

Letters to the Editor

I organise an exercise class for people with Parkinson's which is part funded by the Herefordshire branch of Parkinson's UK. The branch committee has agreed that whilst people with Parkinson's have priority, if there are spaces in classes, these can be offered more widely. There are currently 6 spaces in the Kington exercise class.

The instructor for the class (Jane Allcoat) adapts the exercises according to the needs of the participants, e.g. most exercises can be done whether seated or standing. The class is therefore suitable for wheelchair users and people with neurological conditions such as multiple sclerosis and stroke. People recovering from surgery or a long illness might also benefit and might perhaps be interested in a short course.

The class meets on the first and third Mondays each month from 10.30 – 12 noon at the football club in Kington.

We exercise for an hour and then have half an hour for coffee/tea and a chat. It is a very friendly group and we laugh a lot! Cost to participants is £3 per session.

If you think that the class might suit you, you are very welcome to come for a taster session free of charge. For further details or to arrange a taster class please contact me on 01544 230718.

Yours sincerely

Kay Birchley

Joy Boyles

Sadly Joy has resigned from the PPG as she has moved to live in Yorkshire with family. Joy has been a member of Kington Medical Practice PPG since it was first started some 10 years ago. Over the years she has worked tirelessly to foster good relationships between the Practice and its patients, particularly those in the Pembridge area. She has always been willing to "go the extra mile" - attending village coffee mornings, organising raffles etc. and, not least, making sure that the former branch surgery at Pembridge was properly maintained!

We know that Joy is a good friend and neighbour to many in and around Pembridge and feel sure patients would wish to join us in formally thanking her for all her hard work on their behalf. For our part the PPG will greatly miss her wise counsel and calm and kind manner. Kay Birchley and Roger Phillips

We wish all our readers a peaceful and happy Christmastide – however you celebrate it – with very best wishes and good health for 2019.

PPG group: Kay Birchley, Sharan Brealey, Lorna Hart, Roger Phillips, Pat Roberts, Sonia Roberts, Eric Smith and Annie Vickerstaff.

It's Your Newsletter

If you would like to write to the Editor or have any ideas or suggestions about the Newsletter, please contact:
Kay Birchley, PPG Chair on 01544 230718 or email kington.ppg.nhs.net

The Newsletter is available online at www.kingtonmedicalpractice.co.uk

With thanks to: editor: Annie Vickerstaff, final checking: Kay Birchley, printing and publishing: April Jones.



At the time of going to press we were saddened to hear of the passing of Joy Boyles, our thoughts are with her Family and friends.

KINGTON MEDICAL PRACTICE PATIENT PARTICIPATION GROUP (PPG) NEWSLETTER

ISSUE 3 NOVEMBER 2018



Kington and Area Health Commission

The Commission was established in 2017 by the Herefordshire Clinical Commissioning Group (CCG) with the aim of working in partnership with Kington Town Council to "review how community health services are designed and provided in Kington and the surrounding area and to address some of the quality issues related to services provided in Kington." The Commission, chaired by the Mayor of Kington Martin Fitton, comprises, uniquely, representatives of service commissioners (eg Kington Medical Practice, local care homes) and service users (eg town and county councillors, the PPG). The work of the Commission is nearing completion. We aim to inform patients of consequent developments as they come on-stream through the Newsletter. In this issue we focus on developments arising from the health and wellbeing project namely social prescribing, WISH and the community Hub.

Community Link Social Prescriber – Tracy Price

Herefordshire recently introduced a new Social Prescribing Service for the medical practices across Herefordshire. The service is funded by the NHS and facilitated by HVOSS, Herefordshire Voluntary Organisations Support Service. There are currently 3 community link social prescribers covering the county with myself, Tracy Price covering Kington and the North of the County. Social Prescribing is a non-medical intervention that works to link people with services, information and advice that can improve their wellbeing.

Social Prescribers also provide support and an important listening service to patients who are finding life a challenge and need a little extra support to access services.

It can sometimes be difficult to find out about services that may be available to improve daily life and even then some people may require that little bit of help to work out which is the best form of support for their situation. Social

Prescribers aim to keep up to date with services available that will help people link in with their local community, as this enables GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services.

The Social prescribing service is designed to support people with a wide range of social, emotional or practical needs and focus on improving mental health and physical wellbeing. Most referrals are for patients with mild mental health problems, vulnerable groups, people who are socially isolated and those who frequently attend either primary or secondary health care. The main aim of the service is to reduce loneliness and isolation as this can have a detrimental effect on people's health and wellbeing.

I am currently in Kington Medical Practice every Tuesday. Any patients who wish to access the Social Prescribing Service just need to let the staff know at the practice and they will happily send a referral to myself. Once I receive the referral I will contact the patient by telephone for a quick conversation about their situation and if required make an appointment for them to see me. I allow 40 minutes for the initial appointment in order to get a clear understanding of what support is required.

Following this meeting I will follow up any agreed actions and review the situation at a later date to ensure the services

WISH and the Talk Community Hubs have been developed to help residents in Kington learn about community activities and find information about available support when they need it.

WISH is Herefordshire's online service for wellbeing information and signposting to local services, groups, events and activities across the county. It's a community website that's free and easy to access and can be used by residents and professionals who support local residents, such as GPs, social workers, charities and local community groups. The aim is to help people stay independent, happy and healthy by providing them with information when they need it, and to

provide information about events, activities and support available in their community.

We want to make sure that the local information on WISH is as comprehensive as possible and are inviting all groups, clubs and organisations in Kington to join WISH by either registering as a provider of services or adding their events to the 'What's On' calendar. Take a look and see what you think



www.WISHerefordshire.org



Talk Community Hub in Kington

Talk Community Hubs have been set up across the county and are a great way to help you connect with services, groups and activities taking place in your local community.

