(*The newsletter needs to be published in a minimum font of 11 to comply with visually impaired needs)*

Welcome to our second PPG Newsletter – we hope that you will find the

articles both informative and helpful

Developments at the Health Centre:

**The New Health Centre Extension**

The PPG are greatly excited by the new Botesdale Health Centre Extension and hope it will become a

‘home’ for many support groups within the local community.

Open House documented above is a regular support group held at the Health Centre.

Some of the support groups will need to be specifically medically orientated, i.e. Macmillan Hospice and Suffolk Carers staff as mentioned already in the above article, Ideas for support groups would be very welcome from readers of this Newsletter. You are all members of the Patient Participation Group as patients of the Health Centre. All your views are welcome. There is also a Comments Box for written comments sited in the Foyer at the Main Entrance to the Health Centre labelled “PPG.”

If you wish to utilise online communication, please contact the PPG at [BotesdalePPG@gmail.com](mailto:BotesdalePPG@gmail.com)

**NHS APP**

All GP practices in England are being connected to the NHS App by July 2019. Patients can already

download the NHS App from app stores and use it to check their symptoms and get instant advice. Once a patient’s GP practice is connected, they will be able to book and manage appointments, order repeat prescriptions, securely view their GP medical record, and more… Botesdale Health Centre is connected.

**Care Navigators**

Receptionists at GP surgeries are being trained in Care Navigation. There is evidence that by questioning a patient when the patient phones the surgery, it may be speedier to get you to the most appropriate care for your needs, but which may not, in fact, be an appointment with a GP. Please therefore bear with Care Navigators asking more questions than you are used to as this will ensure you get the best, speedy and most efficient care.

**Consider the Planet**

The Botesdale Health Centre are considering The Planet and working to eradicate single use plastic.

Therefore, the Health Centre are no longer supplying free white topped specimen bottles; however,

these can be purchased for 25p per bottle from the dispensary and this bottle can be taken home,

rinsed out and re‐used every time you need to provide a urine specimen.

However, if you wish to provide your urine specimen in your own container, please ensure this is cleanand not a glass container. The clinician will return your container to you to take home to dispose of, orclean and re‐use.

**September 2019 Patient Survey**

We will be conducting our annual Patient Survey for two weeks from Monday 9 September 2019. TheSurvey will use a paper questionnaire available at the Health Centre or an online option will be

available. Look out for details that will be published in the next few weeks.

Last years Survey provided a wealth of useful opinions and ideas that helped us provide a valuable

patient perspective of 1,000 patients to the Health Centre Team. Capturing your views and thoughts isvitally important and we need and greatly appreciate your response.

**The Benefits of Exercise for the Older Person ‐ A**

**Personal Account**

My name is Hugh Kingwell, at 80 years of age I have been Type 2 diabetic since July 2006 and injectinginsulin for the last 4 years.

My journey into Diabetes started with a phone call from my doctor’s surgery (after a blood test) asking

me to visit ASAP. I arrived to be seen by a locum doctor who told me that I had a significantly high blood

sugar reading and that I had Type 2 Diabetes. The Diabetic nurse was most certainly going to commence

Insulin when I saw her. I was rather upset by this news and knowing nothing about Diabetes (other than

you shouldn't eat a lot of sugar and sweet things) I decided, before seeing the diabetic nurse, I was

going to find out everything I could about the disease. I spent the whole weekend on the internet. I

quickly learnt that there was no cure; but lifestyle, diet & exercise could be significant factors in

successfully managing the disease, in particular EXERCISE was of major assistance. When I met with the

Diabetic Specialist Nurse, it was suggested that I start on Insulin immediately. Much to her surprise I

said I wanted 6 months to prove the effectiveness of exercise in managing the disease, rather than take

insulin immediately. The Specialist Nurse agreed to this. On the way home I stopped off at the cycle

shop & purchased a bicycle.

I then started a planned exercise routine, stopping every mile on my daily ride & taking blood sugar

readings and very quickly I knew that between 18 and 20 miles was the amount of exercise necessary to

get my blood sugars in the 6 – 7.5 range. On days when the weather was too bad to cycle, I swam or

had an umbrella walk. I obviously stayed in very close touch with the Diabetic Nurse who endorsed my

efforts.

