

## YOU SAID - WE DID

### ROWLANDS CHEMIST

Patients have expressed concerns re the possible loss of a pharmacy if/when Rowlands is sold. They have also reported that there have been occasions when they have come into Kington by bus or car, especially to collect medicines and have found Rowlands closed. These issues were discussed with the Practice Manager advised:

- That the Practice would have sufficient capacity to expand its dispensary were Kington to be without a pharmacy.
- If a patient has to travel by bus/car and lives a mile or more away from the surgery s/he can arrange to have medicines dispensed by the Practice.
- Patients are reminded that prescriptions are taken from Rowlands to the surgery once a day on Wednesdays, Thursdays, and Fridays only, and patients should bear this in mind when requesting repeat prescriptions. Prescriptions can be taken directly to the surgery if necessary or, better still, patients can register for Patient Access Online.

### TRANSPORT TO APPOINTMENTS

Patients have queried whether transport is available to enable patients to attend appointments at the surgery. The Practice Manager advised that unfortunately transport is only available through the Practice for patients attending hospital appointments, and that the eligibility criteria for use of this transport are stringent. It is suggested that patients apply to use the community wheels scheme for other appointments.

A patient had reported having had to cancel an appointment owing to the last minute cancellation of arranged transport and was concerned a replacement appointment would not be available. The Practice Manager assured the PPG that patients would not be penalised in such circumstances which were clearly beyond the patients' control.



**NHS LONG TERM PLAN... YOUR VIEWS**  
PRIORITIES FOR THE FUTURE

- Prevention and self-care
- Health inequalities
- Local out of hospital care
- Emergency same day care
- Specialist services
- Learning disability and Autism
- Mental health for children, young people and adults

**THE NHS IS CHANGING AND IT NEEDS YOUR HELP**  
Healthwatch and the NHS are seeking your views on how these priorities are addressed in Herefordshire and Worcestershire. The information will be summarised and reported to the public in July. The NHS will use it to plan and deliver changes needed to NHS services

**Leave your feedback**  
[www.yourconversationhw.nhs.uk](http://www.yourconversationhw.nhs.uk)

**healthwatch** Worcestershire  
**healthwatch** Herefordshire

Or scan the code with your smart phone to go straight there!  
Want to speak to someone? call 01432 277044



Next Newsletter: AUGUST 2019

The PPG welcomes your suggestions and comments. Letters can be left at reception marked FAO; the Editor PPG Newsletter or emailed to [Kington.ppg.chair@gmail.com](mailto:Kington.ppg.chair@gmail.com)

# KINGTON MEDICAL PRACTICE PATIENT PARTICIPATION GROUP (PPG) NEWSLETTER

ISSUE 5 MAY 2019



### WHY WALK?

It has long been acknowledged that exercise of any kind is good for our general health and well being.

Walking has particular advantages in that:

- It is accessible to all ages and abilities
- It doesn't require investing in expensive equipment or attendance at a particular venue.

Most walkers report that walking makes them feel better – both physically and mentally. Comments such as “when I walk I move better and I think better,” “going for a walk clears my head,” “I’m tired after a walk but healthily tired,” abound.

Recent research studies are providing objective evidence to back up patients' experiences e.g. in a practice in the midlands prescriptions for anti-depressants decreased dramatically when patients were “prescribed walking.” Evidence is also emerging that regular walking can slow the progression of chronic diseases such as Parkinson's and diabetes.

We are extremely fortunate in this area, - not only do we have glorious surroundings in which to walk, we also have three walking for health groups which support less mobile members of the community.

### WALKING FOR HEALTH W4H

Walking for health was established some years ago by MacMillan Cancer Support in partnership with the Ramblers Association, with the aim of helping people to get active and to stay active, and to make new friends. All walks are led by trained volunteers and are free to participants.



**INTERMEDIATE WALK**

**MONDAYS 2pm**

**EVERY STEP COUNTS**

**THURSDAY 10.30am**

**PROGRESSION WALK**

**THURSDAYS 1pm**



### EVERY STEP COUNTS

Leader Chris Lewis. 07790288694, [chrisblewis@btinternet.com](mailto:chrisblewis@btinternet.com)

Thurs 10.30 am. Meet opposite the Primary School, Mill Street

Walks are approximately 30 minutes long and are designed to help people to get walking, possibly following a hip or knee replacement. They are also suitable for those wanting to get out and meet people perhaps after a long illness.

The leader will structure the walk according to individual needs and no-one is asked to do more than they feel able to do. The walks are always on the level, usually walking along the recreation ground.

## W4H INTERMEDIATE

Leader Paula Whitehouse 01544598192 paula.whitehouse@hotmail.com

Monday afternoons at 2pm. Meet opposite the Youth Hostel in Victoria Road. Walks are between 60 and 90 minutes and take in footpaths in and around Kington and sometimes by car to walks such as Bradnor or Hergest Ridge. Inevitably there are some inclines and descents as is normal around the town. This is a particularly popular group and very often there are about 20 walkers attending.

