



Welcome to another issue of the newsletter. Unfortunately, the missed appointments rose to **191** for the month of June. Let us hope that the new texting service coming at the end of July will improve this situation. Please remember to cancel your appointment if you don't need it.

Dementia

Dementia and Alzheimer's are diagnoses that are often feared. However, if memory issues are recognised early there are lots of things that can be done to help you find ways around difficulties and to improve the quality of your life.

We have become a Dementia-friendly practice and are working to improve the service we offer our patients diagnosed with dementia and their carers. These will include:

- Putting a note on the records of any patient identified as suffering from dementia so that they can be offered special support when phoning or visiting the surgery.
- The practice invites all patients with dementia to identify their main carer, so that we can offer them carer support, discuss plans for emergency care, update contact numbers to remind them of appointments etc.
- Providing Carers of our patients living with dementia relevant information relating to the patient where appropriate, for example dates and times of hospital appointments the patient has been referred to by the GPs.
- Offering regular health checks and annual flu vaccine.
- Assessing our environment to ensure it is as accessible and easy to navigate around as possible for all our patients,
- Signing up to become a member of the Worthing Dementia Action Alliance.

Annual General Meeting 2016

Our AGM was held on Tuesday 17th May in the Education Room. Full details of the occasion are reported on the PPG section of the web-site.

The following Officers and Committee members were elected to serve on the committee for the forthcoming year:

Chairman: Bob Barden Treasurer: Judith Skitt Secretary: TBA

Committee: Eric Bridger, Hilary Stoner, Ian Leedham, Chris Moon-Willems, Patsy Newton, Sue Pickering, Dave Watson, Phil Skitt

Independent Examiner of Accounts and Charity Commission Liaison: Mr Tony Ede

The Chairman gave an extensive report (please see web-site) outlining the achievements and successes of the past year. Chris Moon-Willems, our Self-care Champion, is working particularly hard to encourage patients to look at appropriate ways of looking after their health by publishing self-care leaflets on a regular basis. The Treasurer reported that a considerable amount of money had been spent on necessary 'extras' (equipment and instruments) as requested by the doctors and nurses. This had greatly enhanced the patient experience and was much valued by the staff.

Following the conclusion of the formal meeting, Mrs Jo Wadey, Practice Manager, and Dr David Stokes, GP Partner, spoke about the problems and difficulties currently facing all GP surgeries and outlined a number of ways that our surgery was addressing these challenges in a positive way.

Refreshments were served at the end of the meeting - our thanks to all those who attended.

Walking Group

St Lawrence Strollers continues to attract both regular and new walkers. The long and short walks enjoyed every Tuesday morning are greatly appreciated as is the dedication of our trained walk leaders. We meet at the surgery every Tuesday in the Education Room and start walking at 10.00.a.m. Eric Bridger has now taken over as co-ordinator of the group as Ian Leedham has 'retired' – our sincere thanks to Ian for all his work

As well as Tuesday morning walks, the group undertakes walks well away from the immediate area. Walks planned include:

Thursday August 11th – 5 Parks Walk – meet at the Manor Ground Car-park @ 10.00.

Thursday 8th September - Birdwatch at Pulborough Brooks

Thursday 15th September - i360 Walk – meet at Hove Lagoon (11.00.) and walk to either the Palace Pier or Brighton Marina

The best way to learn more about the group is to pop-in to the surgery around 09.45 on a Tuesday morning – a warm welcome is guaranteed.

Singing Group

Unfortunately, the Singing Group has lost some of its continuity in recent weeks and we are grateful to Sue Pickering for filling the gaps! We will keep you informed of future developments once they are known.

Patient Participation Group News.

The PPG has agreed to buy a new sophisticated Doppler machine at £1500. This will save the nurses an enormous amount of time as currently they have to allow 1 hour for the old machine to register a reading and this new one will take one minute.

They have also agreed to buy a new sophisticated baby sonic aid, which listens for a heart beat in mums that are worried they haven't felt the baby move at £330.

We thank the PPG and the kind donations from patients that allows us to purchase these items for the benefit of the surgery.

