk/>

- For 0-18
- Young people
- Pregnant women
- Clear information on common illnesses
- Parents are clearly signposted to appropriate healthcare services when required



Healthier Together
Improving the health of children and young people in Dorset, Hampshire and the Isle of Wight



MEDICAL NEWS

SHINGLES VACCINATIONS

You may have seen the recent adverts on television or in the newspapers about the NHS moving to a non live shingles vaccine and changing the eligibility to over 60's.

We have been inundated with enquiries for the vaccine. What is not explained on the adverts, unfortunately, is that the programme is being rolled out over the next 5 to 10 years and the eligibility for NHS funded shingles vaccine is extremely limited and controlled.

The changes occurred on 1st September 2023 and since then the guidance on the booster dose has changed from 9 week to 6 - 12 months. Thanks to the computer system we use and our hard working admin team we are able to search through our patient lists regularly for those who are eligible and as such we ask that you wait to be called. We always have a very positive response to the call for vaccines and we thank you for this and look forward to seeing you at one of our shingles clinics as soon as eligibility and vaccine supply allows.

FLU AND COVID CLINICS

This season, we are really pleased that our large clinics were filled so quickly by patients eager to be vaccinated. Over 3600 patients attended our large clinics and smaller catch up sessions to receive their vaccinations. Our wonderful surgery volunteers did an amazing job with the collection buckets raising an astounding £3000 towards equipment and services not provided by the NHS.

ANTIMICROBIAL AWARENESS



The World Health Organisation Antimicrobial Resistance (AMR) week took place 18th-24th November. AMR occurs when bacteria, viruses, fungi and parasites no longer respond to antimicrobial agents. As a result of drug resistance, antibiotics and other antimicrobial agents become ineffective and infections become difficult or impossible to treat, increasing the risk of disease spread, severe illness and death.

VETERANS NEWS



Armed Forces veteran friendly accredited GP practice

- Are you a Military Veteran?
- Did you know the surgery is an Armed Forces veteran friendly accredited practice?
- Has your veteran status been recorded in your medical notes? If not, please do let us know via anima or in writing so we can update your medical record.

There are lots of resources in our website news article here:

<https://fordingbridgegps.co.uk/patientnews/6569f39d7564241a04888f21>

Chevrons Living at 17 Green Lane Fordingbridge are hosting a Veteran Breakfast on 14th December. Representatives from Fordingbridge Surgery will be joining their inaugural monthly Veteran breakfast.

As a veteran friendly practice we look forward to meeting some of our local veterans. We will be able to check you are recorded as a veteran, assist you with any online access issues and share our updated list of veteran resources with you.

Future breakfast dates for your diary are January 18th and February 15th 2024.



NEWS FROM THE FRIENDS OF FORDINGBRIDGE SURGERY



REV'D KATE WILSON

All the staff at Fordingbridge Surgery and the committee of Friends of Fordingbridge Surgery were devastated to hear of the death of our Chairman, Rev'd Kate Wilson. Kate was a staunch supporter not just of the Surgery but was also a stalwart member of the Fordingbridge community. The Surgery team had benefitted from her expertise in bereavement for which she provided us with expert training, and we often enjoyed her company, especially when she joined us for coffee and judged our Easter competition. We all extend our condolences to all Kate's family, friends and colleagues.



FOFS EVENTS DATES FOR YOUR DIARY

FOFS are organising some fundraising events! Please add the dates to your diary and join in the fun!

- 27th January 2024 - Coffee Morning at Martin Village Hall
- 20th April 2024 - Car Boot Sale at Fordingbridge Surgery Car Park
- July (date TBC) FOFS stand at Rotary Club Duck Race, Fordingbridge Recreation Ground
- 18th October 2024 - Quiz (Venue to be confirmed)



THANK YOU LUNCH



The Partners and Practice Manager recently met with the Friends of Fordingbridge Surgery Committee, enjoying a delicious 'Thank You' lunch. This was arranged to thank Ian Newman for his time as Chairman, and his lengthy tenure as a founder member trustee, and to welcome him as our new FOFS patron. Sadly, Kate had died a couple of weeks previously, and we remembered her fondly during the event.

DONATION

FOFS are extremely grateful to have been named as a beneficiary in a will recently. Large bequests like these have a huge impact on the services and equipment we can purchase for the surgery to benefit all our patients.

