



Patient's Participation Group

Newsletter

VOLUME 1 ISSUE 7

MAY 2017

TADWORTH MEDICAL CENTRE

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Welcome to the Seventh Issue

We are now well into the New Year of 2017 and with much news to import.

First of all happy and sad news. Sad, because we have learned that Dr Jones has moved on to a practice nearer home, many of us who were her patients will miss her extraordinary care. We have heard many comments from our wider audience of the great affection in which she was held. Happy, because we hope she will be enjoying a well earned break from travelling at her new practice.

The final part of the CQC inspection is now done and a new grading of GOOD in all areas. A very well done to all the staff at TMC for their hard work.

Another item for announcement is the new ECG equipment that has been installed at the practice

so that Doctors can send patients to one of the Practice Nurses to conduct a scan which will be sent electronically to the Cardiology Department at Epsom Hospital for analysis. This will save patients having to make the trip to the hospital and get scans in front of the experts promptly.

Our famous pink spotted Comments Box has changed to Green in colour (but still in the same place), your suggestions as to how services at TMC can be improved will always be welcome.

We are pleased to announce that after making a bid for funding, the Brighter Community Fund of the Raven Housing Trust has come to the aid of your PPG with a

generous donation of £576 so that we can continue with the printing of this Newsletter. As some of you will know we do not receive any other financial support except from organisations such as the Brighter Community Fund. Many thanks to the fund for their considerable generosity.

STOP PRESS.

We have been advised that there has been a significant increase in the number of Appointments missed that are not cancelled beforehand. This has a massive impact and is complete waste of both Doctors and Nurses valuable time. Details are on Page 4.

Opening Times and Doctors Availability

The surgery is open from 08:00 to 18:30 Monday to Friday. Please note that between **08:00 to 08:30 we operate an emergency telephone service only**. If you should wish to see a specific doctor, please note their availability is only as listed below.

Dr Pedram Shabrokh (Male)

Monday, Tuesday, Thursday and Friday

Dr Peter Greenway (Male)

Monday, Tuesday, Wednesday and Friday

Dr Julia Chase (Female)

Monday and Thursday

Dr Matthew Freeman (Male)

Monday, Wednesday, Thursday and Friday

Dr Beverley Anderson (Female)

Tuesday Wednesday and Thursday

Dr Sherine John (Female)

Tuesday, Wednesday, Thursday and Friday

**News
and
Useful
Infor-
mation**

Telephone Numbers

Tel No : 01737 303217

Fax: 01737 370954

Practice address

1 Troy Close ,

Tadworth,

Surrey

KT20 5JE

Website

www.tadworthmedicalcentre.co.uk

Prescriptions

Please allow 2 working days for the processing of repeat prescriptions.

Arrivals and Departures

Arrivals:

Departures

Dr Lucy Gill on Maternity Leave. Dr Sherine John will be covering for her

A Message from the Chair

I have been Chair of Tadworth Medical Centre Patient Participation Group (PPG) for just over eighteen months now, I can't believe how quickly the time has gone! Your PPG continues to be the champion for you all and represent your views both within the Practice and in the wider NHS community. As well as being your Chairperson I am also Chairperson of the Surrey Downs PPG Chairs Forum, a group of PPG chairs from Medical Practices all over Surrey Downs who altogether represent over 32,000 patients.

I am working with the Clinical Commissioning Group who hold the purse strings for all services in the community and at Epsom, Kingston, and St Helier Hospitals. Your views on the services you receive are really important as you as patients have a right to have a say in the services you feel are necessary for our community. Please contact me by email on ppg@tmcl.nhs.uk if there is anything you would like me to raise with the CCG. Similarly if you are a patient registered at Tadworth Medical Centre and you would like to contact me please either leave a message in the green spotted box on the front reception desk or email me on the address above.

Recently I had discussions with the Partners about the accessibility issues, namely the entrance doors, which have been drawn to my attention by a number of you who have posted comments in our green box. I can confidently report that the Partners and Practice Manager are looking into this.

I am hoping that the new extended hours and Hub arrangements for out of hours appointments has made it easier to get an appointment. Please let me have your comments!

Please remember members of the PPG are all volunteers who are here to help you so please keep in contact through our suggestions box or our email address above

**Please
help!**

Local Chemists and Services

| | | | | | |
|-----------|--------------|----------|--------------|--------|--------------|
| Day Lewis | 01737 813130 | Jubichem | 01737 813131 | Lloyds | 01737 355260 |
| Paydens | 01737 354714 | Walton | 01737 813251 | Asda | 01737 377310 |

A number of local pharmacies operate free NHS Health Checks for those patients between the ages of 40 and 74. These tests can help identify the warning signs of diabetes, kidney disease or having a stroke as you get older.

Jubichem and Day Lewis are known to provide the service in Tadworth and a full list of those offering the service in the area can be found on <http://www.healthysurrey.org.uk/your-health/health-checks/where-can-i-have-an-nhs-health/>

A new service being offered is designed for those who are unwell and need advice when the surgery is closed and is available from 6pm to 9pm each weekday evening and 9am—1pm on Saturdays and Sundays. Telephone number is 01372 738373.

air Alert (this could be of interest to those with respiratory conditions)

airAlert is targeted at people with respiratory health problems who may be affected by air pollution and is a service, provided by the Surrey airAlert consortium, that sends free messages direct to vulnerable people informing them about air pollution levels in their area.

airAlert warns people the day before or on the day that elevated air pollution is expected to occur.

airAlert sends a voice or text message direct to you (via your mobile or home telephone, email or via webpages or RSS on your PC)

People can register for free, then login for updates, changes, suspend/go on holiday or cancel the service. The apps can be downloaded from:

Apple IOS: <https://itunes.apple.com/us/app/airalert/id991737402?mt=8>

Android: <https://play.google.com/store/apps/details?id=airAlert.Droid>

You can register FREE for **airAlert** by downloading the iOS and Android apps. Alternatively please go to the registration page (<https://www.airalert.info/surrey/registration.aspx>) to fill out your details to receive the alerts via your choice of either SMS, voice messaging or email. Your data will be stored securely.