Health Promotion Day



Town Crier with local dignitaries



Jump Start Jonny entertaining the children



One of many specialists



Health Check Area



Self Care Information

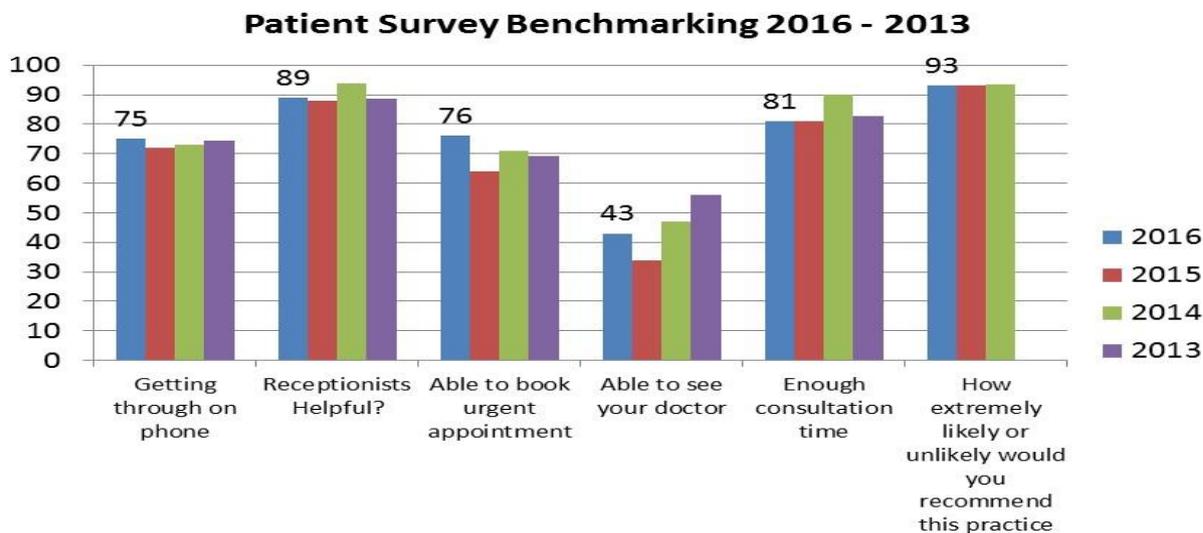
This was held during the afternoon of Thursday 30th June. The occasion was enhanced by the appearance of local dignitaries and Bob Smytherman, Town Crier, ensured that everyone knew what was going on. The many patients who joined us were treated to a very informative and worthwhile occasion. Awareness was raised of the work of local organisations and charities as well as enabling visitors to 'sample' different forms of therapy. The Health Checks were particularly well supported and identified patients who needed to be treated because of their very high blood pressure. Attendance throughout the afternoon was very good and the pleasant weather enabled guests to enjoy a strawberry tea etc. Sadly, the expected hundred or so young children to join Jump Start Jonny's fitness session once the schools had finished did not materialise but a good number did enjoy his sessions. A big thank you to all those who were able to support the afternoon and to the staff and patients who donated cakes, biscuits etc. Thank you also to all those who spent a £1 on our Lottery – number 88 won £50!



Annual Patient Satisfaction Survey.

Thank you to our patients for completing our annual patient satisfaction survey. Please see a summary of the results below. We have agreed an action plan based on our results and this has been agreed with our patient participation group. Please see the full report and proposed action plan on the website.

<http://wp.me/P6wr4g-qz>



Self Care

In the recent survey 64% of patients saw our fact sheets by reception or on the website and 61% of those patients said they helped them manage their condition better. Therefore the Self Care Group will continue to produce monthly leaflets to help the patients. So far hay fever, infected bites and stings have been published with more to come in the coming months.

SEN Parent Carer Support

As parents of children with additional needs we have set up a parent support group, working alongside St Lawrence Surgery, for all patients who have children and young people with additional needs and disabilities. We have rolled out the Patient Passport initiative and this has been very well received by families. The feedback we have received has been very positive and families are attending the surgery and experiencing less anxiety and stress. Post diagnosis packs have been sent out to families who have recently received a diagnosis and this is to name just a few things. If you would like some support on completing a patient passport for your child please contact the surgery for further information. We also run a facebook page and run coffee mornings on a regular basis. To access our facebook page here is the link <https://www.facebook.com/St-Lawrence-SEN-ParentCarer-Support-736467726482694/>. Our next coffee session will be Thursday 29th September, 1-2.30 p.m.

We hope you enjoy reading our newsletter but if you have any comments about its contents or other things you would like included then please contact Jo Wadey (Practice Manager) at jowadey@nhs.net or Alan Hardwick (Editor) at alan.hardwick@stlawrencesurgery.com

If you would like this in a larger font then please contact the editor.

If you are a patient then find us at <https://www.facebook.com/groups/StLawrenceSurgery/>