



Wuhan Coronavirus

Please do not come to the surgery if you think you have symptoms or if you have recently travelled to or lived in China, Hong Kong, Japan, Macau, Malaysia, Korea, Singapore, Taiwan, or Thailand in the past two weeks or have been in contact with a person or population where the virus is present.

What is coronavirus?

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. Typical symptoms of coronavirus can be mild but include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties.

Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease.

Wuhan novel coronavirus is a new strain of coronavirus first identified in Wuhan City, China.

Advice for travellers to affected regions

- stay indoors and avoid contact with other people as you would with other flu viruses, **not going to work, school or public areas for 14 days.**
- **call NHS 111** to inform them of your recent travel to China

Please follow this advice even if you do not have symptoms of the virus.

Where possible, you should avoid having visitors to your home, but it is ok for friends, family or delivery drivers to drop off food.

If you develop symptoms

If you develop a fever, cough, runny nose, sore throat or difficulty breathing, you should continue to follow the advice above.

Please do not leave your home until you been given advice by a clinician.

Please call 111 for more advice.

If you have not travelled or had contact but still have concerns around your symptoms, as with Flu symptoms, diarrhoea and vomiting always call the surgery and ask to speak to a clinician or for a call back to discuss your symptoms. Help us to help prevent illness spreading to our more vulnerable patients and our teams.

Surgery Team News

Our team: You may have noticed we have a few new faces in reception and amongst the clinical team. In response to greater demand on our services we have expanded our GP team and continue to host GP registrars (qualified doctors who are specialising in general practice).

We are pleased to say that our recent registrars **Drs Sophie Wang, Christine Gnanaratnam and Polly Brown** have chosen to stay with us long-term as Salaried GPs.

Emma Campbell has joined us as another Salaried GP. Having trained at Brighton and Sussex Medical School Emma then worked in Oxford before moving back to the coast.

While we have been short of nursing appointments at the Ball Tree Surgery for a while we are lucky that 2 nurses, **Wendy and Emma**, from New Pond Row have offered to help us out until we can recruit.

Adele Ruddock-West joined us an Advanced Nurse Practitioner this year. As well as seeing people for their long term conditions, particularly diabetes, and supporting the GPs with urgent appointments,

Adele also attends to those people that are unable to attend the surgery or are in a nursing home. She previously worked in Brighton in a similar role and before that was a Community Matron in Lancing so is very familiar with the area.

Jane Wilkinson has joined **Debby, Sally, Ali and Vanessa** in our excellent Nursing team. Amongst her many skills Jane has experience in looking after people with Learning Disabilities and is a specialist in Safeguarding Children.

Kayleigh who has been a receptionist with us for 2 years has now trained to be a Health Care Assistant and is working between the roles. **Clare** has also joined as a Health Care Assistant. **Rachel and Claire** are both working towards additional qualifications over the next couple of years. Whilst they are away for their studies and placements, Kayleigh and Clare will be helping to keep up our appointment availability.

Claire Popplewell and Holly Miles are now Joint Managers supporting the reception across the week. We have new members of the team including **Jane, Suzanne, and Angela**. We are also welcoming back **Charlotte** following her maternity leave.

We continue to look after Nursing and Medical students as experience and training ensures we will have a robust workforce locally and more widely in the future. They are fully supported clinically within the practice. Thank you for accommodating them when they see you.

Holly Sugden has joined us our new Social Prescriber – Link Worker – please see below

Sarah Cosgrove is a senior pharmacist and has been working with Ball Tree Surgery for a while and has been able to help support you and our team with medication queries at the surgery along with using her expert knowledge to improve the service and care we provide.

Layla Abudaya has been working across the 3 local surgeries doing a similar role and once we have an additional pharmacist she will hopefully spend all her time with Ball Tree Surgery.

They are both able to review your medications including over the phone where appropriate.

Flu Vaccination – It's not too late!

Be prepared to protect your health, vaccinations are **still available at the Kingfisher Branch and Ball Tree Surgery**. We are seeing cases of flu currently, it can cause serious illness and if you are at risk from complications it would be important to be protected.

The vaccination is free and recommended yearly for those most at risk:

Everyone aged over 65

The main carer of an older or disabled person

Pregnant women

People living with long term conditions eg respiratory problems

People who have a BMI >30

Speak to the reception team who will be able to fit you in

GP Access Hub Clinics

We have additional practice appointments available at the GP Access Hub. The aim is to improve our access and they provide a valuable opportunity to be seen within 24-hours for more minor or recent problems. The appointments are available between Monday – Friday 4pm-8pm in the New Pond Row Surgery building. There are also appointments on Saturday and Sunday for dressings, contraception advice, Asthma and COPD reviews and smears.