FUNDRAISING

We are hugely grateful to our fabulous team of volunteers who enthusiastically help us whenever we ask, raising awareness and funds for our Friends of Fordingbridge Surgery Charity.

If you would like to join our team of volunteers, to help us with future clinics and fundraising events, then please contact our Friends group via fofs.ppg@nhs.net

The Friends of Fordingbridge Surgery raise funds for much needed equipment and services which are not provided by the NHS, such as 24 hour blood pressure monitor, doppler machine, bereavement counselling service, ECG machine. To donate to FOFS please use the QR code, or contact the Treasurer via fofs.ppg@nhs.net

To donate £5, please use the QR code



STAFF TRAINING UPDATE

MENOPAUSE AWARENESS



We are really pleased to be able to display our Menopause Approved accreditation logo.

Menopause awareness training, funded by FOFS, was carried out for staff at the surgery whilst the clinicians attended their Target session on 11th October 2023.

We were led by the lovely Rhonda Felton of MyNuMe who eloquently spoke about menopause and covered areas including:

- Food & Menopause

We discussed food and its many effects on menopause. Some foods can alleviate symptoms!

- Psychology & Menopause

How does psychology affect menopause and how does changing your mindset affect your life?

- Health & Menopause

We discussed overall health and how it may be affected by Menopause, HRT, Alternative therapies, symptoms and much more.

Staff feedback was very positive:

“It was informative and interesting, revealed some of the 'mysteries' of menopause”

“Informative, eye-opening and well presented”

“It was very informative and helped me understand the potential difficulties some of my colleagues would be going through”

This training has given us all round knowledge and enabled our workplace to have an open, inclusive and supportive culture towards menopause.



ISLA - NURSING ASSOCIATE

Isla's first placement.

As mentioned in our previous newsletter Isla has commenced her Nurse Associate training. The nurse associate programme will allow Isla and her peers to become registered on the nursing and midwifery council register of nurse associates. Her first student placement is with us here at Fordingbridge Surgery. You may see Isla wearing her new student uniform. She will continue with her HCA role in between placements until she has qualified.



CLINICIAN TRAINING

Our clinicians gathered with many others in the local area at the recent TARGET training event on 11th October. TARGET stands for Time for Audit, Research, Governance, Education and Training. All of these things are important in ensuring that surgery staff can do their jobs as effectively as possible. The TARGET scheme brings the Primary Care workforce together to learn new skills, hear about new treatments and share good practice.

This year, topics included Asthma - diagnosis and management, Menopause, Diabetes and Mental Health.

Dr Charlotte Hillsley said “This was an excellent opportunity to receive feedback on changes to local services and clinical updates, helping to ensure we are providing the best care to our patients.”



COMMUNITY NEWS & DATES FOR YOUR DIARY



Help Wanted!

Fordingbridge Surgery maintain a list of volunteers who own a 4 x 4 vehicle and in the event of snow and ice, are willing to help the surgery to potentially help collect patients and deliver essential prescriptions. In addition, we would be grateful for any volunteers who can help to clear snow away from our footpaths and car park.

If you have a 4x4 vehicle and can assist with deliveries or are willing to help clear snow please get in touch via e-mail to fofs.ppg@nhs.net with your name and telephone contact number

Thank you



FOODBANK NEWS



On Monday 4th December, some of the Fordingbridge Surgery Elves delivered two heavy boxes of items collected from both staff and patients to Ringwood Foodbank. It was lovely to meet some of their team! Thank you to everyone who has contributed so far - please keep bringing your donations until end of December. ❤️

Ringwood Foodbank would like to thank
Fordingbridge Surgery
 for your very kind donation of food from your recent collection on the 4th December 2023
18.5 Kg
 was collected - a wonderful effort by everyone.

This will feed at least
2 people
3 meals a day
for 3 days
 while they are in a crisis situation.

Thank you.
The Foodbank Team

www.ringwood.foodbank.org.uk
 Reg. Charity No 1152574 | Reg. in England & Wales



In linking with Moors Valley parkrun
Fordingbridge Surgery
 is certified as a

parkrun practice

by
parkrun UK and the Royal College of General Practitioners (RCGP)

Date:

Chrisie
 Chrisie Wellington
 Global Head of Health and Wellbeing
 parkrun UK

Andrew
 Dr Andrew Boyd
 Clinical Priority Leads, physical activity & lifestyle
 RCGP

Zoe
 Dr Zoe Williams
 RCGP

PARK RUN

Fordingbridge Surgery has been a 'Parkrun Practice' since 2018. This collaboration between the Royal College of General Practitioners (RCGP) and Parkrun is to help improve the health and wellbeing of patients and staff.