I continue cycling daily & also watch what I eat. In many conversations with health care professionals; at

all levels, many have said how research has proved how important EXERCISE is in the management of

this and many other diseases. Also more significantly a Professor working in the field of Diabetes

expressed that he considers exercise SO CRITICALLY IMPORTANT, if, given a choice to stop Diabetic

Drugs or Exercise for his patients he would advise them to stop drugs{please do not undertake this

without discussing your individual case with your specialist}.

Further information re exercise for older people can be obtained from the following organisations:

 Royal Voluntary Service, online or phone 0330 555 0310.

 Centre for Ageing Better, online or phone 020 3829 0113.

 Which? see website.

 NHS see website.

 Locally – To get one started on a basic seated exercise class‐Botesdale Park View Chapel.

Holds a class on a Friday morning 10 am.

**St Nicholas Hospice Care ‐ A Hospice Nurse Perspective**

St Nicholas Hospice Care was founded in 1984 by the late Cannon Richard Norburn and Rev. Sally

Fogden who recognised the need for holistic compassionate care within the local community. Initially a

specialist nurse was recruited, and a day service began also the Hospice commenced a range of services.

Many people consider the Hospice as “the place you go to die”, whilst this is true, it’s not the whole

story. Those who work in the Hospice speciality consider “Hospice” is about the way we work and our

values of compassion, listening, team spirit, learning, and resilience. Most of hospice work happens in

people’s homes and the community. Each year we support around 2,500 people.

Our C.E.O, Barbara Gale, writes that the need for palliative care support is likely to increase over the

coming years: “families and communities will play an increasingly important part in caring for people at

the end of their lives and we want to support them as they face these difficult challenges”.

The vision for hospice care is aiming for everyone to have the very best experiences in the final chapters

of their life. To do this we need to reach more people and start to have honest and open conversations

about all aspects of dying, death and bereavement.

We aim to do this by having a community‐based approach, focusing on three areas: Community

Partnership, Clinical Care and Education.

**St Nic’s and The Botesdale Health Centre – Open House**

About seven years ago, the Hospice started “Open House”, aiming to offer support, advice, and share

knowledge with anyone interested without the need for a referral. Initially it ran once a month, a’ slow

burner’ to begin with but it now runs weekly seeing approximately 30 people at each session. The

success led to this being repeated in several locations around West Suffolk and Thetford.

Dr Cooke was keen for Open House to run at the Botesdale Health Centre, and I was very keen to be

involved as this is my local community. Dr Cooke recruited Mary Moore and Netta Sharpe as volunteers

and I came along as a Hospice Nurse. It’s now been going for three years, and each month we see our

regulars as well as those who come once for advice or information only – all are welcome.

Open House runs on the first Thursday of each month, from 10.00am to 12.00pm. It is free, with plenty

of tea, coffee, and cake. You can just drop in, no booking required!

Research and experience tell us that:

Starting conversations early with family, friends and colleagues about dying and what is important to

you, being connected within your community, and building networks of support can have a positive

impact on your resilience and the way you cope when facing progressive ill health, uncertainty about

the future, or bereavement.

Coming to Open House at Botesdale Health Centre is a good way to: start or find out ways to commence

these important conversations seek support and build confidence.

Our aim is to share our knowledge, improve end‐of‐life skills within local organisations, and raise public

awareness about dying and bereavement.

We are happy to work with groups, businesses, and schools, designing our sessions to meet their needs.

Contact : All details about Open House or Education can be found by looking on our website

(www.stnicholashospice.org.uk), or by calling the Hospice on 01284 766133.

**Terminology You May Hear or Have Heard Already**

**Primary Care Networks (PCN)**

GP practices have begun working together and with community, mental health,

social care, pharmacy, hospital and voluntary services in their local areas in primary care networks to provide a better standard of patient care within specific geographical practice groupings. The PCN groups will receive additional funding in order to enhance services provided within the local area. Suggestions would be welcomed on how this funding should be used.

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**And Finally ……..**

We hope that you have found this Newsletter of interest. The next Newsletter will be with you at

Christmas 2019. If there are any particular issues or features that you would like us to cover please do

not hesitate to mails us at BotesdalePPG@gmail.com or drop a note into the PPG box at the Health Centre

Useful Contact numbers and further information:

WELLBEING SERVICE

For Self‐referral: 0300 123 1503 wellbeingnands.co.uk

Please see the practice website links