



# What's up Doc?!

## The quarterly newsletter for Bentham Medical Practice. Issue 19 - Spring 2018

<b>Welcome!</b>	<b>1</b>
<b>Practice News</b>	<b>1 - 2</b>
<b>Castleberg update</b>	<b>2</b>
<b>Flu Campaign</b>	<b>2</b>
<b>Extended access</b>	<b>3</b>
<b>Gluten free products</b>	<b>2</b>
<b>General Data Protection Regulation</b>	<b>3</b>
<b>Bentham and District Dementia Friendly Community</b>	<b>3</b>
<b>Keeping your appointment</b>	<b>4</b>
<b>Important events in May</b>	<b>4</b>
<b>Five ways to wellbeing</b>	<b>4</b>
<b>Patient Representative Group</b>	<b>5</b>
<b>Peer Talk</b>	<b>5</b>
<b>Crossword</b>	<b>6</b>
<b>Important numbers</b>	<b>6</b>
<b>Feedback</b>	<b>6</b>

Welcome to issue 19, the latest edition of What's Up Doc?! the Bentham Medical Practice Newsletter.



This edition of What's Up Doc is full of interesting and important information which we hope you will find useful and informative

As always if you have comments or an article that you would like to suggest for submission in the newsletter or if you have any queries at all then please write to me at the practice or email [jonathan.scott@gp-B82061.nhs.uk](mailto:jonathan.scott@gp-B82061.nhs.uk) . You can also contact me to request for an electronic copy of each newsletter.

Wishing you all well.

Best regards

**Jonathan Scott**  
**Practice Manager**

### Practice News

#### Staff

So far we have been unable to find a permanent replacement for Dr Heather Walker who left last October so have had to rely on numerous locum GPs over the last months. We hope to find a permanent replacement in the not to distant future.

Also, due to staff absences we have had to bring in a locum nurse, Barbara Maudsley, who recently retired from Lunesdale practice in Kirkby Lonsdale. Barbara has settled in at Bentham very well and hopefully will be staying with us for some time to come.

Our Foundation Year two training doctor, Theo Johnson, left us at Easter after four months with the practice. It was a pleasure to have Theo with us and he was well liked by both patients' and colleagues. We hope that he had a profitable and enjoyable time here at Bentham and we wish him all the very best in his future career.



After over twenty years working with the practice Sue Clements, of Carers Resource, will be leaving at the end of April. Sue has done a fantastic job over the years helping all those patients of Bentham practice who are carers. Her help, advice and care has been invaluable. We thank Sue for all she has done and wish her all the best for the future. The service will continue and Alison Bell will be starting for Carers Resource at the beginning of May. We wish Alison well.

One of our medical secretaries, Marie Godson, likes to keep fit. In fact that is a massive understatement. Marie recently completed her 100th marathon! Massive congratulations to Marie on a fantastic achievement.



Those of you who are regular readers of the newsletter will know now of the annual Dr Louise Morgan challenge! Starting in 2013 with a coast to coast cycle run followed the next year with a triathlon. In 2015 another cycle run from Newcastle to Edinburgh then a 100K night cycle run in London. This year Louise is planning another cycle run from Gretna Green to Arkholme Green from 17th to 19th May. This is in aid of Sarcoma UK, the bone and soft tissue cancer charity.



If you would like to support Louise visit the following site:

<https://www.justgiving.com/fundraising/wagtail.wheelersgretnagreen2arkholmevillagegreen>

## Castleberg Hospital - Update

In the last issue I wrote about the consultation process that was taking place on the future of Castleberg Hospital. The two options are that it is refurbished and reopened or that it is closed permanently and alternative community services are set up. The consultation process has now come to an end and the final decision will be made and announced mid May.



## Flu Campaign this Year

**We have some important information about this year's flu campaign.** Every year the WHO and NHS England work together to decide which vaccinations are the best to use in the flu campaign. This year they have decided on two vaccinations. The first is for all patients aged 65 and over and the second is for all patients in "At Risk" groups who are under 65. This will make the organisation of the flu campaign more difficult and, due to supply issues, the campaign will not officially start until week commencing 15th October. However, we will then have a robust plan to vaccinate everyone as soon as possible. Please look out for more details nearer the time.



