

FLU 2018

Flu vaccination is available every year on the NHS to help protect adults and children at risk of flu and its complications. Flu can be unpleasant, but if you are otherwise healthy it will usually clear up on its own within a week. However, flu can be more severe in certain people, such as:

- Anyone aged 65 years and over
- Pregnant women
- Children and adults with an underlying health condition (such as long-term heart or respiratory disease).
- Children and adults with weakened immune systems.

Anyone in these risk groups is more likely to develop potentially serious complications of flu, such as pneumonia (a lung infection), so it is recommended that they have a flu vaccine every year to help protect them.

For 2018 there are 3 different types of flu vaccine tailored to the needs of different age groups:

- Children and young people aged 2 to 17 years eligible for the flu vaccine: a live quadrivalent vaccine (which protects against 4 strains of flu), given as a nasal spray.
- For adults aged 18 and over but below the age of 65 who are at increased risk from flu because of a longterm health condition and for children 6 months and above in an eligible group who cannot receive the live vaccine: a quadrivalent injected vaccine.
- For people aged 65 and over: an adjuvanted injected vaccine. (You are eligible for the flu vaccine this year (2018/19) if you will be aged 65 and over on March 31 2019 – that is, you were born on or before March 31 1954. So, if you are currently 64 but will be 65 on March 31 2019, you do qualify.)

If your child is aged between 6 months and 2 years old and is in a high risk group for flu, they will be offered an injected flu vaccine as the nasal spray is not licensed for children under 2.

SURGERY NEWS

- **Dr Cameron-Blackie** retires after 22 years. See page 2
- **Sian Martiny** retires after 13 and a half years as a receptionist at Chiddingfold Surgery. We wish her a long and happy retirement and calm waters when sailing.
- **Kate Davies** is leaving for pastures new on the South Coast. Kate has cared for our patients with COPD and asthma for 6 and a half years and has led our travel and child immunisation clinics. She will be greatly missed and we wish her well in her new life and work.

This year all the vaccines have been pre-ordered for all our eligible patients and will be available in the surgery from the end of September.

Further information on the three different types of flu vaccine can be found on the NHS Choices website: www.nhs.uk/conditions/vaccinations/fluinflenzavaccine

EXTENDED ACCESS

Extra GP appointments are now available in the evenings and weekends for Guildford and Waverley patients. Appointments are available from 6 pm to 8 pm on weekday evenings, 8 am to 12 noon on Saturdays and 10 am to 2 pm on Sundays.

These extra sessions are provided at the Binscombe Surgery near Godalming, and at the Fairlands Practice in Guildford. Patients registered at any GP practice in Guildford and Waverley are able to book through their own practice and attend at either of these locations.

This service is part of a national 'Extended Access' programme which is being introduced to increase capacity in general practice and make it available to the public 7 days per week. It is being introduced both in response to increasing pressure on GP services and to provide patients who need to see a health practitioner with evening and weekend access. Patients can now book appointments using the Extended Access service, at either location, via their own GP practice.

DR CAMERON-BLACKIE RETIRES



After 22 years at Chiddingfold Surgery I am sad to announce that I will be retiring at the end of the year.

When I reduced my hours 18 months ago I had intended to work part time for 3 - 4 more years, however for personal reasons, those plans have had to change.

I feel I have been very fortunate. I have had 22 years in the beautiful Surrey and Sussex countryside, working with likeminded, enthusiastic, forward thinking partners and a fabulous team of dedicated staff.

A lot has changed over the last 22 years. When I first arrived at the practice the Dunsfold Branch surgery ran out of a wooden garden shed which shook as the Harrier jets flew overhead before landing at Dunsfold Airfield. After much searching for new premises we eventually secured our current branch surgery thanks to a lease from Waverley Borough Council.

With the expanding role of General Practice there was a desperate need for a larger main surgery in Chiddingfold to house more staff and equipment. With the support of the local community the current surgery site was secured and a new purpose built surgery completed in 2000. At the time it felt vast and future proof, but we are already starting to run out of room!

In addition to new premises the practice modernised we moved away from open surgeries on a first come first serve basis, where patients sometimes sat in a crowded waiting room for 2 - 3 hours before being seen. Whilst no appointment system is perfect, I think both patients and doctors appreciate the change. We also embraced a move to computerisation no more illegible doctors' writing!

We could not have achieved all these changes alone. Dr Williams was an excellent role model, and provided encouragement and support to myself and Dr Willett in our early years. The local communities and Parish Councils supported the surgery developments and you, our patients have given generously to the Friends of Chiddingfold Surgery, enabling us to buy medical equipment which means we can provide services at the surgery - saving patients a lengthy wait and journey to the hospital. I would like to thank the Friends of Chiddingfold Surgery and the Patient Participation Group committee members, who have so generously given of their time to help the practice be as successful as it is.

Whilst there have been numerous changes and developments in General Practice, one thing has remained constant at Chiddingfold Practice, that of a traditional personal list system. It has been a great privilege to share in the lives of so many patients - happy, joyous events as well as distressing and sad times. There are so many patients I shall miss. The Practice will announce shortly a new doctor who will become the named lead for patients currently on my list.