## W4H PROGRESSION WALK

Leader Derek Blunn 01544231321 dablunn@hotmail.com

Thursday afternoons at 1pm. Meet opposite the Youth Hostel in Victoria Road. Walks are between 90 and 120 minutes in duration and follow the same areas as the intermediate group but obviously walking a little further. As on a Monday this is a popular group and numbers remain high.

## WHY NORDIC WALK?

Nordic walking combines the simplicity and accessibility of walking with the use of poles to enhance natural walking. With the correct technique the poles propel you forward, effectively giving you two extra legs, making it easier to walk and lessening the impact on joints. Nordic walking is an ideal activity for every-one, regardless of age and ability and can be adapted for individual needs and goals - whether you are recovering from an injury, at risk of falling and needing some confidence when walking, an athlete in training or some-one who hasn't exercised for a while. The health benefits are enormous e.g. weight loss, Improved posture and gait, improved fitness and cardiovascular health, improved blood circulation and metabolism, back and neck pain relief and Improved balance. Luckily we have a qualified British Nordic Walking instructor right here in Kington! Ali Allen offers taster sessions and "Learn to Nordic walk" classes on the recreation ground. For further details and costs of classes, visit her website at: [www.kingtonwalkinghub.com](http://www.kingtonwalkinghub.com)



The PPG cordially invites you to come to the surgery from 10am – 12noon on TUESDAY 25TH JUNE, to join in our "let's get walking" event. You will have the opportunity to:

- Meet with fellow patients who already walk regularly
- Discuss with our panel the resources that are available to you at the surgery and in the community to help you to get walking.

**The Panel, which will be chaired by Kay Birchley, will consist of:**

**Three walking for health walk leaders, Ali Allen, Nordic Walking instructor, Mike Kirby, Chair of Kington Walks Committee, Tracy Price, social prescriber, and a physiotherapist.**

The second part of the meeting (from 11:15am) weather permitting, will be held outside. After a brief demonstration of Nordic Walking you will have the chance to have a go yourself!

EVERYONE IS WELCOME ..... However if you intend to come we'd be grateful if you could kindly telephone Kay Birchley on 01544 230 718, so that we have an approximate idea of the number expected.

## NEWS FROM THE PRACTICE

**The Practice is excited to announce two new members of the clinical team** - Dr Orebiyi Sola will be joining our team from mid-June for two and a half days per week, Dr Sola has worked with the Practice over the last few months, visiting the patients within the Nursing Homes that the Practice provides care for, he has helped the Practice to provide a better quality of care to these patients. This has helped the Practice free up GP's and Nurse Practitioner's within in the surgery to provide more appointments to the rest of the Practice population. Anna Dickerson has been a great addition to our nursing team and is currently undergoing further in-house training to be able to provide a wider range of services within the nursing team.

**Leominster and Ross on wyes Minor Injury services** have re-opened. These services are open 8:30am-5:30pm Monday-Friday.

**New NHS App** - Patients registered at the Practice can now use the new NHS App, its simple to use and a secure way to access a range of NHS services on your smartphone or tablet. It can be used to get instant advice (much like the Practices Health Queries online service, accessed via the Practice website), view your GP medical record (if you have requested access to your information) and much more. **Please note if you use Patient Access Online you can continue to use it.** For more information go to [www.nhs.uk/nhsapp](http://www.nhs.uk/nhsapp)

**Patient Online Appointments** - The Practice will be making Nurse Practitioner, Smear, and Blood Test appointments available to be booked Via Patient Access online or the NHS app. Blood test appointments **must only** be made if they have been requested by a Practice Clinician or Hospital Consultant.

**Nurse Practitioner Appointments can be made for:**

all joint and muscle pains, allergic reactions not relating to medications, chest infections, throat infections, ear infections, urinary tract Infections (Please bring a sample along to your appointment), skin complaints, Insect Bites, rashes, mole checks, suspicious lumps eg breast/teste, new occurrence of abdominal pain, diarrhoea/constipation/ Vomiting —if you are unsure if your ailment is appropriate to be seen by a Nurse Practitioner then please contact reception.

**Musculoskeletal Pain** - Going forward appointments for Musculoskeletal issues such as Neck pain, Back pain, Joint pains etc will be booked with a Nurse Practitioner, this is because the Nurse Practitioners at the Practice have greater experience with these issues than the GPs, the Nurse Practitioners attend Weekly Multi Disciplinary Meetings with the Physiotherapists to insure that our patients get the best treatment for their complaint.

**Exciting New Service Coming** - The Practice will soon be offering Online Video Consultations! These consultations will be much like Facetime with your GP from the comfort of your home. The Practice Clinicians will be having Training in June, an announcement will be made when the consultations are available at the Practice.

**Alzheimer's Society Cupcake Day** - On Thursday the 13th June, the Practice will be holding a cupcake day in support of raising awareness of Dementia, please come along and help us support this great cause.

**Wye Valley Trust Services** - The services have now been based at the Practice for one month, please can we remind patients who attend these services that the Practice does not have access to the appointment system for these services. Patients who need to contact the Wye Valley Trust Services can use the contact numbers below:

**Physiotherapy Admin: 01432 802 990**

**Health Visitors: 01432 802 994**

**Community Nursing: 01544 230 010**

**Podiatry: 01432 802 992**