The hubs are run by Herefordshire Council's friendly Community Brokers, who will be on hand at Kington and other sites across the county on a monthly basis. The hubs will be open between 9:30am and 4:30pm. There's no need to book, simply drop in to the Kington hub which runs on the third Tuesday of each month at the Kington Library, Bridge Street, Kington, HR5 3DJ.



Kington Food Bank

The Kington Food Bank was officially started in January 2013 under the auspices of Kington and District Churches Together. It is open every Friday from 2 – 3pm at the Old Police Station. Vouchers have been produced and are available from various health care professionals, social services, DASH, Housing Association, Probation Team, local welfare provision, Mental Health Support, local clergy and local schools.

Clients who attend the food bank should produce a voucher which entitles them to food for three weeks. The food bank is generally viewed as a temporary measure to meet the immediate needs of people who are in crisis due to changes in the benefit system or people who are in need of help during difficult periods in their lives.

We have a small team of volunteers, food is donated from the various churches in the area, we also have money donated which is managed by the treasurer of Kington and District Churches Together, and this money is used to buy additional food when required.

We would like to thank everybody who has donated food or money. For further information please contact Pat Roberts: 01544 231000.

Community Wheels

For some people getting to the surgery can be a problem, and this can apply to those who live in Kington itself as well as those living in the outlying areas. Community Wheels is available for all who need it and qualify to use it. You have to live within the catchment area, which does cover Kington and most of the area covered by the medical practice, and not have access to a car, or be unable to use public transport either because of mobility issues or lack of available service. Even if you do not meet these criteria you may still be able to get help if you need it, so it always worth asking even if you think you may not be eligible.

Transport is available for surgery visits, hospital appointments and much more. As well as cars, driven by volunteers who use their own vehicles, there are two wheelchair accessible mini buses which can be used for Individuals or groups.

The volunteer drivers are all DBS checked, and mini bus drivers are MIDAS trained.

There is an annual membership fee and a small charge for each journey, but this is far less than you would have to pay for a taxi. The service is supported by, and does receive some funding from Herefordshire Council which helps it to operate at such reasonable charges, but its main strength is in its pool of volunteer drivers who give their time for nothing.

It is essential to book ahead, normally a minimum of 48 hours in advance of when you want to travel, but if you have an absolute emergency please call anyway, as if it is possible to help they will. You can book and receive further information, by calling: 01568 615785.

Opening hours are Monday to Friday 9.00am until 2.00pm.

Please remember that this service is there to help you, and if it is underused then the funding may be cut, and the service discontinued.

If you feel that you have a few hours a week to spare and would like to be a volunteer driver please ring: 01568 737940.

News from the Practice

2018 Flu Clinics

Our two flu clinics held in October this year were a great success! We have vaccinated over 1300 patients this flu season so far so thank you to all of the Patients that gave up a portion of their Saturday morning to attend our clinics. We would also like to thank all Staff members that came in to run these clinics, without you they would not have been possible. If you are eligible but have not yet had an Influenza Vaccination, but would like to have one, please call to speak to a member of our Reception team.

Electronic Prescription Service (EPS)

Our EPS is now live; please can all patients make sure that all their contact details are up to date. Contact the Reception team to update.

if your chosen pharmacy is in England, please make sure your chosen pharmacy is nominated. This can be done at your pharmacy, our dispensary or via your patient access online account. If you have not yet signed up to Patient Access Online but would like to, please see a member of our Reception team.

Medication Delivery service

From January 1st 2019 it will become a requirement for every delivery of medication to be signed for at the point of delivery. All patients currently signed up to our Delivery service will be sent the Consent form outlining the new terms. In order for the service to continue patients must agree to and sign this consent form and return it to the practice. Any consent not returned to the practice will automatically remove you from the Delivery service programme.

Extended GP Services – Taurus

The hubs have been carefully chosen to best serve the rural and geographically diverse population that live in Herefordshire.

They are located at:

- The new South Wye Medical Centre based at the Asda superstore, Hereford, open from 6.30pm to 8.30pm on weekdays and 8am to 8pm on weekends and Bank Holidays.
- The Marches Surgery, located in Leominster, open 8am- 12pm on weekends and Bank Holidays.
- Pendeen Surgery, located in Ross on Wye, open 8am- 12pm on weekends and Bank Holidays.

Note to all Patients: due to increasing winter pressures you may be offered a Taurus appointment, when our appointment capacity is low.

Care Navigators

Our Reception team has recently undertaken Care Navigation training. Care navigation is a new way for practice staff to ensure that patients are being signposted to the most appropriate source of care. Our Practice has an increasing number of patients with complex and long-term conditions, who need help from a variety of health and social care professionals. Patients still rely on their GP as first point contact but sometimes it would be more appropriate for them to access other services directly. Our Care navigators have received the necessary education, training and support to ensure that they can work safely and effectively in patient-centered care. The aim of this is to reduce the ever-increasing demand on GP workload and, ultimately, to ensure that our patients are receiving the right care, first time.

Contact with Practice Staff

Please may we ask Patients to be respectful of Practice staffs personal time, all medical, health and wellbeing queries and questions should be directed to the practice during surgery hours via a member of the team. No member of surgery staff should be approached regarding any patients healthcare outside of their working hours.

2 NEW WAYS TO BOOK:

- 1 For routine appointments**
Call your local GP surgery. If they can't see you at a time that suits you they will refer you to a local GP or Nurse who can.
- 2 For more urgent appointments call 111**
and ask for Taurus Healthcare. They will find you an appointment quickly with a local GP or Nurse.