

Poundbury Doctor's Surgery—Patient Participation Group



NEWSLETTER issue no 2—Autumn 2019

- ◆ Welcome to the second edition of our newsletter. The job of the patient participation group (PPG) is to work in partnership with the surgery to represent the views of patients and the local community.
- ◆ We are pleased to receive articles, ideas and suggestions for this newsletter from patients and partner organisations.
- ◆ Please let us have any feedback and suggestions at...
ppgpoundbury@nhs.net

Friends and family: 'You said...we did.....'

A big thank you to those who gave feedback on the 'friends and family' leaflet at the surgery. It really helped members of the PPG redesign the leaflet, and since the new version has been in circulation the surgery reports noticing a definite increase in its use.



NEWS: The WaitLess app. is now available to download...

WaitLess combines live feeds from local partners to give accurate wait times and combines this information with the travel time to each location allowing people with minor injuries to make an informed choice about where to access treatment.

WaitLess also provides opening hours and directions to all of the integrated urgent and emergency care services available in Dorset by using the mobile device's location.

Dorset is the first county in the south west to introduce WaitLess.

For more information go to www.ourdorset.nhs.uk/waitless

Using the surgery website

Remember you can

- ◆ Book appointments online
- ◆ See test results
- ◆ Access your health record and more



Follow this link to [the surgery website](#)

'Flu Clinic

Please remember—you can book in for your 'flu shot at the surgery now!

And, on the theme of the approach of winter, you may find it helpful to look at the NHS advice 'Keep warm—keep well' - available at...

www.nhs.uk/live-well/healthy-body/keep-warm-keep-well/

Get your Flu Shot!



Attention all those with caring responsibilities

Hi, my name is Christine and I'm the Carers Lead at Poundbury Doctors Surgery. I've enjoyed doing the job for several years and have seen the role develop quite a lot during this time.



We keep a register of all carers and the person they care for, sometimes they're not both registered at the same surgery or live at the same address. We note the fact that they are a carer when offering appointments and that it fits in with their schedule and transport situation. We also try to arrange everything we can into as few visits to the surgery as possible.

When a new carer is identified, I phone them initially to introduce myself, find out how they're managing and whether they have any particular concerns at that time. Depending on the answer I'll follow this up with sending out information or signposting them on to other services.

We hold a Carers Cream Tea event during Carers Week in June and a Mince Pie Tea in December together with the Prince of Wales Surgery. We invite different professionals to both of these events for example Carers Caseworker for the area, opticians, Red Cross, disability aids specialists and Age UK amongst others. We have information stands on display as well as food and drink. We have also run first aid courses for carers during this time.

We have recently held monthly one to one sessions for carers with the Carers Caseworker for the area. This was a trial to see how popular the service was but hopefully may be set up as a more permanent arrangement in the future.

Carers Leads from all the Dorchester surgeries get together quarterly along with the Carers Caseworker to discuss any changes locally and exchange ideas and information. These are very useful sessions, it's important to keep up with new developments and how they will affect carers.

Please contact me at the surgery if you are a carer and haven't spoken to anyone yet, or if you have any particular queries or concerns.

A Patient shares their experience.....

My Journey with Type 2 Diabetes

By **Keith Roberts**

In February 2014 Dr Riddoch hit me with some unexpected news ... I had type 2 diabetes. I had no symptoms, or so I thought! I was horror-struck, even though I didn't know precisely what diabetes was. At the age of 64 I was in a state of total self-denial. So I was given three months to get things under control. I went home and logged into the Diabetes UK website. The first article I saw was all about foot amputation. This was my wake-up call in life.

I was enrolled on an enlightening three-hour education session at the Diabetes Centre at DCH. It focussed on the causes and consequences of diabetes, managing the condition, understanding blood test results, and the importance of diet and exercise. It made me realise I had to change. I bore sole responsibility for my condition, so only I could do anything about it, namely a permanent lifestyle change through healthy eating and exercise, and willpower in abundance.



Healthy eating meant opting for a balanced and varied choice of foods. Armed with a far better understanding of the importance of (starchy) carbohydrates, protein, dairy foods, fats, fruit and vegetables, I embarked upon a complete overhaul of my diet. I cut out highly processed and high-fat foods such as takeaways, bacon and cheese, opting instead for pulses, lentils, interesting salads, fruit and plenty of vegetables. Eating foods with all the colours of the rainbow became the norm. And grazing on cheese snacks gave way to nuts or fruit. I also learned about the importance of portion control, and reading food labels became part and parcel of the shopping expedition.

Healthy eating was complemented by a healthy increase in activity, which I tracked on a daily basis. I resisted the temptation to join a gym. Instead, I found that regular dog walking helped but was still not enough. I invested in a static exercise bicycle, starting out by cycling quite slowly for five minutes and gradually stepping up to twenty minutes or more. Above all I chose to remain as active as possible, e.g. doing basic exercises in the kitchen while waiting for the kettle to boil, going for a walk after lunch at the office, and getting off the bus one or two stops earlier.

The outcome was highly encouraging. Within months I lost twenty four kilos (four stone) and have maintained the same weight ever since. I no longer need blood pressure medication. And my diabetes has been in remission for the past four years. Dr Riddoch and I agree that effectively I have reversed my diabetes because my permanent lifestyle change has yielded sustainable results over the past five years. My HbA1C (average blood sugar) levels now range from 31 to 35 mmol/mol, well short of the diagnostic levels for diabetes. He also told me that I have added ten to fifteen years to my life.

I have concluded that preventing or delaying the onset of diabetes is far easier than managing it. So by making good food choices and activity a priority the more they become a lifestyle. To think it only took a few months for those changes to make an impact for life. It is not an easy journey, but it can be done! And I have not gone hungry at all!

Many thanks to Keith for providing this article for the newsletter. Further information about diabetes may be found at:-

www.nhs.uk/conditions/diabetes and

www.diabetes.org.uk/

We would like to print other patient experiences that may be of wider interest.

What is important to you..?

What would you like to see included in this newsletter, please let us have your feedback and suggestions at...

ppgpoundbury@nhs.net



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