## Extended Access

Many of you will know that we have been running early morning and late evening surgeries for several years now. These are predominantly for those patients who find it hard to get to the surgery during the day. Working with our clinical commissioning group (CCG) the extended access service has been increased throughout the whole Morecambe Bay area. There are now four sites in the area where patients can get evening and Saturday and Sunday appointments with either a GP or nurse. The four sites are Kendal, Ambleside, Grange and Barrow which will not suit everyone but may be useful for some. For more information or to book an appointment call reception at Bentham

## Gluten Free Products

Historically patients suffering with coeliac disease have been able to get certain gluten free foodstuffs on NHS prescription such as flour, bread, cakes, pizza bases and pasta. The cost to the NHS of these products is very high and much higher than the cost of the same products in supermarkets. Consequently NHS England have decided that from 1st May gluten free products will no longer be available on prescription and patients will be advised to buy for themselves. More details will be sent out to those affected by this decision in the near future.



## General Data Protection Regulations (GDPR)

In May the Data Protection Act will be replaced by the GDPR. This is European wide and will affect all of us. It is all about how organisations, including GP practice, hold and use any personally identifiable data they have about you and your rights regarding that data including your consent for the data to be held and used. As a GP practice it is imperative, for your own wellbeing, that we can use your data in your best interests and in many cases consent will be implied.

Key principles GDPR sets out about processing data for staff and patients;

- ◆ Data must be processed lawfully, fairly and transparently
- ◆ It must be collected for specific, explicit and legitimate purposes
- ◆ It must be limited to what is necessary for the purposes for which it is processed
- ◆ Information must be accurate and kept up to date
- ◆ Data must be held securely
- ◆ It can only be retained for as long as is necessary for the reasons it was collected.

There are also stronger rights for patient regarding the information that practices hold about them. These include;

- ◆ Being informed about how their data is used
- ◆ Patients to have access to their own data
- ◆ Patients can ask to have incorrect data changed
- ◆ Restrict how their data is used
- ◆ Move their data from one health organisation to another
- ◆ The right to object to their patient information being processed (in certain circumstances)

More information on GDPR will be published in the coming weeks and displayed in waiting rooms, and on our website.

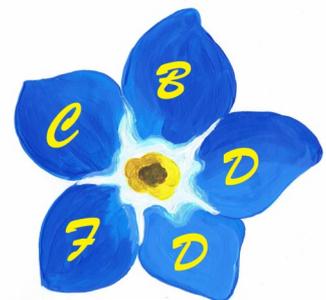
## Bentham and District Dementia Friendly Community

Dementia is a seriously debilitating disease and people who live with a dementia can often suffer terribly from loss of confidence, loneliness and depression. Unfortunately the prevalence of dementia continues to grow and most of us are affected by dementia in one way or another. Last year a group of people in the community decided to get together to look at ways that they could improve the lives of those living with a dementia. From that initial meeting the Bentham & District Dementia Friendly Community was set up. We achieved charitable status at around Christmas time and now meet regularly to see what we can do to meet the objectives set out in our constitution which are;

- ◆ Raise awareness of dementia in the community.
- ◆ Involve local residents, businesses and organisations in creating a dementia friendly community better able to support people living with a dementia
- ◆ To create inclusive events for people living with a dementia and their carers based around the needs of those individuals.

We have written to local businesses and organisations asking if they would like to join as members and play a part in achieving these objectives. It doesn't matter how much or how little you can do. Every bit helps, even if it is just displaying our logo in your window.

Contact Jonathan Scott at [jonathan.scott@gp-B82061.nhs.uk](mailto:jonathan.scott@gp-B82061.nhs.uk) or at the surgery for more information



*"Forget Me Not"*

## Keeping your appointment

Last year 97% of the booked appointments were kept which is great news. However, the 3% of appointments that were missed without notice amounted to a total of 1401 or 350 hours of clinician time. Had these appointments been cancelled in reasonable time we could have made them available for other patients and waiting times for appointments could have been significantly reduced.

As well as phoning in to cancel an appointment there are other ways in which you can view and manage your medical record, make and cancel appointments, order prescriptions, view consultation, results and reports etc. These are;

- ◆ Text reminders. Make sure we have your up to date mobile telephone number and we will send you a reminder text, usually about 48 hours before the appointment is due. If you can't make the appointment just text back **CANCEL** free of charge.
- ◆ Patient Access. You can get online access to your medical record 24 hours a day, 7 days a week. Once set up you can make and book appointments, order prescriptions and view details of your record such as consultation, results and reports etc. Please ask at reception for details
- ◆ Telephone app. We will soon be launching an app for your tablet or phone which will give you the same access to your records as online access above does, everywhere you go. Please ask at reception for details..

## Important Events coming up in May

Week commencing 21st May will see the official launch of Leeds - Morecambe Community Rail Partnership's Dementia friendly and awareness project to make all stations and trains operating on the line and rail staff and volunteers far better at understanding and catering for the needs and wishes of those living with a dementia or their carers.

