

Could you ever suffer from **Shingles**?

The odd thing about shingles is that you can't catch it from someone else. Most of us have had chickenpox in our youth (even if we don't remember having it). For those of us who did have it, the virus that caused it can stay in our body for the rest of our life without our knowing that it's there. If that virus reactivates, it causes a disease called shingles.

One vaccination can reduce the risk of your having to suffer.

If you are convinced that shingles is not something for you to be concerned about, please read on because it is worth doing everything you can to avoid it.

Some things we know about shingles

- It can be very painful;
- It's more likely to affect you as you get

older.

- And the older you are, the worse it can be.

For some, the pain caused by shingles lasts for many years. Shingles can really affect your life, stopping you from doing all the things you usually enjoy.

What is shingles?

Shingles is caused by the reactivation of an infection of a nerve and it results in clusters of painful, itchy, fluid-filled blisters. These blisters can burst and turn into sores that eventually crust over and heal. They usually affect an area on one side of the body – most commonly the chest – but sometimes also the head, face and eye.

How long does it last and how serious

can it be?

The rash usually appears a few days after the initial pain and tingling and lasts for about a week. Sometimes shingles develops in the eye and may also affect the eyelid. This can cause severe pain and lead to decreased vision or even permanent blindness in that eye. Most people recover fully but, for some, the pain goes on for several months – even years.

Vaccination reduces the risk of getting shingles and also the severe eye problem. However, if you do still get it, even after being vaccinated, the symptoms (i.e. the pain) will probably be much reduced.

The vaccine is available to most people in their seventies *but it is a good idea to check with the surgery first* End

Does anyone know what the Patient Participation Group does?

Since April 2016 it has been a requirement for all English GP practices (like Brook Lane Surgery) to form a Patient Participation Group (PPG). Members of the PPG hold regular meetings with the Brook Lane Surgery Practice Manager in order to discuss any recent events that affect patients.

Nowadays, most businesses like to have your feedback about 'how well they are doing' and the PPG provides similar feedback to the Surgery.

Brook Lane Surgery PPG is a group of friendly individuals from a variety of backgrounds who are proud to support their GP practice. The group meets at the surgery four times a year, acting as both patient representatives and as critical friends of the doctors and staff. They currently take action by

- holding their own meetings;
- meeting other PPGs in the Fareham and Gosport area at quarterly area meetings;
- taking part in local health related meetings and groups;
- producing a surgery newsletter;

- communicating with patients via the surgery notice boards in the waiting room.

Notes and actions from their meetings are included on the practice website and on the surgery notice board for all to see.

The group wants to be able to represent all patients in the practice but this is quite difficult. Current members are all over the age of 50 – some working patients, some retired patients. While the group is keen to welcome any potential new members, it is particularly interested in recruiting people from different ethnicities, backgrounds and age groups. The only stipulations are that each member must be over the age of 18 and a patient of Brook Lane Surgery.

Recently, the group has been involved in the installation of the new telephone system and text alerts. The monitored car parking system has also been one of their interests. These initiatives have both resulted in improvements for patients: a more efficient telephone system and increased parking

availability.

Some other activities the group is currently involved in are

- conducting patient surveys or collecting feedback in the waiting room;
- advising the practice and patients of new systems and treatments;
- raising awareness with patients of important public health messages;
- providing patients with information about self-care support groups;
- contributing to a regular newsletter;

If you think you might like to become involved in the Brook Lane Surgery Patient Participation Group's activities, please contact Reception or email fgccg.brooklane-ppg@nhs.net End



The PPG discusses medical issues with Suella Fernandez, MP

Opening Hours	
Monday	08.00 – 18.30
Tuesday	08.00 – 18.30
Wednesday	07.00 – 18.30
Thursday	07.00 – 20.00
Friday	08.00 – 18.30
Saturday	CLOSED
Sunday	CLOSED

Please note

The Reception Desk is **open at lunchtime** between 1 pm & 2 pm daily but the telephone is **closed**.

Parking now a little easier

PARKING CONDITIONS



MEDICAL CENTRE PERMIT HOLDERS ONLY

ALL PATIENTS AND VISITORS MUST REGISTER FOR A PERMIT AT THE SURGERY RECEPTION

IF YOU BREACH ANY OF THESE TERMS YOU WILL BE CHARGED £100.

These terms apply at all times.

