

The PPG is about
PARTICIPATION
your participation



Why not come along and join us
next event and have your say

PPG EVENT: "SLEEP DISORDERS AND INSOMNIA" 7 December 2017 at VMC

Dr Selsick, Consultant in Sleep Medicine at Guys and St Thomas's opened by describing the difference between rapid eye movement (REM) sleep and non-REM sleep. Deep REM sleep is important because it is when the body repairs itself, builds muscles and bones and strengthens its immune system.

One of the most common sleep related breathing disorders is obstructive sleep apnoea caused by repeated narrowing or collapse of the throat leading to choking. It is usually accompanied by heavy snoring. Treatments include weight loss, position therapy and CPAP – a most effective treatment using a ventilator that applies mild air pressure to keep the airways open.

Delayed sleep-wake phase disorder, common in young people, occurs when the internal body clock is delayed. People with this disorder struggle to fall asleep until well after their desired sleep-onset time and would sleep into late morning or into the afternoon if allowed to do so. The sufferer is alert at night but drowsy the next day. Many adolescents grow out of it. It can be treated with relatively benign interventions: eg melatonin at night, and light in the morning.

Parasomnias are abnormal events that occur while a person is asleep, including nightmares, sleepwalking and acting out a dream.

Restless legs syndrome is easy to localise but hard to describe, and as a result GP diagnosis is poor.

Most sleep disorders are treatable and **Dr Selsick** urged patients to speak to their GP rather than suffer. VMC patients can be referred to the Sleep Disorders Centre at Guys and St Thomas's for treatment.

Georgina Wallington and **Ruby Taylor** from the NHS Talking Therapies Service, Westminster, discussed the psychological causes of insomnia including stress, shift work, young children, illness and chronic pain, and the effects: tiredness, irritability, loss of memory, anxiety and depression.

Treatments are based on Cognitive Behavioural Therapy (CBT). They offer a 6-week group therapy course called CBT-I for treating insomnia without the use of sleeping pills. The first evening session covers Sleep Hygiene: from avoiding caffeine, alcohol or heavy meals to managing your bedroom – keeping it calm, quiet and dark and at a comfortable temperature.

Subsequent sessions cover sleep restriction, stimulus control, worry management, the role of thoughts, and accepting your own sleep. There is homework to do and each week there is a group feedback. The service, based at 192–198 Vauxhall Bridge Road, can accept GP referrals or you can refer yourself by emailing westminster.iapt@nhs.net

A full report of this event can be read on the PPG section of the new VMC website at victoriamedicalcentre.com/.



Patient Participation Group

Victoria
Medical
Centre

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Winter 2018



news

Dear VMC and LPMC Patients,
With GP practices under severe strain, it makes sense for patients to take more seriously the advantages of self help. To this end, the PPG is increasing its list of self-help items on the VMC website and has just added the following 11 videos to help patients learn more about self-care treatment of common ailments:

- 1 • High temperature in children
- 2 • Childhood coughs, colds and breathing
- 3 • Childhood constipation
- 4 • Childhood thread worm
- 5 • Tension headaches
- 6 • Gastroenteritis in children
- 7 • Sore throat
- 8 • Eczma
- 9 • Ring worm
- 10 • Head lice in children
- 11 • Childhood ear ache

To access these videos you should go to victoriamedicalcentre.com/, click on the link to Patient Participation Group, scroll down to Self Help Bulletins, click on Better Care Together and you will find the full play list of Self Care Films.

On the right is an invitation to the February 2018 PPG AGM and Open Evening on the topic of Wellbeing. Look after yourself – meet the practice team and learn about local programmes designed for you. SAVE THE DATE.

Mary Orr
Chairman, VMC PPG

!!! SAVE THE DATE !!!
Tuesday 27 February 5.30 – 7.30

OPEN EVENING
on
WELLBEING

5.45: PPG Annual General Meeting
6.15: Open Forum: *Guest speakers will join a panel from VMC to discuss the subject of Wellbeing through self-help, stress management, socialising and keeping a healthy heart.*
7.00: *Question and Answer session.*

Come along and meet the doctors and staff from VMC and Lees Place - and have your say.

Group Room VMC,
29 Upper Tachbrook Street

**HAVE YOU HAD YOUR
FLU JAB YET?**
If not, and you are over 65 or are in an at-risk group DON'T TAKE THE RISK OF GOING DOWN WITH FLU THIS WINTER – make an appointment at VMC and LPMC as soon as possible.

NEWS FROM THE PRACTICE

STAFF CHANGES

Doctors

We are sad to say that Dr Claire McCamley, who had been on maternity leave, has relocated back to Cheshire and left the practice in December.