The same week is also National Dementia awareness week.



## Five ways to wellbeing

A review of the most up-to-date evidence suggest that building the following five actions into our day-to-day lives is important

BayHealth &  
Care Partners  
delivering



### Connect...

With the people around you. With family, friends, colleagues and neighbours. At home, work, school or in your community. Think of these as the cornerstones of your life and invest time in developing them. Building these connections will support and enrich you every day.

### Be active...

Go for a walk or run. Step outside. Cycle. Play a game. Garden. Dance. Exercising makes you feel good. Most importantly, discover a physical activity you enjoy and that suits your level of mobility and fitness.

### Take notice...

Be curious. Catch sight of the beautiful. Remark on the unusual. Notice the changing seasons. Savour the moment, whether you are walking to work, eating lunch or talking to friends. Be aware of the world around you and what you are feeling. Reflecting on your experiences will help you appreciate what matters to you.

### Keep learning...

Try something new. Rediscover an old interest. Sign up for that course. Take on a different responsibility at work. Fix a bike. Learn to play an instrument or how to cook your favourite food. Set a challenge you will enjoy achieving. Learning new things will make you more confident as well as being fun.

### Give...

Do something nice for a friend, or a stranger. Thank someone. Smile. Volunteer your time. Join a community group. Look out, as well as in. Seeing yourself, and your happiness, linked to the wider community can be incredibly rewarding and creates connections with the people around you.

## Patient Representative Group



Hi everyone. The Group have been busy over the last year mainly attending meetings about the changes that are afoot which affect our area. We are still banging the drum for equality of care across our neighbouring boundaries and whilst it would have been better discussed when Health Services changed five years ago it wasn't deemed necessary until the changes had occurred, this is going to be the same scenario over the options about Castleberg Hospital. The two options have their merits but intermediate care provision for the Bentham and Ingleton districts could be at risk. Our Group has been attendant at the consultation meetings and as well as being very vocal about putting the case forward for local people we were also there to support Keith Hartley who handed a letter in at the Settle meeting to the Director of acute services at Airedale, Wharfedale and Craven CCG. Jonathan, Keith and myself have attended a meeting with Julian Smith MP about this situation and on his actions and advice we await an outcome. Our own CCG at Morecambe have also been involved.

The Group have also been attending meetings about transport in the area and the cost of the same, and we are pleased to announce that NYCC taxi bus is going to be available from April, on a trial period with half price fares for those with bus passes for local journeys i.e. 1 and a half miles from the centre of Bentham or Ingleton, look out for the "GO LOCAL" notices. More train services are also going to be available too.

Lots of things are on going and maybe for sometime to come, nothing happens over night!

Hopefully this year we will attract new members to help us continue our work for the Bentham and Ingleton Medical Practice clients and the areas we live in.

Please come and meet us at our **ANNUAL GENERAL MEETING ON THURSDAY 10th MAY 2018 AT 7PM IN BENTHAM MEDICAL PRACTICE**. You will be very welcome.. Lorraine Crossley (Chair)

Copies of the annual patient questionnaire are available on line through the website [www.benthamsurgery.org.uk](http://www.benthamsurgery.org.uk) of are displayed in the waiting rooms



## PeerTalk

### Living with Depression?

*PeerTalk* could help.

**PeerTalk** (<https://peertalk.org.uk>) offers peer support to people living with depression through a national network of peer support groups. Facilitated by trained volunteers, the groups provide a safe space for people to share, and be heard, without judgement.

PeerTalk also arranges Awareness Days to raise awareness of the issues and challenges facing those living with depression and for the people caring for them, and it challenges the stigma attached to mental health conditions by, for example, dismantling some of the myths that surround them.

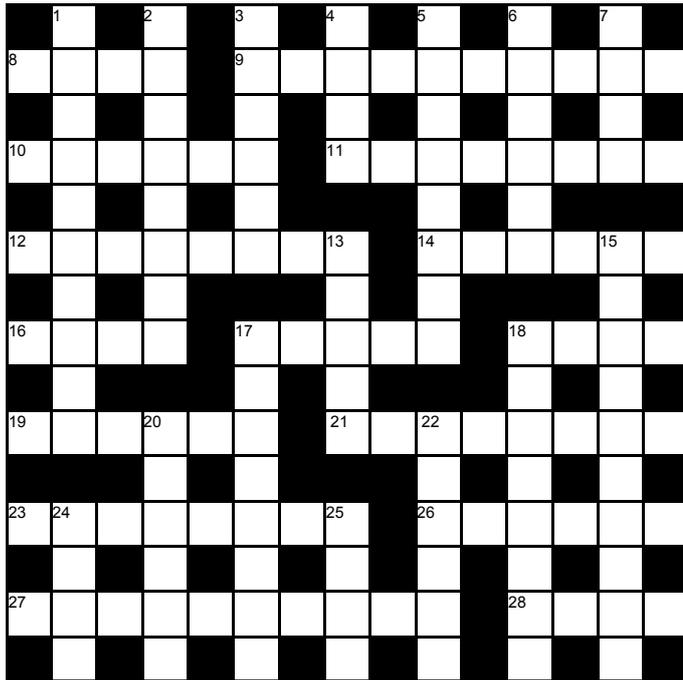
Recent media coverage has highlighted the fact that treatment for people who have depression and/or a related mental illness has become increasingly difficult to access; and when received has not always been effective.

