



# Hardwicke House and Siam Surgeries Patient Partnership Groups (PPG) Newsletter Autumn 2020

## Chatter from the Chair

Due to the Coronavirus we have been unable to hold our regular bi-monthly meetings. However, since July thanks to Stewart Fountain, Hardwicke House Group Practice Manager, we have been able to reconnect virtually. It has been very frustrating that the PPG's normal line of communication with patients at the five Surgeries has been stifled due to the pandemic restrictions, so this newsletter gives us an opportunity to share some news and information.

**Siam and Hardwicke House PPGs join forces** - Recently the Hardwicke House PPG has lost 3 long serving members due to moving away, and others due to long term illness have not been able play an active role. Recruiting new members is a challenge given our restricted access to patients. After some discussion it was decided to explore HHGP-PPG and SIAM Surgery-PPG amalgamating. The proposal was received with great enthusiasm and it was agreed to work together over the next few months and formalise combining the two PPG's at an AGM in February 2021. The move is logical given both practices are now working together closely in the Sudbury Primary Care Network. By merging we can share experiences and good practice, and we can communicate as one to a wider audience.

**Health Awareness Day** - our first joint event with SIAM Surgery PPG planned for 11<sup>th</sup> July in St Peter's Church had to be postponed due to the coronavirus. The new date, coronavirus permitting, will be Saturday 5<sup>th</sup> June 2021. The event aims to raise the people of Sudbury and surrounding areas awareness of health issues and the support available to them from numerous local groups. Over 25 different organisations had agreed to support the event.

To promote the event, starting in March 2021, there will be a media and publicity awareness programme. We look forward to seeing you there !!

Wishing you all a COVID free future,  
Kindest regards to you all, Eric Catton, Chair HHGP-PPG

## Flu vaccinations for vulnerable people and over 65s

Hardwicke House and Siam Surgery are now taking appointments for the flu vaccinations. This year there are no walk-in clinics. All flu appointments must be booked in advance.

To arrange a flu vaccination:

- Hardwicke House Surgeries, please call: 01787 310000. Hardwicke House are offering flu vaccinations on weekdays at Hardwicke House, Great Cornard and Bures surgeries.
- Siam Surgery, please call: 01787 886444.

This year the flu vaccine is being offered on the NHS to:

- adults 65 and over
- people with certain medical conditions (including children in at-risk groups from 6 months of age)
- pregnant women
- people living with someone who are at high risk from coronavirus (on the NHS shielded patient list)
- frontline health or social care workers

Later in the year, the flu vaccine may be given to people aged 50 to 64. More information will be available in the autumn.

**if you're aged 50 to 64 and in an at-risk group, do not delay having your flu vaccine.**



**NHS Open for Business Campaign** urges patients not to be put off accessing NHS services for non-coronavirus medical issues when they have a medical need or have been instructed to attend.

As a PPG we encourage everybody who has concerns for theirs, or their family's health to contact HHGP and SIAM Surgeries to get their symptoms checked out.

Three long serving HH PPG members resigned this year, Margaret Carpenter an original PPG member and for 34 years a member of the practice staff has relocated to Cambridgeshire. Diane Middlemiss is moving to be close to her family in Essex, and Phil Worsley and wife Ruth are moving to Yorkshire to be closer to their family.

A few of the PPG members recently met Diane and Phil, socially distanced, to wish them farewell over coffee and cupcakes. The PPG will miss their invaluable contribution to the group. Phil's position as Secretary which he carried out with great professionalism will be hard to replace. Thanks Margaret, Diane and Phil from the HHGP PPG and the HHGP



Phil Worsley and Diane Middlemiss

### Sudbury Primary Care Network

Primary care networks (PCNs) form a key building block of the NHS long term plan. The plan aims to bring general practices together to work at scale for a range of reasons, including improving the ability of practices to recruit and retain staff; to manage financial and estates pressures; to provide a wider range of services to patients and to more easily integrate with the wider health and care system.

Siam Surgery and Hardwicke House Group Practice have joined together to form the Sudbury PCN. Over time this will result in a wider range of service being available to patients. Already a Social Prescriber and a Clinical Pharmacist have been employed. In November there will be an in-house Physiotherapist and next April a Paramedic.

**Clinical Pharmacists** work with GPs to ensure patients are prescribed the most appropriate medications.

**Social Prescribers** work with GPs to assess the care and support a patient might need. This could include recommending physical activities, learning new skills, making new friends or employment help.

**Paramedics** are highly trained degree-level professionals who will see the same types of patients as GPs. They will provide emergency support for the clinical teams, including triage and home visits where appropriate.

**Physiotherapist** – In addition to designated appointments throughout the week at both practices they will be at Siam on Monday evenings and Hardwicke House on Saturday mornings.