Ball Tree Patient Participation Group (PPG)

We are hoping to rejuvenate our PPG and would welcome new members. We hope that as this group develops we are able to gain feedback and work together to look at improvements and tweaks to the services we provide. We also hope to hold information sharing events with themes of your choosing and opportunities to link with other community services and providers. If you are interested in joining in, or have ideas of events you would find interesting please contact the reception managers.

We would like to thank the PPG for their contribution so far and Gloria for the generous gift of her children's books for the Ball Tree waiting room. If you have un-used books to donate for the children's shelves, or second hand books for the book sale they would be very welcome, please drop them at reception.

Lancing and Sompting Primary Care Network - PCN

On 1st July 2019, Ball Tree Surgery joined with New Pond Row Surgery and Orchard Surgery to form the Lancing and Sompting Primary Care Network (PCN). PCNs are being set up nationally with a remit for surgeries to work together to improve their resilience at a time of extreme pressure on the NHS. The aim is to cover their shared population looking at developing primary care and integrating with other sectors such as the District Council, the community nursing team, local schools and mental health services.

Ball Tree Surgery has a long history of working with our fellow practices and we have established close links with the local teams through our work supporting people who are significantly frail. We hope to build on this in the future.

Dr Schofield has taken the role of PCN Clinical Director to lead on the shared work.

Initiatives and projects our Lancing and Sompting PCN are currently working on include:

Going Local – Social Prescriber – Link worker - PCN

We are pleased to say that working with the Parish Councils, Sompting Big Local and the District Council's Going Local Scheme we have a Social Prescriber to support the work of the Surgeries. Social Prescribers work alongside a range of health and care professionals to help empower people to take control of their health and wellbeing by giving time and support to focus on "what matters to me" and connecting people to community groups and statutory services for practical and emotional support. It can work particularly well for people who may be lonely or isolated, for people with long term conditions, for people who have housing or debt difficulties.

Holly Sugden has joined the team and will be working across the 3 local surgeries. Holly will be at our Kingfisher Branch on Thursdays and at the main site on Fridays.

Clinical Pharmacists – PCN

Across the PCN we have been recruiting a shared pharmacist who will be able to support GPs with prescribing and management of medications.

We are also forging links with the community pharmacists to improve how we can better connect the care we provide. Currently this is important especially as there is a shortage of many medications.

Collaboration with our community team - PCN

We have been working on ways we can link our teams more closely. We have been working for a while with the **Proactive Care Team** which supports people who are severely frail, have dementia, may be in the last year of their life or have a complex combination of conditions requiring input from numerous teams. It consists of us, the District Nursing team, Social Services, Occupational Therapists and Physiotherapists and a Dementia nurse and most importantly the care coordinators Jane Kingsbury and

Emma Dixon. They are able to link people to services to provide the most appropriate care and also make contact after a hospital admission to ensure everything is in place.

Services we commonly use include:

Prevention and Assessment Team (PAT) who are a multi-professional team who can help with advice around falls prevention, home care, finances, personal alarms, fire safety, connections to local activities and groups and can be contacted independently at Tel: 01273 268900

Email: aaw.pat@westsussex.gov.uk. You can call them yourself if you would find it useful.

ECHO – the end of life care hub that can provide support and help to those that may be in the last year of life. Ask your GP, Nurse or district nurse if you feel you may benefit.

Falls Team – they are able to see people at home to assess why they may fall and look at supporting them with suitable changes and with exercise programs where appropriate. You can be referred by your GP, Practice Nurse or District Nurse. **There are also exercise classes at the Shoreham centre we can refer you to.**

Wellbeing Team

Supported by Worthing and Adur we are really pleased to continue to have Michelle from the Wellbeing team at the surgery. Michelle supports and signposts people who have concerns around their physical and mental wellbeing. Michelle can direct you to clubs and activities as well as to offering information and support. You can self-refer via their website or ask at reception or your GP. <https://adur-worthing.westsussexwellbeing.org.uk/>

Time to Talk provide support to those with anxiety or depression issue. They can also support those who are struggling emotionally with a long-term condition such as diabetes, heart problems, COPD, Irritable Bowel Syndrome (IBS), Asthma and Musculoskeletal pain. Ask your GP or the nurse at your annual review for a referral.

Want to get active?

There are plenty of opportunities locally to increase your activity especially through the winter months.