New Clinical Pharmacist

The practice has now employed a Clinical Pharmacist to help with patients' medication queries and reviews. Jennifer Teague is working 5 mornings a week and after a period of induction will not only make it easier for patients to obtain answers to their personal queries but also make our prescribing safer and hopefully more cost efficient.



Behind the scenes at VMC the PPG works closely with the practice to address issues of concern to patients. You can access more information about the current PPG activities by going to the new VMC website and following the links to the Patient Participation Group. Left to right: Steve Barlow, VMC's IT Co-ordinator, Mark Platt, Vice Chairman of the PPG, Mary Orr Chairman.

CLINICS and SERVICES

CHANGE TO THE URGENT ON-THE-DAY APPOINTMENTS SYSTEM

Our system for urgent appointments has changed. Calls will now be taken between 9am – 12 pm and 2pm – 5pm. Although this service has been well received, we are trying to introduce improvements to make it more efficient and responsive.

EMAIL NOTIFICATIONS

If you wish to receive email messages from the practice, you must first sign up to the electronic patient register by telephoning VMC or coming to reception to get a user name and password.

DID YOU KNOW that bowel cancer is the third most common cancer and the second biggest cause of cancer deaths in the UK? Screening can detect bowel cancer in people who have no symptoms, and if detected early it can be cured in over 90% of cases. It is a life-saving test that you can do at home.

From April all patients between 60-74 (and over if they request it) will be sent a new screening test programme. This is different from the old test as it is much more specific and sensitive to human blood in the stool. It is also much easier to take a sample – just a scrape with a stick from one stool rather than several smears from separate bowel motions.

The result of this simple test will be sent to you within two weeks of the lab receiving your specimen for analysis. If the result is abnormal an appointment will be offered for further tests in order to exclude bowel cancer.

CLINICS and SERVICES cont.

MINOR AILMENT CLINIC

Along with the small change in the system for on-the-day urgent appointments, the practice has set up new, additional appointments with senior nurses who have received specialist training in dealing with minor ailments.

It may be that your condition could be seen by a senior nurse more quickly and more appropriately so that you do not have to wait for a doctor to call you back. Be reassured that if you see one of the specially trained nurses and she feels that your problem needs the input of a doctor, she will be able to access and arrange for you to get the correct care you need.

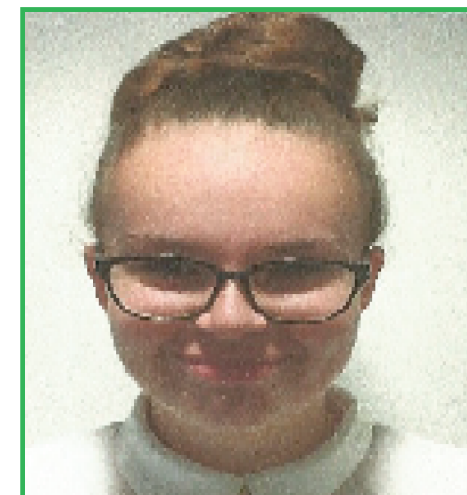
Conditions that can be seen by our nurses include urinary tract infections, chesty coughs, prolonged sore throats, and conjunctivitis as well as other minor conditions. Try the service. We'd love to hear your feedback!

Exceptional Requests for Early Prescription Renewals

If you need to renew your prescription in advance of the normal renewal date, or for a longer period than usual because you are going away on business, on holiday or for other personal reasons and you realise that you will run out of your medication, please make a written application in good time and attach it to your prescription renewal clearly explaining the reason to avoid delay.

Even better – if you sign up to our online services you can submit your request more easily by using the additional message facility. Do please ask reception for more information about how to sign up to our electronic patient register.

PRACTICE PROFILE



"My name is Courtney Leech. I joined the surgery in September 2017 as part of the administrative and reception team at Victoria Medical Centre and I work along all of the great staff at the practice.

One lesson I have already learned is the importance of conducting oneself in a professional manner to give all the patients and the practice a good impression. I am still learning every day the qualities and skills required to make me better at the job and to portray the practice in its best light.

I have worked in many jobs before this one, but I can honestly say that this is the most rewarding as VMC is a great place to work.

In my free time, my hobbies are going to the gym and spending quality time with my family and friends.

I conclude by saying that with your support as well, I hope I can fulfil my duties to the best of my abilities. Thank you.

I look forward to welcoming each of you to the practice."

Courtney Leech

Contact Victoria MC and Lees Place MC by e-mail: CLCCG.VMC@nhs.net
Contact the Patient Participation Group by e-mail (on PPG matters only.
Not to be used for clinical or practice matters) vmcpgg@live.co.uk