*PeerTalk* does not claim to have the answer to all this. It does not diagnose, prescribe, advise or in any way treat mental illness; but it does provide a viable alternative and one which may be of interest to those living in the Craven area.

A newly-formed national charitable foundation, *PeerTalk* is currently operating in nine centres across the UK, and is loosely based on the work of an organisation called *Aware* (<https://www.aware-ni.org/>) that has been operating very successfully in Ireland for some thirty years. *Aware* has proved beyond doubt that people who live with depression can gain tremendous benefit from just talking in a group setting to others who are in similar circumstances. By sharing personal experiences and coping strategies they are often able to 'reach the parts that other treatments can't reach,' and so make a very real difference to how they each face their coming week.

This is the model adopted by *PeerTalk* and it has already proved its effectiveness in the groups that have become established in the north of England. One of the newest of these groups meets at **The Folly in Settle each Tuesday night from 7.30 to 9pm** and it is always ready to welcome new members. No 'referral' is required, and no names are taken other than the name by which someone wishes to be addressed in the group. Just turn up and see if it's for you. You may well be surprised.

CROSSWORD



27 A large number on their feet in the stadium (10)

28 Technical term for threat possibly (4)

Down

1 Cleaner fell over idiot on holiday initially (10)

2 Pass jumbled distress signal to American giant (8)

3 Heard from different places of a way before love (6)

4 Engrave alien church (4)

5 Innocuous family pet . (8)

6 Country held posh image (6)

7 Writer not known presently. (4)

13 Breathe in southern smell (5)

15 Sanitize across your face we hear. (10)

17 Similarity with identical lake. (8)

18 Lowry perhaps outside Royal Academy showed flair. (8)

20 Tenor I confused out East (6)

22 To have six balls and a party is to be extravagant (6)

24 Marsupial found across the channel (4)

25 Sounds like a beast love (4)

Across

8 Its slippery round sign (4)

9 Two kings can note disproving sound. (3-7)

10 Hugh heard to blush (6)

11 Uncertain he crushed Titans. (8)

12 Two vessels and 101 gold sheers (8)

14 Inexpensive ring was of poor quality. (6)

16 Beats return place. (4)

17 Cut of meat worn by lady. (5)

18 Additionally sounds like a swell. (4)

19 Verse about empty hotel and plant delivery system (6)

21 Representatives of WW1 fighters perhaps. (5-3)

23 Accepted and left. (8)

26 Verify that criticism started late (6)

Answers to Issue 15's Crossword

8a. Ante. 9a. Unthinking 10a. Church.

11a. Hesitant. 12a. Allergic 14a. Mohair.

16a. Arts. 17a. Ember. 18a. Ahoy. 19.a Cheapo.

21a. Laughter. 23a. Rhythmic. 26a. Icebag.

27a. Dutchuncle. 28a. Idle

1d. In the lurch. 2d. Peerless. 3d. Quahog.

4d. Etch. 5d. Winsomer 6d. Sketch. 7d. Anon.

13d. Cabal. 15d. Inoperable. 17d. Enormous.

18d. Athletic . 20d. Attack. 22d. United. 24d. Hour

25d. Coca.

Important numbers if you have a hospital outpatient appointment

If the doctor refers you to a Morecambe Bay hospital you can call them to find out how your referral is going on and when you will be likely to be seen. The number is 0845 055 9990.

If you need to book transport for your hospital appointment call Patient Transport Services at least 48 hours before your appointment on 0800 032 3240. They will confirm if you are eligible or not



If you have any feedback regarding this edition of "What's Up Doc" or you have any questions or thoughts about the practice then please contact Jonathan Scott by letter or at [jonathan.scott@gp-B82061.nhs.uk](mailto:jonathan.scott@gp-B82061.nhs.uk)