Additional costs/recovery charges will be incurred if payment is not received within 28 days.

We use manual patrols and ANPR cameras to monitor this private property and may contact the DVLA to request the Registered Keeper's details in order to send a Parking Charge Notice (PCN).

www.ce-service.co.uk
0115 822 5027

Civil Enforcement Ltd,
Horton House,
Exchange Flags, L2 3PF
Company No. 05645677

For some time, illegal parking.

Now, you have been telling us it can be difficult to find a parking place in the car park. **First, of course, we listened and now we have taken action!**

One of the reasons for the lack of space was the problem of

Now when you arrive in the car park, you will see a sign similar to the one pictured above.

Your registration plate is photographed as you enter the car park and you now have to go to Reception **each time you visit** to register your car's presence. You do

this by using a touch screen that asks you to type in your car registration number. (Hopefully, a member of the Patient Participation Group* will be on hand to help if you feel unsure how to work it, although it is quite easy, really.)

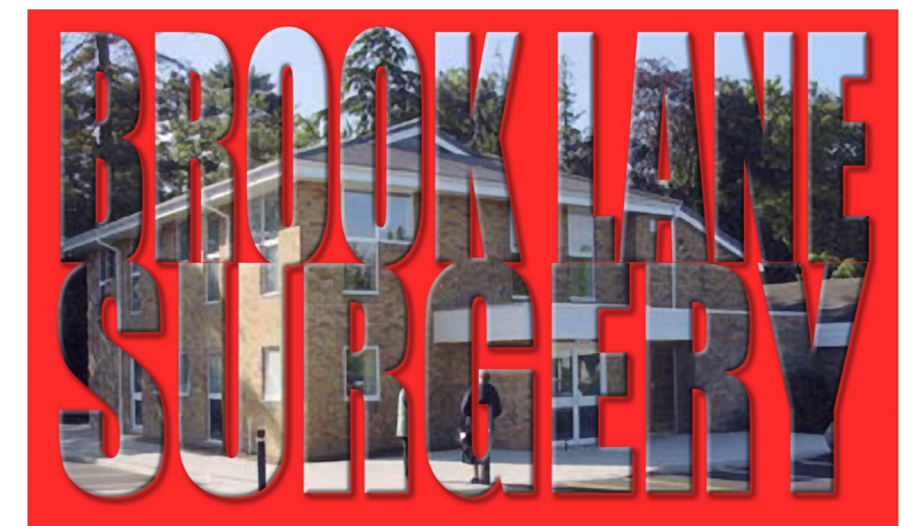
You are now 'legally' parked and have a 'permit' (think of a permit as 'permission') to stay for one visit.

Anyone who parks and visits somewhere *other* than the surgery will be 'illegally' parked and will receive a £100 fine in the post.

By the way, the fines are paid to a company, *not* to the Surgery.

No doubt you would agree that it's worth finding an alternative parking spot if you happen to be visiting Royal Mail! End

*Please see the article on the back page which explains the activities of the Patient Support Group



Newsletter May 2018



Care and Health Information Exchange

Welcome to the Care and Health Information Exchange

Joining up health and social care

Have you ever had to explain your medical history over and over again to different people? Can you remember the names of all your medicines?

The Care and Health Information Exchange (CHIE) is a computer system used in the NHS. It contains important information about you, gathered from hospital, general practice, community care and social services.

With your permission, the staff who care for you and also your family can access this information wherever they are and, of course, wherever you are. Because such important information is available to them, the treatment they provide you with becomes much safer and more accurate than it would otherwise be.

CHIE is managed by the South, Central and West Commissioning Support Unit on behalf of health and social care organisations in Hampshire, The Isle of Wight, Farnham and surrounding borders.

If you would like more information, go to www.chie.org.uk/ End

Our congratulations to Jane Haworth, who has been promoted to the position of Reception Manager!

Telephone System Makeover



Anyone who has spent time at 7 or 8 o'clock in the morning re-dialling numerous times in an attempt to contact the surgery will be as thrilled as we are about our new telephone system!

Unlike the telephone exchange pictured above, we don't have large numbers of staff available to answer the phone so the options available to us were limited.

We carried out a survey to find out which type of answering system you would prefer from the choices available to us.