### Clare and Meadow Surgeries

The current pandemic status for Hardwicke House Group Practice (HHGP) surgeries and specifically Meadow Lane and Stonehall remains the same as it was on the 30<sup>th</sup> March & 6<sup>th</sup> April 2020. Both the surgeries remain closed as part of the contingency plan to be available ready and clean should there be any infection control emergencies necessitating closure of other surgeries.

Both buildings may be closed **but the list of patients is not** and HHGP continues to provide the patient care needed, with consultations and delivery of medication on a daily basis.

With reference to Stonehall surgery and messages being circulated causing anxiety for some patients, the surgery is closed as opposed to the correct status, 'has' closed for the reasons explained above. The local concerns are understandable but 99% of Stonehall Surgery patients are not noticing anything different and of course every surgery throughout the UK is now working on less face to face contact.

The most recent comment that had caused great anxiety for some at risk patients, was that Stonehall surgery was closed for good and all the furniture had been removed. This is not accurate and in fact the waiting room furniture is still in situ as normal and can be seen through the surgery doors.

Please be assured that HHGP are here to look after all its patients and worries that some patients are avoiding asking for help because they see the surgery doors are not open.

For information Dawn Reader at Guildhall Practice has confirmed they have reopened their list, so any Stonehall surgery patient worried about getting to see a GP or nurse locally can register with them, which is helpful if people are anxious about the current situation.



**For women and children.  
Against domestic violence.**

**Domestic Abuse** - If you are experiencing domestic abuse, or worried about your partner's behaviour, you can call the National Domestic Abuse Helpline run by Refuge, for free and in confidence. The helpline is open 24 hours a day, 365 days a year, and answered by highly trained, female advisers, who will never tell you what to do or judge you. Instead, they will empower you to understand your options and support you to make decisions about the future. They can help find a refuge or specialist services in your community. They can also support friends and family members who are concerned about somebody they know.

**Contact:** Helpline 0808 2000 247 or online at <https://www.nationaldahelpline.org.uk/> to arrange a safe time for an adviser to talk to you.

## Local Support Group News

**The Kernos Centre**, a Registered Charity offers counselling to anyone who needs it, whenever they need it, for as long as they need it, regardless of circumstance.

The Kernos Centre has adapted their service to provide online video counselling sessions, and telephone counselling sessions, as well as face to face sessions at the Centre in Friars Street. GP's have referral forms to give to patients when referring them for counselling at Kernos.

Caring for a person with long term health issues can be stressful. The Kernos Centre has funding to work with the adult Carers of other adults, should they feel they could benefit from counselling support.

**HappySounds Community Choir** – A friendly group for adults singing pop, rock and more. Sessions have restarted at officially Covid-secure Assington Village Hall on Thursdays from 6.15 to 8.00 pm. £9.00 per session. Sessions are fun and friendly with a laugh guaranteed!

New members very welcome but places must be pre-booked. If you want to sing but are unable to go out, you can join the choir using Zoom. No experience, no audition, required.

Singing has been proven to help the body relax, reduce blood pressure, and reduce anxiety levels. More information: website: <https://happysounds.co.uk/>



**Sudbury Area Cancer Support Group** has closed as Ruth and Phil Worsley who have helped run the group for the past 4 years are moving to Yorkshire and no one has come forward take over the group. £600 in group funds has been donated 50:50 to The Kernos Centre and St Nicholas Hospice Care. Their display board has been donated to the Hardwicke House and Siam Surgeries PPGs to help promote our activities.

**Breathe Easy** - Ron Grover and Norman Hume have been running the Sudbury and Cornard Breathe Easy Group since 2013. Initially, they received help and support from the British Lung Foundation (BLF), but that soon faded away after BLF moved to Liverpool. Membership dwindled, and difficulties were experienced obtaining speakers. In 2018 the BLF changed the way support groups operated, leaving the Sudbury and Cornard Group with little option but to close. The group donated to the BLF the £2,245:75 it had raised from the members contributions and raffles. A letter of thanks / gratitude is still awaited !!

**The Chilton Club** - It is great to learn 1 Oak Care have taken over The Chilton Club, rebranding it The 1 Oak Chilton Club.

The Chilton Club was forced to close earlier this year as Age UK Suffolk could no longer maintain funding due to the Coronavirus. This was incredibly sad as it had been established for over 10 years.

The 1 Oak Chilton Club will open on Monday 19th October with service resuming as normal as possible with additional precautions due to COVID. Jilly Vince is back on board as the Day Centre Manager and can be contacted email [jilly@1oakcare.com](mailto:jilly@1oakcare.com)

To find out more about day respite care contact Angel Clark [angel@1oakcare.com](mailto:angel@1oakcare.com) Tel: 01787 326555.



## St Peter's Church Regeneration - It's Full Steam Ahead

The Friends of St Peter's and the Churches Conservation Trust are really thrilled to let you know their bid for £1.67 million to regenerate St Peter's has been granted by The National Lottery Heritage Fund. This means work on the extensive repairs required to secure the future of St Peter's can be undertaken. On site works are expected to commence in October 2021 and it is anticipated they will take a minimum of 12 months.

