



Supporting Times

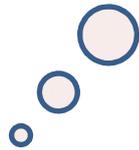
A Newsletter from the Harvey Practice Supporters



Inaugural Edition

Issue 1 July 2019

The Harvey Practice has launched a new way to help you through our new group of Practice Supporters.



Unlocking the power of communities to transform lives

Under the banner of the NHS, an organisation called Altogether Better is coordinating the introduction of Health Champions within GP Practices across the country. Within the Harvey Practice, Health Champions are working under the name of Practice Supporters.

For more information on Altogether Better, visit: www.altogetherbetter.org.uk Practice Supporter led activities have been proven to bring about improvements in patients' resilience and ability to adapt, cope and live well with long term conditions as well as gaining a better understanding of how to use services.

The Harvey Practice hopes that by introducing Practice Supporters, its patients can benefit too from that extra help on offer.



Enjoying a visit to Fenner's Field – and grand veteran oak - approximately 500 years old - at Merley, as part of the Practice Supporter's regular Elevance's Club.

Highlights in this Edition:-

- Practice Supporters Initiative
- Links to Altogether Better
- Meet some of the Team
- How Practice Supporters can help you
- Getting together
- Networking, PR & Best Practice
- Cycling Group
- Planned Events
- Better Health Menus
- Keeping in touch



Please read on to find out what's on offer and how you can benefit from that extra help from our Practice Supporters

For the latest news visit our website at www.theharveypractice.co.uk

How can Practice Supporters help you?

Why Practice Supporters?

Practice Supporter led activities have been proven to bring about improvements in patients' resilience and ability to adapt, cope and live well with long term conditions as well as gaining a better understanding of how to use services.

Through Supporter-led activities delivered across the country, 94% of patients surveyed* had improved mental health and wellbeing.

***UK Government's Foresight Project and the New Economics Foundation:
216 'types' of Practice Health Champion-led activities delivered in 30 GP practices.**



Merley
01202 841288

Who are Practice Supporters? People volunteering for The Harvey Practice to help patients improve their well-being.

What do Practice Supporters do?

Practice Supporters voluntarily give their time to find new ways to help to meet the NON MEDICAL health needs of our patients.

Where do Practice Supporters get involved? Helping develop new groups for those with particular health conditions, organising events with a specific focus on social interests or helping link & support patients with activities and clubs within the community. They aim to supplement the advice and care provided by the Practice's Health Care Team by supporting patients who may have a social need rather than a medical need.



Broadstone
01202 697307

When will / can I meet Practice Supporters? Often in the Practice Waiting rooms, or through advertised special activities/events. If you are interested your Doctor may also provide information on the extra non medical support the Practice Supporters can offer.

How do Practice Supporters help? Working with surgery staff as peers to improve services and develop opportunities. They are recruited and trained within the local community and reflect the needs and aspirations of the community that the our Practice serves.

Practice Supporters are bound by the Practice's Patient Confidentiality Agreements, covered by insurance and go through a DBS checking process.
THEY DO NOT OFFER MEDICAL SUPPORT OR INTERVENTIONS or have direct access to any patient medical records

Helping YOU to Better Health?

Our Practice Supporters can help if you are:

- ✓ Looking for some company and support
- ✓ Just diagnosed or living with an on-going health condition
- ✓ Wanting to share your interests & life experiences
- ✓ Looking to meet more people & get involved with social activities

One way to benefit from Practice Supporter help is to complete one of our new Better Health Menus!

Better Health Menus are available in the surgery waiting rooms (or enquire at reception).

Your Health professional – Doctor or Nurse- may also offer a Menu to you (or ask them specifically) if they feel you could improve your well-being from the social support, non-medical help, guidance and events on offer **SO DO ASK for one, complete and return to reception!**

Once you have returned your Better Health Menu, one of our Practice Supporters will contact you and see how best the ideas / help you would benefit from can be provided.

These Menus will also give us a good base of ideas to introduce which could also help other people with a shared interest.



