

Successful Diabetes Control with a Year of Care Plan

by Greg Begley - Patient at Green Meadows for 30 years

Greg says "I am 74 years old and I have been a Type 2 Diabetic for over 20 years. A few weeks before my Diabetic Review in November 2016 I watched a documentary on TV showing a number of youngsters in the Birmingham area with Type 2 Diabetes who were facing foot amputations and experiencing other shocking side effects from the disease.

I decided at that moment that I must do something more positive to control my Diabetes and so when I was introduced to a Year of Care plan with the surgery I was already intending to take further action about it.

I joined the gym at Bracknell Leisure Centre which I attended around twice a week, where I completed a planned exercise programme. At about the same time I heard about a Nutritionist based locally in Ascot who was starting a course aimed at helping diabetics to lose weight and reduce their blood sugars. The course was weekly for 12 weeks and was self-funding. It taught me the basics of a healthy diet with specific focus on reducing blood sugar levels. I enjoyed attending the course because I was able to interact with other people with similar health goals and I received continued support along the way. Now the course has finished I still attend on a monthly basis to keep me on track.

Six months later I have had my Diabetic Review with Dr Robertson and I was delighted to see that my HbA1c diabetic measure has reduced from 48 to 40 and I have lost a stone in weight. I feel healthier and happier all round and have a new outlook on my approach to exercise and food."

Did you know? a Community Map of community groups, clubs, societies, activities and support services can be found on the Bracknell Forest Public Health Portal at health.bracknell-forest.gov.uk/online-services/community-map

Cervical Screening - Don't Miss Your Test

Every year 3000 women will be diagnosed with cervical cancer, but this is largely preventable. Regular screening provides a high degree of protection and saves 5000 lives in the UK each year. In England, women between the ages of 25-64 are invited for a regular cervical screening test (previously known as a smear test), and it is important that you attend. Speak to the practice to book your appointment when invited, or if you have any questions about the test.

Green Meadows

Green Meadows Surgery

Winkfield Road, Ascot, Berkshire, SL5 7LS

01344 621627

Surgery Opening Hours: 8.00am to 6.00pm Monday to Friday

The surgery will be closed on the following afternoons for Doctors and Nurses clinical training:

Wednesday 13th September 2017

Thursday 12th October 2017

Visit the surgery website for more information:

www.greenmeadowssurgery.co.uk

Bracknell Forest Dementia Action Alliance

Dementia Action Alliance brings together leading organisations across England committed to transforming health and social care outcomes for people affected by dementia. The Bracknell Forest Alliance consists of a wide range of organisations who connect locally, share best practice and take action on dementia. Everything the Alliance does is in partnership with, and informed by, people living with dementia and those that care for them.

All GP surgeries in Bracknell Forest are now members of the local Bracknell Alliance, and a Dementia Friends awareness session has been held at Green Meadows.

For more details of members of the Alliance and events in our area, please visit www.dementiaaction.org.uk

If you are concerned about your memory please discuss further with your GP. For further information on local support available for people with dementia please visit the Bracknell Forest Council webpage on dementia at

www.bracknell-forest.gov.uk/dementia/about-dementia or contact the Dementia Adviser on 01344 823220.



SUMMER NEWSLETTER

AUGUST 2017

IN THIS ISSUE

- ◇ Appointments System
- ◇ Thames Valley 111
- ◇ HealthMakers
- ◇ Mental Health
- ◇ Coping with Bereavement
- ◇ Diabetes Control
- ◇ Cervical Screening
- ◇ Bracknell Forest Dementia Action Alliance

Green Meadows Appointment Booking System

Work is ongoing at Green Meadows to develop and test the eagerly awaited new appointment system. The practice plans to increase the number of appointments which are bookable 24 and 48 hours in advance, along with appointments which can be secured between 1 and 6 weeks in advance.

There will also be more appointments available online, including nurse appointments which will be named slots e.g. for a blood pressure check or cervical screening (smear) test.

Implementing these changes is a complex process, and the practice is keen to test them out as fully as possible and ensure problems are ironed out before the system goes live. If all goes well, the launch of the new system is planned for later this year.

