

Hello there! We are the 2023 Patient Participation Group (PPG) and welcome to our new quarterly newsletter which we hope you will find interesting and informative. So what is the PPG and what do we do? Well we are all patients of Beccles Medical Centre (BMC) just like you, and our purpose is to act as a kind of 'bridge' between the practice and patients to discuss issues, the impact of changes and our own experiences to explore ways the service might be improved even in these difficult times of cuts and economies.

Anyone who is a registered patient can apply to become a member. The group is 10-12 people. The PPG board in the waiting room is being updated with information on who the current group members are and our email address should you wish to contact us - becclesmedicalcentre.ppg@nhs.net

NEW APPOINTMENT -David Lewis

I am really excited to be able to introduce myself as the recently appointed Business Manager at Beccles Medical Centre. I have previously worked within the town for a number of years and live locally in Carlton Colville. Most recently I have been working in Senior Field based roles within the pharmacy sector and am really looking forward to supporting the teams here at Beccles Medical Centre.

My role has been introduced to ensure the smooth, efficient, safe and sustainable running of the practice. Together with the Partners and Senior Management Team, I am responsible for strategic leadership within the organisation, leading for resilience, sustainability and growth of the organisation. A fundamental part of this will be working alongside local agencies such as the NHSE, NHS Norfolk and Waveney IBC, Primary Care Network, Community services, Suppliers and other internal and external including parties the PPG.

Our team are our most important resource, I have oversight of recruitment and staff retention, whilst monitoring skill-mix and deployment of staff to ensure the best patient experience and outcomes. I will be leading and providing guidance with appropriate delegation to the practice Operations Manager on human resources, premises and facilities management, liaising with practice team leaders to always ensure smooth running of the practice.

The NHS is an ever-changing landscape, and I will need to keep abreast of current affairs related to general practice and proactively identify potential opportunities and threats and develop ideas for future practice development. Essential to this will be the need to have a vision and ability to lead and adapt to NHS targets and changes in order to maintain an efficient, profitable organisation and develop a happy, productive working environment.

Favourite Food - All - Well, except cucumber and banana. Joking aside - traditional roast dinner with all the trimmings is my favourite.

Sport I enjoy watching- To be honest I don't follow a great deal of sport. F1 was the main thing but not so much nowadays. Hobby wise, I used to have a few classic cars that I really enjoyed maintaining, but time (3 children) and money led to me selling them. However, I have always wanted to have a little side hustle of running a wedding car business and am looking to pursue this in the not-so-distant future.

Best Holiday Ever!- Our trip to Boston, Massachusetts & New Hampshire. It was a great mix of experiences from city life to rural country living - worst part was the connecting flight home as I left a hand luggage bag in Lisbon as I thought someone else had picked it up and it had my wife's phone in it and one of my children's iPads - Ooops!



DID NOT ATTEND (DNA)

Beccles surgery offered 6882 appointments in June. This is nearly 500 more than the national average for a surgery this size.

Of which:

132 patients didn't attend a clinicians appointment!

112 failed to attend phlebotomy

12 patients DNA Physio appointment

6 patients DNA baby checks

2 Housebound patients weren't at home at time of visit!

IF YOU CANT ATTEND PLEASE

LEAVE A MESSAGE ON

CANCELLATION LINE

01502 712662

OPTION 2

OR USE the website

HAY FEVER

The hay fever season is well underway at this time. Pollen is exceptionally high this year in this region courtesy of a cold and wet spring delaying plant development and pollen release.

Hay fever was initially described in 1819 as 'summer catarh'. Very few treatments existed until the development of antihistamines in the 1980s. These were initially found to be sedative and required three daily doses (eg Piriton/ chlorphenamine) until modern non sedative alternatives (eg Citirizine) became available. The newest and probably best is Telfast (fexofenadine).

Other treatments can treat the itchy/runny eyes – sodium cromoglycate, and the persistent dripping nose with steroid nose sprays or drops. These are all very safe and don't interfere with other medication.

The incidence of hay fever is on the rise and so is the pressure on NHS resources. Many surgeries are now declining requests for prescriptions of hay fever treatments. So what can we do to help ourselves?

Firstly and probably most importantly avoid going out near grasslands and the morning when pollen is being released. At times of high pressure and when the day cools in the evening, we get a pollen bomb as it falls back to earth.

If your car has a pollen filter in make sure that gets changed annually, if not don't have the air vents open as the car at speed hoovers up pollen and blasts it in your face. Once inside from being outside shower and change your clothing to remove the pollen.

So having tried this and need more help. Tackle the symptoms. Itchy eyes buy Sodium chromoglycate drops. These need to be used preventatively, the hay fever will relapse if stopped so continue until autumn.

Sneezing and runny nose – try a nasal steroid drop or spray. Remember the spray is a suspension so shake the bottle before use. Again its preventative and pre-empting the start of hay fever is a good policy. Keep it with the toothbrush!

OK so these are insufficient. If bad at night try the sedative antihistamine chlorpheniramine. Its safe effective and cheap. They can be used on their own or an add onto eye and nasal treatments

The non sedative antihistamines are good – cetirizine is the best know available over the counter remedy. A newer and more expensive treatment is called fexofenadine. Please check with pharmacist if you have a medical condition that they are OK for you.

I recommend you always buy the generic eg chlorphenamine rather than the brand name they are usually cheaper!! See below

	Cost by Brand	Cost generically
Beclomethasone spray (NOSE)	£4.99	£4.99
Sodium Chromoglycate drops (EYE)	£5.39	£4.99
Chlorphenamine 3/day	£6.99	£ 4.79
Cetirizine 1/day	£13.99	£0.99
Fexofenadine 1/day	£13.99	£5.29

Everyone is different and trial and error is often necessary finding the right solution. Quality of life is imperative and usually a solution can be found. With changing times sadly the free NHS script is no longer a solution.