Appointments Not Attended (DNA)

It would help enormously if patients could contact the practice immediately they become aware they are unable to attend appointments.

Patients who do not attend appointments can cause considerable difficulties to both the practice and fellow patients.

Another massive impact is of course on you the patient, since loss of Doctors and Nurses time reduces the appointments available when you phone in. Figures for the last quarter are below

For the last quarter of ending in March this year there were 503 appointments where patients did not attend their booked appointment, nor did they cancel them.

Tadworth Medical Centre (TMC) will soon be using a safe SMS text service supplied by Surrey Downs Clinical Commissioning Group. This will send patients a reminder of appointments and enable them to cancel if necessary. The service will also text patients after they have seen a clinician and give the chance to complete a Friends and Family test offering feedback to the surgery. In order for this service to work efficiently please ensure that TMC hold the correct mobile phone number for you.

The Allergy Season is upon us—Do you Know your Pollens!

We thought it worth while since the allergy sufferers are at their most vulnerable that we give some information on the sources of pollen. As you will know large parts of this area are heathland and you are likely to come across many of them illustrated here. A great deal of medical help is available on the NHS choices website.



Alder trees grow mostly in damp places like riverbanks. Male catkins (clusters of flowers) are dark brownish-red in colour, turning yellowish-red when mature. Their pollen is known for moderate to high risk of allergies, and can be released from the end of January, with a peak period in March. Both birch and hazel pollen are similar to alder pollen. People sensitive to alder pollen may also suffer when hazel or birch pollen is in the air.



Ash trees can grow to 30 meters and more in places with a good water supply, and are recognizable by their smooth, greyish-brown bark. The buds of the common ash are black, while other species' are brown. Ash trees have a comparatively short flowering period of around two weeks in March or April.



Birch pollen is one of the most allergenic, and birch trees are easily identified by their white bark. They prefer lightly wooded or heathland areas, so are unlikely to be found in thick forest. Depending on the weather, flowering starts around the middle of March.



As a shrub which needs plenty of light, **hazel** is often found on the edges of woods. The male catkins are bright yellow and easy to detect from a distance.



Oak trees are easily identified by their iconic sturdy shape and unique leaves. Their bark is rough, dark and vertically fissured. Male catkins appear at the same time as the leaves, and pollen is released in April and May. The oak produces moderate risk of allergies



Sycamores are huge trees with maple-like leaves and a characteristic bark which peels off in large scales. The outer scales are usually dark, while the inner scales are bright yellow or brown. Because of their resistance to pollution, sycamores or plane trees are often found in cities. The flowers are concentrated in small spheres on long pendulous stalks, with a flowering season ranging from March to May. Common allergy symptoms during this period tend to be caused by birch, but also alder, hazel, hornbeam, oak, beech, sweet chestnut, and also various grasses.



Willow trees are often found growing in moist, sandy soil near rivers and lakes. The flowering buds often bear white, silvery hairs, and turn yellow when the anthers come out during pollination time. Flowering starts mostly in March, but as there are so many different species; pollen is sometimes still being released in June. Willow's allergenic potency is low, but cross-reactions are likely with poplar pollen.



Oil Seed Rape is a widespread agricultural crop with an unpleasant odor and yellow flowers. Although the flowers are pollinated by insects, pollen becomes airborne and can be blown by the wind for tens of kilometres. The main flowering season lasts from April and May, with low to moderate risk of allergies.



Sorrell, Dock. Both of these common country herbs have small, inconspicuous reddish flowers. They usually grow in meadows and pasture land, and sometimes in sandy coastal areas. Their flowering season extends from April to September, with pollen producing moderate to high risk of allergies



Grasses: Numerous species of grasses grow all over the UK, releasing pollen from May to September, with June and July as the peak time. The species with the highest allergenic potential are those which grow tall



Mugwort: This shrubby, woody-stemmed weed is found in wasteland and can grow to a height of 2 meters. The leaves are slitted, with white hair on the underside. Flowers are very small, and yellow to reddish-brown colour. In Europe, the start of the season is late July. Mugwort shows a high allergy risk.



Mould: Alternaria: Alternaria is a fungus which appears as dark lines, dots, or circles up to the diameter of a plate, and is often found in bathrooms. It grows naturally outdoors on plant material, but also indoors on wood, silicone seals, walls or textiles, wherever condensation or other sources of damp provide enough water. In central Europe, alternaria's growing season starts in mid-June, peaks in July or August, and ends with airborne spores in September or October. Spore loads are sometimes very high after summer rain, and thermal convection helps the spores to become airborne when the soil dries out. Alternaria spores have moderate to high allergenic potency.



Mould: Cladosporium: Cladosporium is a common mould all over the world. Outdoors, it is frequently found on rotten organic material such as plants and wood, indoors, it can be found on walls and objects affected by water damage, and even on food in refrigerators. The small spores have a distinctly roughened surface, pale brown to dark brown in colour. Like alternaria, the season starts mid-June, peaks in July and August and ends with airborne spores in September and October. Spore loads are sometimes very high after summer rain, and thermal convection helps the spores to become airborne when the soil dries out. Cladosporium spores have moderate allergenic potency.