Thames Valley NHS 111 - New Contract Awarded

The contract for a new Thames Valley 111 telephone service has been awarded to South Central Ambulance Service NHS Foundation Trust (SCAS). Thames Valley 111 will offer patients a seamless 24/7 urgent clinical assessment and treatment service – bringing together NHS 111, GP out of hours and other clinical advice, such as dental, medicines and mental health.

SCAS is leading an alliance, including the Berkshire, Oxford Health and Buckinghamshire Healthcare NHS Foundation Trusts, which will bring together the relevant skills and expertise from local NHS providers needed for patients to access a wide range of medical disciplines.

From September 2017, patients across the Thames Valley will be able to access this new "front door" to urgent care services. A team of clinicians will be available on the phone when needed, and will be linked into a new NHS Clinical Hub - a group of healthcare professionals who can help get patients the right care, at the right time, in the right location. The aim is to improve patients' experience by getting people to appropriate care more efficiently via this integration of urgent care services.

A thorough and rigorous procurement process took place involving clinicians, specialists and NHS managers from across the Thames Valley in the decision-making. The focus was on selecting a provider to work across all of the 10 Thames Valley CCGs, to support the development of an integrated 24/7 care service on a local basis.

The Thames Valley region will be an early adopter of this new approach which will be rolled out throughout England by 2020.

Did you know? This newsletter can be downloaded from the PPG page of the Green Meadows website



HealthMakers Programme – Building a Healthy Community

by Karen Maskell – Lay Member for Patient & Public Involvement - Bracknell & Ascot Clinical Commissioning Group.

The HealthMaker Programme has been running in Bracknell & Ascot Clinical Commissioning Group (CCG) for just over 2 years now and has been so successful that it is currently being rolled out across Windsor, Ascot & Maidenhead CCG and Slough CCG. The programme aims to build healthy communities through Self-Managers, Peer Supporters, Facilitators and Patient Partners.

Self-Management Training– This is the entry point for most HealthMakers

It's nationally recognised that Self-Management training for people living with health issues helps improve quality of life, especially if fully supported by health care professionals, and results in more appropriate use of health and care services. The course provided under the HealthMaker programme is free to anyone living in East Berkshire and consists of six weekly sessions which provide the opportunity to explore a variety of proven skills and techniques that will build confidence in managing your own health and improving quality of life. It is hoped that as people see the benefits from this training it will encourage them to become more involved and engaged within their communities, and we hope many will move on to other areas within the HealthMaker programme, but there is no obligation to do so.

Offering Peer Support

On average people living with long term health issues see their GP, Nurse specialist or consultant for a little over 4 hours a year; the rest of the time they are on their own, with whatever self-care or self-management skills they have. So being able to talk with other people living with the same conditions can be really helpful. Either on its own, alongside or after Self Management training, learning from peers helps to build confidence, activate patients and create networks and healthy communities. HealthMakers currently offer peer support via "Pop In" sessions at Open Learning Centre:

2:00 to 3:00 3rd Monday of the month

10:30 to 11:30 1st Thursday of the month

There are also plans to offer on line support later this year.

Trained Facilitators

Facilitators are usually people who have gone through the Self-Management course and want to help others gain the skills they are benefitting from, or be more involved with local Health & Care Commissioners. They are given the relevant training and support for greater involvement and volunteering within their GP Practice, the Local Health and Care system Care or their local Community. This role is still being developed and currently we train patients alongside HealthCare professionals to deliver the Self-Management training but also have people who can take on a variety of roles, such as patient education, health promotion events and involvement in commissioning projects. The intention is to develop further roles such as Social Prescribers, Health Coaches and a variety of roles in line with the changing needs within the NHS and Social Care.

Patient Partners (Leadership Training)

This training is for people who wish to take a more strategic roles, the training provides high quality leadership skills and understanding of the wider system to create confident Patient Partners who volunteer in the Health & Care arena e.g. on committees and Boards or within service review and redesign projects. Training will be adapted to suit the needs of the local Health and Care system and next steps include additional skills for Patient Group Representatives to support the transformation of Primary, Community & Acute Care services locally.