After listening to your answers, your call is now

Surgery half-day Closures

On each of the following dates the surgery will close at 12.30 for half a day for compulsory staff training

Thursday 14th June 2018

Tuesday 11th September 2018

Thursday 29th November 2018

Tuesday 5th March 2019

Comings and Goings

Staff joining

We welcome:

- Dr. Mark Dennison (Salaried GP)
- Dr. Emily Tyrrell (Salaried GP) back from maternity leave
- Helen Tisdell (Practice nurse specialising in Diabetes); and
- Jackie Richards (Health Care Support Worker)

Staff leaving

Sadly, we have lost:

- Jane Dilloway (Practice Nurse); and
- Philip Dilloway (Nurse Practitioner)

End

HOW THE BODY WORKS

Cardiovascular System Word Find

How many of the 12 words listed in the box can you find in the jumble of letters below?

A L E T I T F L O W Y M S Y E
N T M C J F Z D A F I L N T W
X A R W I O V A S P H L A R N
R S N I E V N G J L N H F U B
M C Q Y U U W W H C Y P T L C
V W W V O M X H W C D R O J N
W T A E T S A W E A I O B A Y
J B N N E G Y X O E D F R Z G
A R T T P K M S N W F T N I W
H E A R T S R T L S E V L A V
F B U I S W S B G R B H L Q R
C I R C U L A T I O N E R M C
V X Z L G V X E G Y Q D A Y W
S L P E P A S H V S G C O T O
B V U S S E A D H X T H Y R E

ARTERIES	CIRCULATION	VALVES
ATRIUM	HEART	VEINS
BEAT	NUTRIENTS	VENTRICLES
BLOOD	OXYGEN	WASTE

Understanding the 'GP Hub' and 'Extended Access'

There appears to be a little confusion in the minds of some people in their understanding of the *GP Hub* and *Extended Access*. This is not surprising because there are some similarities between the two.

Similarities

Both operate from the same building: in our area this is Fareham Community Hospital.

Also, both services provide same-day appointments. In other words, if you were to phone today and ask for an appointment as soon as possible, you would be seen today by a doctor or nurse, whichever you required.

Differences

Here the similarities end. The *GP Hub* operates during the day while *Extended Access* operates during evenings and weekends.

Another, crucial, difference is that the

GP Hub is paid for by the surgeries that have signed up to be a part of it and only the patients from these practices will be seen.

On the other hand, *Extended Access* is paid for by the government and all surgeries and their patients can make use of it. Therefore, *you* can make evening or weekend appointments, if you wish. This can make coping with work shifts or child care, for example, much easier.

Participating surgeries in the *GP Hub*

The local practices that having been funding the Hub since it started in September 2017 are Whiteley, Jubilee and Highlands Road.

Stubbington later joined but had to drop out temporarily because of some unexpected technical issues.

Brook Lane's part in all this

The *GP Hub* is funded by the participating surgeries that either provide



Trained professional - 111

NHS England launched a campaign in February to encourage people like you to go to your local pharmacy as a first port of call for medical advice when you have minor health concerns, such as coughs, colds, tummy troubles, teething, and aches and pains.

The aim is to involve pharmacists more in the diagnosing and treatment of such ailments. The benefits of achieving this will be that

- you will be able to get the help and advice you need more quickly;

- pharmacists will be encouraged in their work because their knowledge and skills will be used to help more people;
- doctors will have more appointments available to see patients who have more serious medical problems;
- patients who are using hospital A & E departments because they cannot get an appointment to see their doctor will have a much greater chance of getting an

appointment and so the pressure on hospitals will be reduced.

Seeing a pharmacist instead of a doctor may seem a little strange at first but, as you use them, your confidence in them will grow and it will begin to feel 'right' and 'normal'. Can we count on *you* to be one of the first people to trust *your* pharmacist and so get the help you need more quickly while reducing the pressure on doctors and hospitals? Thank you.

End

Dementia Drop-in Support Group

A free service is available at Fareham Community Hospital for people with any type of dementia and also for their carers and families. The aim is to provide support and friendship.

A Dementia Adviser is present and available for individual appointments to be made. They can also point you in the direction of other services in your local area.

The Support Group meets every

Monday from 10.30 to 12.30 and from 1 p.m. to 3 p.m. in the Tom Smith Room at the hospital. Refreshments and support are provided by Friends of Fareham Hospital Volunteers and Carer Volunteers.

If you would like more information, please call 023 9289 2034. For an appointment with the Dementia Adviser you can call 07707 890 891.