## Sudbury, Clare & Great Cornard Libraries are still open

No appointment is necessary unless you would like to book a computer (Sudbury and Clare).

Sudbury Library      Tel: 01787 321595    )    email:    [help@suffolklibraries.co.uk](mailto:help@suffolklibraries.co.uk)  
Great Cornard Library    Tel: 01787 315195    )    web site:    <https://www.suffolklibraries.co.uk/>  
Clare Library      Tel: 01787 277702    )

## Hospital Parking Charges

Parking charges vary from hospital to hospital, and concessions are not always openly published. When attending a hospital appointment we suggest you ask the receptionist at the clinic you are attending if you are entitled to any parking concessions.

## Covid and Ethnicity

NHS England has requested that all patients are asked about their ethnicity as they want the information recorded for all patients as covid has highlighted the virus affects different cohorts in different ways and they require the information to assist with national care planning.

## Hand care during Covid

Repeated exposure to water and soap, alcohol hand gel and other detergents can cause dry skin. In some cases, irritant contact dermatitis (a form of eczema) can occur which causes the skin to itch, become sore or red, develop small blisters or painful cracks (fissures) and in more severe cases, functional problems using your hands.

### **Hand care tips**

- Wash your hands using soap and water - this can be difficult for people with dry and cracked skin.
- Dry your hands thoroughly after washing by patting them dry, not rubbing.
- Moisturisers (emollients) are an essential part of replacing the oils in your hands or treating hand dermatitis. They help repair damaged outer skin and lock moisture inside the skin, making it soft and supple again. They should be applied generously after handwashing, repeatedly through the day, and whenever the skin feels dry. There are antimicrobial and emollient (softening and moisturising) creams that can be obtained from your local pharmacist.
- Some people find overnight moisturising treatments beneficial. Apply a generous layer of a plain moisturiser just before you go to bed, then put on a pair of clean cotton gloves and leave overnight.
- When the hands are going to come into contact with water or detergents, such as when washing up, shampooing a child's hair, or using cleaning products, wearing gloves to provide a barrier to keep the skin's barrier intact.
- If you have severe hand dermatitis or suspect an infection e.g. your skin is oozing, you may need to see your GP to prescribe treatments to reduce inflammation.

## COVID-19 testing in Suffolk

**Government advises that only people with symptoms of Covid-19 should book a test.**

If you have symptoms, get a free test as soon as possible – within 8 days of having symptoms.

To book a free test visit the NHS website <https://www.gov.uk/get-coronavirus-test> or Tel: 119.

**There is currently a high national demand for testing. As a result, Suffolk residents may experience difficulty in securing a test. Be patient and try again a few hours later or the next day, more tests are made available throughout the day.**

## Suffolk and North East Essex End of Life Survey

This survey offers you an opportunity to tell local NHS, social care and other support services about how well you, or someone you know, has been supported with end of life care.

Finding out someone you know is at the end of their life is difficult and distressing. It is already a highly emotive time but, for many people, the additional worry about coronavirus has made things much harder. To understand more about this, and how people feel support could have been improved for them, or someone they know, we need your help.

You can take part in this survey if you have experienced the death of an adult relative or friend since the beginning of 2020. Their death may have been unexpected (e.g. caused by coronavirus), or it may have been after a period of illness during which time they had thought about their wishes for end of life care. Whatever the circumstances, we welcome your views. They will be used to shape and improve end of life care for people who need it now and into the future.

Anonymous Survey Link: <https://www.surveymonkey.co.uk/r/W9F5GKX>

More information: freephone 0800 448 8234 or email [info@healthwatchesuffolk.co.uk](mailto:info@healthwatchesuffolk.co.uk)

## Bowel Cancer Screening

The bowel cancer screening programme has restarted after being paused in March 2020 due to the Coronavirus. Screening colonoscopy services have been reintroduced for those who have had a positive screening result and were on a waiting list for an investigation.

All screening invites will have been delayed by approx. five months until the programme catches up.

Bowel cancer screening aims to detect bowel cancer at an early stage (in people with no symptoms) when treatment is more likely to be effective. Screening detect polyps, clumps of cells that are not cancer but may develop into cancer over time. If polyps are picked up early, they can easily be removed reducing the risk of bowel cancer developing.

All men and women aged 60 to 74 registered with a GP are automatically sent a bowel cancer screening kit every 2 years. Make sure your GP has your correct address. If you are 75 or over, you can ask for a kit every 2 years by phoning the free bowel cancer screening helpline on 0800 707 60 60.

Cervical and Breast cancer screening programmes have also recommenced.

**New Members Welcome**  
**from Siam and Hardwicke House's Bures, Clare, Great Cornard and Sudbury Surgeries.**

If you are interested in finding out more about the Hardwicke House and Siam PPGs ?  
Please contact; Eric Catton, Chair, email: [hhgp-ppgchair@outlook.com](mailto:hhgp-ppgchair@outlook.com)