THE HARVEY PRACTICE

Better Health Menu

Recipes for your improved Health & Well-being



Did you know that The Harvey Practice can now give you extra non medical help? Our group of volunteer Practice Supporters are cooking up some great activities and events for you. Would you like to share in them and improve your well-being? Just select from our Better Health Menu, add your contact details and give it to our reception.

Starters: Special Support	Your Choices
Befriending Service - for newly bereaved, long-term carers	<input type="checkbox"/>
Health Support: e.g. Diabetes, Cancer, long-term illness, Leg, Mental Health etc	<input type="checkbox"/>
Family Times: Financial / Legal help, Young Family issues "New mum/parent" walks	<input type="checkbox"/>
Main Course: Particular Interests	
Cycle Ways: Casual cycling along Merley and Broadstone trailway	<input type="checkbox"/>
Natter and Exercise: Coffee, Cake, short ramble (or picnic/fun games) at Merley	<input type="checkbox"/>
Elevenes Club: Short walks - Broadstone trailway & refreshments on The Broadway	<input type="checkbox"/>
Craft Skills: Enjoying a range of handy crafts – Broadstone or Merley	<input type="checkbox"/>
Pizza & Pint: Informal social at a local Pub or restaurant	<input type="checkbox"/>
Tea Dances: Dementia Friendly dance sessions in Broadstone	<input type="checkbox"/>
Golden Oldie Film Club: Film Sessions at the Allendale Centre in Wimborne	<input type="checkbox"/>
Gardening: Looking after your garden / Growing your own – wherever you are!	<input type="checkbox"/>
Nature: e.g. Bird spotting / looking after a feeder of your own - in your local area	<input type="checkbox"/>
Board Games: Traditional games you played in the past - Broadstone and Merley	<input type="checkbox"/>
Singing: Karaoke or Coral, letting those vocal chords ring out! - Merley initially	<input type="checkbox"/>
Desserts: Keeping in touch	
Patient Pals: Keeping in touch by post, making new friends who are in a similar position	<input type="checkbox"/>
Practice Supporter: Becoming a Practice Supporter – helping to help others	<input type="checkbox"/>
Other interest/Activity – please give idea(s) <small>(if more than one)</small>	
Contact Details: Tel.No: _____ Email: _____	
Name: _____ Signed: _____	

I understand that the information I have given will be passed to the Practice Supporters. I give my permission to use my contact details so that more information can be given regarding my options shown.

I would need transport to specific activities if this can be arranged



Unlocking the power of communities to transform lives



“As lead GP for the Practice Supporters, I am very excited and pleased with

all the hard work that has gone into developing the volunteer programme. It is helping provide advice, guidance and a friendly face to patients in our population that need extra input that we as GPs would otherwise not be able to provide. It’s a great project and I hope it continues to progress and provide support as it has done so far”. **Dr Hawkins (GP Partner)**

“I’ve found the better health menus incredibly useful for giving out to our patients, particularly to our elderly, isolated or lonely patients. All patient have been pleased to see the wide range of activities on offer and have looked forward to meeting our supporters team and getting to know them better.

Thank you to all of the supporters for putting so much effort into arranging this. I look forward to seeing the project grow over the next few months and years as word spreads in the community.”

Dr Todd (GP Partner)



Sue Bickler is the Development Manager for Altogether Better across Dorset.

Sue provided the initial Induction Training and has been giving on-going support plus coordination of Networking Events for our Practice & Supporters.

She is now working with another 11 practices across Dorset.



Sue Bickler



Some of our Practice Supporters: Hazel, Jane, Clive, Lin, Mavis & Pauline

“It has been great working alongside the Practice Supporters and seeing how enthusiastic they are to help the Practice in whichever way possible. The GPs find it very useful as they now have the option to offer social alternatives to patients.”

