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Preferably with at least 24 hours notice so that we can offer it to other patients.

### Social Prescribing. A new NHS service

Social Prescribing helps people to better access non-medical help in their local community. Patients who have un-met social, emotional and practical needs can now be referred to a Wellbeing Adviser who will listen to their requirements and expertly guide them to a variety of suitable services in their local area.

Research shows that people often don't know about existing services that are available or struggle in attempting to access services. **Social Prescribing** lets you take charge of your own wellbeing, giving you information to help manage your specific situation and advising you on choosing the community services that will best support you in improving your health and wellbeing. This guided route to services may also help reduce unnecessary visits to your GP practice.

*" because I was in the comfort of my own home I felt comfortable describing all the difficulties I have. I felt like I was really listened to. After I said I liked walking, my Wellbeing Adviser got my local walking group to contact me. She had already explained my visual impairment so I didn't have to go through all the details again and they had already thought about how I could take part on their weekly walks. I never thought that I'd gain my independence back again after having lost most of my sight many years ago. For me it's really has been a new lease of life!"* Social Prescribing service-user.

To access Social Prescribing, simply ask your GP or other healthcare professional to refer you to the Wellbeing Adviser. Your Adviser will make an appointment when and where is convenient for you. The Adviser can help with all of the following:-

- Ways to remain independent at home (alarms, meals, handyman)
- Combatting loneliness and opportunities for social interaction
- Local transport options
- Practical domestic help (cooking, cleaning, shopping, gardening)
- Hobby groups and leisure activities
- Family support
- Benefits / finance / budgeting advice
- Housing options advice
- Support around a disability
- Exercise referral to local sports centres
- Dementia and memory loss
- Low-level mental health and wellbeing support
- Emotional support (bereavement, relationships etc.)

With thanks to Runnymede Borough Council and their Social Prescribing Group.

**CONGRATULATIONS** to the Chertsey Health Centre on their first anniversary of the Abbey and Bridge Practices merger and thanks to all the staff who made it happen.

### LIVI GP Consultations

LIVI, a new video GP service on the NHS and regulated by the Care Quality Commission is now available free to Chertsey Health Centre patients. The system works only with smart phones and tablet devices. You will see an NHS GP by live video link. It can provide medical advice, prescriptions (sent to your preferred pharmacy), referrals and includes early morning, evening and weekend appointments.

**Mon-Fri 8am-8pm    Sat-Sun 9am-12 noon**

To book an appointment

- 1 Get the app, either

<https://itunes.apple.com/app/id1433906974>

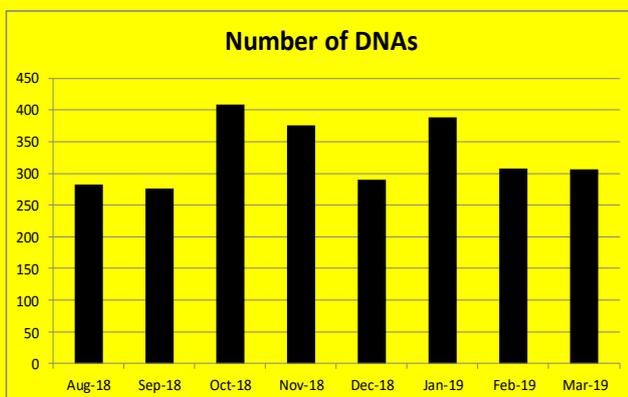
or

<https://play.google.com/store/apps/details?id=health.livi.android>

- 2 Register and select the CHC

- 3 Book your appointment

### Missed Appointments



2,635 appointments were missed in the last eight months which represents 440 hours of consultation time lost to other patients.

If you do not need an appointment please cancel it :-

- By telephone; call us on **01932 561199**.
- **The Patient Access system**, if you have signed up to it. (which we recommend)
- In Person: Visit reception during opening hours

### **Clinical Pharmacist**

We are delighted to welcome Mr Robert West, Clinical Pharmacist, to the team at Chertsey Health Centre. Robert brings with him a wealth of knowledge and experience with over 30 years as a community pharmacist.