If you would like to know more about the programme, would like to attend the self-management course or would like to be considered for other HealthMaker roles please contact healthmakers@berkshirehealthcare.nhs.uk or telephone 01344 415947 or visit the website www.berkshirehealthcare.nhs.uk/healthmakers



Year of Mental Health - Raising Awareness

A number of high profile initiatives have helped to raise awareness of mental health issues this year. Unresolved mental health problems lie at the heart of some of our greatest social challenges, and very often people feel afraid to admit that they are struggling with their mental health due to fear of prejudice and judgement. Campaigns such as Heads Together, supported by The Duke and Duchess of Cambridge and Prince Harry, aim to end stigma around mental health and to help people feel much more comfortable with their everyday mental wellbeing.

This can be achieved by increasing the conversation around mental health issues, and ensuring that people have practical tools to support friends and family with mental health challenges.

The BBC's Mind Matters is a series of TV and radio programmes on mental health - and the #1in4 media campaign highlights that one in four of us will experience some kind of mental health problem over the course of a year, so most of us will either have experienced it ourselves or know at least one person affected by it.

Locally, Brighter Berkshire is a community-led year-long initiative to reduce the stigma around mental health and to improve local opportunities to treat and prevent problems. See brighterberkshire.com for details of events and ways to get involved. There are a great many resources and initiatives in our area to help those with mental health issues - a **Community Map** of community groups, clubs, societies, activities and support services can be found online on the Bracknell Forest Public Health Portal at health.bracknell-forest.gov.uk/online-services/community-map. Berkshire Health Foundation Trust (BHFT) is our local mental health services provider - they have a community mental health team, and their services include Talking Therapies among other assessment, treatment and recovery routes. Talk to your GP if you think these services could help you.

Much more information is available now about the role of nutrition and exercise in mental health. Evidence linking these areas with mental well-being is growing rapidly, and there is much we can **all** do to protect our mental health and prevent problems developing. There is information on NHS Choices too about coping with mental health challenges - see www.nhs.uk/livewell/mentalhealth/



Brighter Berkshire
2017 Year of Mental Health

Coping with Bereavement

by Pam Binyon - PPG member

Bereavement, alas, is something we all experience at some point in our lives. It matters not whether the death was anticipated, after a long illness for instance, or was the result of a sudden tragedy; the feelings are much the same. Most people experience the following, though not necessarily in any particular order or time frame.

GRIEF & SHOCK - this may be uncontrollable weeping and shaking initially, or sometimes the inability to cry. When the latter happens you may find yourself in floods of tears unexpectedly days, or even weeks, later.

ANGER & GUILT - many people find themselves feeling very angry that their partner or loved one has died and left them to cope alone. Anger can come together with feelings of guilt, such as 'could I have done more to help' or feelings of remorse for hasty words and unresolved arguments.

DESPAIR & ANXIETY- how will I manage financially, deal with all the household tasks and children alone? These thoughts often crop up in the middle of the night, which is when we are often at a low point emotionally anyway. Seek help from your GP if disturbed sleeping becomes an issue.

ISOLATION - family and friends rally round in the early days after a death but, once the funeral has taken place, many people drift away. This is often because they do not know what to say or do, but can also be out of embarrassment - it is not unknown for friends to cross the street to avoid having to talk to you which can be very hurtful.

LIFE STAGES - people can react differently depending on how old you are when bereaved. It can be very hard to suddenly be alone after very many years together; there is nobody to talk to and share moments of pleasure with. Invitations to go out with friends may be few and far between and loneliness can be a big issue. You may also find you have to deal with inappropriate sexual suggestions or advances.

However - please remember you are not alone, and there are many resources available to help you cope with this very difficult time. Here are details of just a few:

HELPFUL RESOURCES

CRUSE Bereavement Counselling service - Amber House, Market St., Bracknell. RG12 1JB - 01344-411919 www.cruse.org.uk

SAMARITANS - Hope House, 2 Mount Pleasant, Bracknell. RG12 9AD 01344-455556 - freephone 116-123 - email jo@samaritans.org or visit www.samaritans.org

NHS CHOICES has helpful information at www.nhs.uk/LiveWell/bereavement/Pages/bereavement.aspx

FAITH - Most religious faiths offer bereavement support and/or counselling - please contact the relevant organisation.

FURTHER READING - Lily Pincus - Death & the Family: The Importance of Mourning