Megan (Administration Manager)



Our core group of nine Practice Supporters meet on a regular monthly basis - usually at either the Broadstone or Merley surgeries. We discuss how best the patients of the Practice can be supported. Staff member Megan leads the group and acts as a direct link between the volunteer Supporters and the Practice. We have a Chairperson, Minute taker and Treasurer. One of our Supporters (Bev) also leads on safe guarding aspects. We also enjoy meeting up together socially. **New Supporters always welcome!**

Our “waiting room liaison” Supporters You can often see Practice Supporters in the waiting rooms at the Broadstone and Merley Surgeries respectively - on hand to help you e.g. logging into the arrivals system, worries about appointments and any wider support via the Practice Supporter Network which you may benefit from. They can update you on up-coming events or activities which our Practice Supporters are arranging. They can help you with our Better Health Menus. Supporters also help out particularly during key times such as at Flu Clinics.

They’re all very approachable **so don’t be shy of having a chat or if in need of a bit of moral support!**

Public Relations Our Practice Supporters took the opportunity of representing the Harvey Practice and meeting the general public in May at an event in Broadstone Library with an information board for Practice Supporters. Also on display, a table advertising the Dementia Friendly Tea Dances which we are associated with. Various organisations were also represented: Leonardo Trust (support for carers), Lesley Shand, funeral directors, solicitors, Poole Lifeline, Stepping stones - activities for older people, carers and those with memory loss. Tea and cake was provided by Poole Marie Curie. An interesting demonstration was carried out by Poole life line using a remarkable 'jigsaw' chair to lift people from the floor to sitting position after falls. The Harvey Practice Supporters initiative has also featured in the **Broadstone and Corfe Mullen Link Magazines**.



Networking Practice Supporters have been networking with other practices within Dorset via events laid on by Altogether Better. We keep up-to-date, share best practice, keep in touch with each other, put out requests, share news etc.. The most recent event was a Collaborative Practice session where there were a few presentations and lots of time for sharing the main issues we would like to discuss so as to focus on what matters to us. Various organisations such as Prama Care were invited.



Waiting Room Information We hope to "switch on" our Practice Supporter information screen Slide-Show in the very new future – just awaiting the surgery's re-vamp to be completed. In the mean time, watch out for Practice Supporter information on our specific notice board, posters & flyers regarding forthcoming events/ activities plus a supply of Better Health Menus which are available for completion & return within the reception / waiting room areas.



Peer to Peer

The Harvey Practice Patient Participation Group (PPG) met 20th June. Representatives of our Practice Supporters Group were invited to join them. It gave the PPG and ourselves an opportunity to discuss our input/support. The Practice Manager was also present. Practice Supporters intend to meet with GPs every three months.

Patient Participation Group (PPG) & Practice Supporters. With volunteers working alongside each-other, the PPG endeavours to improve the Practice using feedback from Patients and the Practice Supporter Group endeavours to improve the well-being of the Practice's patients.

These meetings give an excellent opportunity to discuss the Practice needs and how Practice Supporters can help.

Getting together! Next Events?

Our Practice Supporters have been organising a range of events. Our first was a Tea & Cakes afternoon just before Christmas. Since then, we have been holding regular coffee & chat mornings at Christophers Hall in Merley (11.00 – 13.00 first Wednesday of each month).

A regular group of cyclists meet at Merley (with pick-ups at Broadstone each Monday morning). We are also looking to organise trips to the cinema in Wimborne, games sessions and invite speakers to talk on specific health issues / concerns.

In association with Lesley Shand & Douch Funeral Directors, we are also involved with a Dementia Friendly dance session at the Memorial Hall in Broadstone. Our first FREE session was held in June with around 40 people enjoying themselves – future sessions are just £5. Do Watch out for details e.g. as displayed in the Surgery waiting rooms and try to attend the Royal British Legion Eat & Meet lunch on Tuesday each month for those who are on their own for whatever reason. For info visit: www.funeraldirector.co.uk/about/community/events/royal-british-legion-eat-meet/

Also do visit the Broadstone Stepping Stones Dementia Facebook page where events are kept up to date. <https://www.facebook.com/Broadstonesteppingstones/>





Why not join our Practice Supporters for a casual cycle between Merley and Broadstone!