His roles will include medication reviews, focusing on those taking multiple medications with complex health needs. He will also providing support on the telephone triage system, at our busiest times of the day, in addition to ensuring patients who have been recently discharged from hospital are on correct and safe medication regimes, particularly where changes have been made.

Robert will be at the practice Mondays to Fridays.

### **Extra GP Appointments**

It is now even easier for people to make an appointment with a GP, thanks to a new national 'extended access' initiative, which will improve access to primary care services in North West Surrey.

This means, in addition to being able to book GP appointments at your local practice, you will also have access to additional appointments during the evenings and at weekends at four locations across the local area.

The extra appointments are being provided by the GP federation that brings together all 40 GP practices in the local area and is known as North West Surrey Integrated Care Services.

By working together in a new and different way local GP practices will be improving access to primary care appointments, making it even easier for local people to get the care and advice they need, at a time that's convenient to them.

These additional appointments will be available from 6-9pm on weekday evenings (including bank holidays but not in August) and from 9am to midday at weekends. Patients can book these appointments through their local GP practice.

As these extra appointments are provided from four GP surgeries in the area, the GP or clinician will have access to your medical record, with your consent, giving them access to all the information they would need to provide the best possible care.

The additional appointments will be provided at the following locations and patients in North West Surrey can book appointments at any of these sites: -

The Red Practice, Walton Health Centre (Rodney Road, Walton-on-Thames, KT12 3LB) Studholme Medical Centre (50 Church Road, Ashford, TW15 2TU) Sunbury Health Centre (Green Street, Sunbury-on-Thames, TW16 6RH) Woking Community Hospital (Heathside Road, Woking, GU22 7HS)

Initially, these extra appointments will be provided by local GPs but from October there are plans to extend this service to also include nurse-led clinics, blood tests, physiotherapy assessments and digital consultations (which include online face to face consultations via a patient smartphone).

For more information about this new service and the North West Surrey Integrated Care Services federation see <https://www.nicsfed.co.uk/>

### **Ieso Digital Health**

Ieso Digital Health is working on behalf of the NHS to provide a new way to access therapy, making it easier and more convenient for you to work on improving your mental wellbeing. How does therapy with Ieso work? With Ieso, cognitive behavioural therapy (CBT) is delivered in real time over the Internet by a fully qualified therapist. Online CBT sessions follow the same format as traditional face-to-face therapy but take place in a secure online therapy room, allowing you to attend from anywhere you feel most comfortable. All you need is a device that can connect to the Internet.

Usage will allow you to:-

1. Type back and forth with your therapist
2. Quick access to therapy and appointments at a time to suit you
3. Time to develop your thoughts before communicating them
4. Transcripts from the sessions are always available to reflect on and review
5. Removes the pressure of face-to-face conversations

How to access Ieso online CBT

You can refer yourself to the service or you can ask your GP for a referral.

To be eligible you must be aged 18 or over and registered with a participating GP.

To find out if you are eligible and refer yourself visit [www.iesohealth.com/sur](http://www.iesohealth.com/sur) or call 0800 074 5560

### **Gardening improves length of life**

**by Sally Wardle**

Walking or gardening for just 10 minutes per week could cut the risk of death, new research suggests.

Even low levels of physical activity are linked to a reduced chance of dying from cancer, cardiovascular disease and other illnesses, according to a study published in the British Journal of Sports Medicine.

The researchers said spending just a little time on active leisure pursuits could bring health benefits. The study analysed data from 88,000 adults aged 40 to 85 years old between 1997 and 2008, and linked this with deaths registered until the end of 2011.

One minute of running, fast cycling and competitive sports was considered to be equivalent to two minutes of moderate-intensity activity such as brisk walking, gardening or dancing. People who took part in 150 to 299 minutes per week reduced their risk of death by almost a third (31 per cent).

Editor's comment. Worth thinking about now that Spring is just about with us.

With thanks to the i newspaper who published this on 20th March 2019 and gave their approval for us to use it.