Exercise classes and Badminton at Impulse Leisure, “Young at Heart” Keep fit club for 60+ at Lancing parish hall Thurs 10.15am

Men in Sheds, Lancing - <https://meninshedslancingandsompting.weebly.com/>

U3A- Lancing and Sompting have many activities including walking groups - <https://u3asites.org.uk/lancingandsompting/home>

Yoga at Harriet Johnson centre - <https://www.sompting.org.uk/harriet-johnson-centre/weekly-activities/>

Activities at the Family Centre – <https://www.westsussex.gov.uk/education-children-and-families/find-a-children-and-family-centre/adur-area/>

Volunteer in Sompting – Sustainable Sussex

Are you stuck at home waiting for something to inspire you? Sustainable Sussex are planning the Sompting Community Farm and Nature Trail and also currently run the Sussex Chilli Farm as a social enterprise and we need your help! We have volunteer sessions 3 days a week and do a mixture of things, including tending our sheep and chickens, growing chilli plants, carpentry and woodworking and lots of other things. No experience necessary. Get in touch with Keith on 07598 411428 or visit us at facebook.com/SustainableSussex

Under Pressure? - The Sustainable Mind

The Sustainable Mind is offering mindfulness meditation courses, workshops, retreats, one to ones and weekly sessions. Mindfulness practice helps us to handle stress better, reduce our anxiety and depression, improve our memory and concentration, reduce our feelings of isolation, overcome addictions and cope with chronic ill health and pain.

Six-week courses are a great introduction to what mindfulness is, how it works and how to integrate it into your daily life. Weekly mindful meet ups support your ongoing practice or are a useful taster session. There are also one-to-one sessions available.

Mindfulness courses run on Monday afternoons 1pm to 2.30pm.

Course starting dates coming up... 24th February, 1st June, 27th July, 14th September, 2nd November

Weekly mindful meet up sessions are on Monday mornings 11:00am to 12:15pm

Contact Liane for more information on 07474 678479 or liane@thesustainablemind.co.uk

Repeat Prescriptions – Electronic Prescribing

Please make sure that you have nominated a pharmacy for paperless prescribing. You can do this with us or at the pharmacy. The NHS is moving to all paperless prescriptions over the next few months.

Please make sure that you are aiming to have **your repeat requests with us 7 days before your medication runs out**. This allows us time to process your request and also, importantly, time for the pharmacy to make up your prescription. Many pharmacies are now preparing your medicines at larger central locations and so they now need more time to allow for transporting medicines back to your local branch.

We also ask that, where possible, you order your prescriptions via the website www.patientaccess.com as this is safer and allows prescriptions to be processed faster by the team involved. We can receive 100+ paper requests for repeat prescriptions per day which each take a few minutes to be sorted and recorded onto the computer. In comparison, online requests take only a few seconds. For us to be able to respond to requests faster we need your help to reduce the time it takes for processing. **This also allows us the time to support those that do not have access to a smartphone or computer.**

New Telephone System – One Number – 01903 752200

During the past few months we have installed a new telephone system which means that you can use one number to call both branches 01903 752200. Thank you for your patience while have been embedding it. It also allows us to increase the number of people able to answer the phone at busy times whenever we have staff available. We can also see how long people are waiting and how many people are waiting.

We know that at busy times it can take a long time to get through to us – we are sorry if you have had to wait. The new system shows us just how many calls our reception team are taking each day – sometimes as many as 200 calls each. We would love to have more staff available to help with this but unfortunately we do not have the resources or the space for this currently.

Our systems show that between 8am and 10am we often receive in excess of 400 calls. Due to limitations on our resources and space we can have at most 5 receptionists able to answer the phone at any one time.

Texting and Online

Thank you if you have registered for online access or have downloaded the MyGP App.

Thank you also if you have responded to text message requests – this helps us hugely as it saves us postage costs and means that your answers are directly coded into the system which is much more efficient.

If more people are using the App then we will be able to open up nursing appointments for online access as we can invite people to book into specific clinics. Nursing appointments are very complicated to book as each of the team have particular training and specialities and that requires the receptionists to help signpost to the correct nurse according to the service required. The myGP App can however allow us to invite people in for specific appointments with the correct nurse into particular clinics – such as for a smear or for a diabetes review. We can only do this once we reach a higher percentage of our patients on the same system.

We are keen to support different ways to access our services wherever it is safe and sensible to do so. We do not control any of the software or online tools and we are sorry if you have experienced any issues. Apps and online work much more effectively if everyone has registered a unique individual email address and mobile phone number on our system. If people share their contacts then the computers cannot always tell who is using the app or asking for requests and this stops some of the functionality.

We would like to do more online – but we have to be mindful of the many complicated and often contradictory rules regarding GDPR as well as the limitations of the systems due to shared contacts. (General Data Protection Regulations)

This year we hope to be introducing the ability for GPs to be able to directly text results to you which will mean you have information faster and it will save you calling in or us calling you. This will not be for normal results but for when we need to let you know about a changes or if we need to ask you to come in for an appointment. For this to be a success, you will need to agree to receiving text messages about your results and you will need to think carefully about sharing your contacts as the GP will not be able to see if the number is shared. We will be sending a text message inviting you to receive results during the next few weeks.

Thank you from all the Team at Ball Tree for your help and support - it makes a big difference