Parkrun is a free community event where you can walk, jog, run (it is not a race!), or volunteer to help marshal - which is super easy and a fun way to meet people. It really does help with health and a sense of wellbeing and can really help those amongst us who may be lonely or a bit down, particularly in these drab winter months!

Parkrun takes place in many, many places all over the country on a Saturday at 9am and in many countries around the world. It is a wonderfully positive, friendly and welcoming environment.

Some of the staff and doctors at Fordingbridge Surgery will be joining Moors Valley Park Run on Saturday 20th January and we hope to see some of our patients there too, so please put the date in your diary and join us. If you have any questions or if you would like more information, please contact Julie Pegoraro, who is a member of the Moors Valley Parkrun core team on 07885 588020 and she will be happy to help you.

run
 walk
 cycle
 yoga
 swim
 weights
 home workout

JANUARY

Move every day, your way,
 to beat the winter blues away.


#REDJanuary

AVON VALLEY SHED NEWS

**AVON VALLEY
SHED**

**WORKING IN OUR
COMMUNITY**

ALL
WARMLY
WELCOME



UK
Men's
Sheds

JOIN US
FOR A CUPPA
AND CHAT

9:30 - 12:00

Every Wednesday

Fordingbridge Town Hall
other weekday session held at
Damerham and Alderholt

Email: enquiries@avonvalleyshed.org.uk
 Website: avonvalleyshed.org.uk
 FaceBook: Avon Valley Shed

Avon Valley Shed is a community event which is held in Fordingbridge Town Hall every Wednesday from 9.30am until 12 noon. It is a "community space for men to connect, converse and create, a place to pursue practical interests at leisure, to share practice skills and enjoy making and mending". The social contact and friendship building is particularly important, with plenty of laughter, as was evident during our surgery visit to meet them. The group is gaining in numbers and more are welcome. Please consider going along if you think you would benefit from and enjoy this group.

Email: enquiries@avonvalleyshed.org.uk
 Website avonvalleyshed.org.uk
 Facebook Avon Valley Shed



TWO BRIDGES NEWS

CAN YOU HELP? The Two Bridges Care Group is in need of drivers and coordinators.

Two Bridges is a care group which voluntarily provides transport services to local hospitals, doctors, dentists etc, for those who need it. To enable the group to meet these demands, it is always in need of volunteer drivers, and coordinators. The coordinator job consists of keeping in touch with the drivers, to assist them in fulfilling the needs of the clients/patients. They get paid expenses and the real reward is the gratitude and appreciation of those in the local community.

Recent good news includes the introduction of a new easy-to-use automated computer-based booking system/electronic diary, which is working very well; making the drivers' and coordinators' jobs even easier!

If you can help, please do contact Derek Ayling, vice-Chair and publicity, on 01425 650770 or on email: Hippotrain@BTInternet.com



FORDINGBRIDGE SURGERY

CHRISTMAS HOURS 2023/2024

Saturday 23 rd December	CLOSED
Sunday 24 th December	CLOSED
Monday 25 th December (CHRISTMAS DAY)	CLOSED
Tuesday 26 th December (BOXING DAY)	CLOSED
Wednesday 27 th December	Normal Hours
Thursday 28 th December	Normal Hours
Friday 29 th December	Normal Hours
Saturday 30 th December	CLOSED
Sunday 31 st December	CLOSED
Monday 1 st January (NEW YEAR'S DAY)	CLOSED
Tuesday 2 nd January 2024 and onwards	Normal Hours

When the surgery is closed and you need urgent medical advice, please call

111 - Out of Hours Service

or

999 – for a life threatening problem

When dropping off or collecting prescriptions please check the collection dates carefully

**PLEASE GIVE THE DISPENSARY AT LEAST FIVE
WORKING DAYS WHEN RE-ORDERING
MEDICATION
PLEASE DO NOT RUN OUT JUST BEFORE
CHRISTMAS or THE NEW YEAR**