It has been an honour to serve as a GP in the Chiddingfold Practice and I wish everybody good health and great happiness.

Dr Gwen Cameron-Blackie

A retirement message book will be available in Chiddingfold Surgery reception - patients and colleagues are invited to record their memories, messages and good wishes.

LOOKING FOR INFORMATION?

Did you know we have an information room at Chiddingfold Surgery?

The small room immediately next to the reception desk (where the Blood Pressure machine is kept) houses a wide range of health information leaflets. Feel free to browse around and pick up any leaflets that are of interest to you.

If you cannot find what you are looking for let our receptionist know and we will do our best to help.

DO YOU LOOK AFTER SOMEBODY?

A carer is anyone who cares, unpaid, for a family member, partner or friend who, due to illness, frailty, disability, a mental health problem or an addiction, cannot cope without their support.

Carers come from all walks of life, all cultures and can be of any age. Husbands, wives, brothers, sisters, mothers and fathers could also be carers for loved ones. If you are a carer please let us know so that we can offer you extra support.

Carer registration forms are available at reception or can be downloaded from our website:

<http://www.chiddsurg.co.uk/>

CHRISTMAS & NEW YEAR

Our opening times over the Christmas and New Year period will be as follows:

Monday 24th December	8.15 am to 6.30 pm
Tuesday 25th December	Closed
Wednesday 26th December	Closed
Thursday 27th December	8.15 am to 6.30 pm
Friday 28th December	8.15 am to 5 pm
Monday 31st December	8.15 am to 6.30 pm
Tuesday 1st January	Closed
Wednesday 2nd January	8.15 am to 6.30 pm

Dunsfold Surgery will be open on Monday 24th December, Friday 28th December and Monday 31st December: 8.30 am to 12 noon.

If you need to see an emergency GP or a dentist outside of our working hours please telephone NHS 111.

In order to ensure your medications are ready for collection over the Christmas and New Year period can we please ask you to have your prescription requests submitted to us by the week ending 7th December 2018.

GDPR

With the tide of notices flooding our letterboxes and in trays, nobody can have missed GDPR. But what does it mean for Chiddingfold Surgery and your health care?

The General Data Protection Regulation came into force on 25th May 2018, and replaces the Data Protection Act of 1998.

Its main aim is to strengthen the law around data protection and privacy for EU residents, and once it passes through parliament is likely to become UK law 'postbrexit'.

The primary aim is to give individuals greater control over their personal data. There is an obligation on data processors (in this instance the surgery) to comply with tight regulations about what information is held, and what is done with it. We have to demonstrate that data is held and processed securely and lawfully, with due respect for data subjects rights. For more information regarding this please see our **privacy notices** that are available at reception or via our website.

Should you require access to information that we hold about you, please ask for a copy of our **subject access request form**. This form can be used to request copies of data, for instance, blood test results, immunisation history or sections of your medical record. Please be as specific as you can in your request. We have up to 28 days to release the information, although may be able to provide it sooner depending on the nature of your request.

On collection of subject access request material, we will need to confirm your identity with photo ID eg: driving licence.

Should you have any queries or concerns regarding GDPR and your data please contact:

Dr Claire Shorter
(Information Governance Lead)

Or

Mrs Amanda Howell
(Caldicott Guardian)



is a small group of patients who meet regularly with the Surgery to discuss the needs, views, concerns, and comments of the patients and to enable constructive changes to be made to improve the services. If you would like to join the group please leave your name and contact details with the surgery receptionist or in the 'comments' box in the surgery waiting room (addressed 'for the attention of the PPG').

PPG MEMBERSHIP

Unfortunately Ray Jordon is stepping down from his role as representing Northchapel on the PPG. He has made a valuable contribution over the years and will be missed by the group.

As a consequence we have no one to represent Northchapel, so if you feel this is something you would like to do please contact the Surgery.



The **surgery website** has details of the practice, the clinics, services, Patient/Practice Charter, policies, training, health advice and useful numbers.

There is a **comments box** in the waiting rooms of Chiddingfold and Dunsfold surgeries. Your comments, suggestions, compliments or complaints may be posted in the box.

REPORT FROM THE CHAIRMAN OF THE PATIENT PARTICIPATION GROUP:

Patient Interviews

I would like to start by thanking everyone who assisted in the waiting room patient feedback interviews this June. The results have shown an overwhelming support for the Surgery.

- There was a very positive response to the level of service given by the doctors, nurses, support staff and receptionists.
 - Issues such as getting appointments, communicating with the receptionists, and understanding the advice given were positively viewed.
 - The online services for repeat prescriptions and text reminders have been a success.
 - There have been some difficulties with the availability of appointments on line which has been addressed by the surgery. There have also been some technical problems with the Patient Access host website. **Patients are encouraged by the Surgery to use the online services.**
- Alternative websites to Patient Access are available:
Evergreen Life: www.elife.co.uk
or
Dimec: www.dimec.me
- The survey confirmed that feedback from previous surveys has been acted upon, so please continue to feedback any thoughts and ideas about how the surgery could improve to any of the PPG members.

Julia Quaile