- Practice Supporter Dave Gibbs will guide you through a casual cycle ride with a tea break in between.
- Meet at 9am at the Broadstone roundabout (If you are a Merley patient please email the address below and Dave will arrange to meet you).
- All cyclists must be competent and wear a helmet.
- If you think you would like to come please email harveypracticeps@outlook.com or let the surgery know you give consent for Dave to contact you via telephone.

TIME: 09:00 – 11:00 (option to join from 10:00-11:00)
DATE: MOST MONDAYS (please email/get in contact with Dave for confirmed dates)
 All are welcome and the group always travels at a speed suitable for all on the ride.

Fancy a Golden Oldie Film?
 Our Practice Supporters will help you get to the Allendale (Wimborne) April, May and June shows*
Free Transport possible* - pick-up/drop-off points -

Harvey Practice Surgeries:
 12:30ppm, Broadstone
 12:50ppm, Merley

Drop-off as soon as possible after film

*Pre-booking of transport and non-refundable pre-payment for film (£5.00 - includes tea & cake) required 7 days prior to event. Contact: XXXXXXXXXX

GOLDEN OLDIES FILM CLUB @ THE ALLENDALE

<p>19th January WIZARD OF OZ</p> <p>25th January WEST SIDE STORY</p> <p>1st February Carrousel</p>	<p>8th February NOW, VOYAGER</p> <p>15th February GIGI</p> <p>22nd February SEVEN BRIDES FOR SEVEN BROTHERS</p>
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FILES SHOWN IN THE QUARTER JACK SUITE
 Customised film programmes - from 10.30am onwards
 Includes tea & cake served in your table
 Tickets £5.00 unless otherwise stated
 Films begin at 12.00pm unless stated otherwise

Casual walk, Coffee, Natter,

Please join us for our enjoyable events-an informal get together - A coffee morning with tea and cake followed by an optional walk.

We'll take an optional very casual stroll around the recreation ground, weather permitting before light refreshments. Our Practice Supporters will be there to host & greet you - all will be assured of a very warm welcome. There will be plenty of Tea Coffee & Cakes to enjoy and an opportunity to win prizes in a raffle (tickets £1 each).

Date: The first Wednesday of every month unless advised otherwise.
Time: 11:00am – 13:00pm
Venue: Christopher's 12 Merley Lane BH21 1RX

Enjoy a chat and playing a few games?

We're not dogs in for a social catch up, natter and play a few of those traditional card & board games you remember, with our Practice Supporters!

12.00pm to 1.30pm
 The Harvey Practice waiting rooms in Broadstone & Merley

Next event:
 Date: _____ Venue: _____

DAME ANNETTE BROOKE INVITES YOU TO SHALL WE DANCE



A community Tea dance, especially for people with memory loss and their carers but all are welcome for an afternoon of dancing and singing.

Friday 16th August 2019

2-4 pm £5 to include tea and cake/ carers free

Broadstone War Memorial Hall, Tudor Road, Broadstone

Please book your places by ringing 01202 658833

Sponsored by Lesley Shand and The Leonardo Trust

Events? Watch out for details and check out our plans further on!

ROYAL BRITISH LEGION EAT & MEET LUNCH – BROADSTONE RBL CLUB

BROADSTONE RBL CLUB LEGION HOUSE, TUDOR RD, BROADSTONE, DORSET, BH18 8AW
12:30 PM - 16TH JULY 2019

On Tuesdays once a month



Cycleways - Cycling Group



Dave
(no helmet as
enjoying a coffee break!)

We have a Cycle Group that meets on a Monday morning at 9.00 usually at the Broadstone Roundabout or at the Willett Arms, depending on who is going on that particular session. We now have five regular members but hope some more will join. The idea is not to go on lengthy rides, but to enjoy the company and find local routes, whereby at some point we will stop for a coffee. The pace is very much centered around the slowest member and the maximum time spent is two hours. It is a social event rather than a hard ride. New members are always welcome..all we ask is that you have your own bike, wear a helmet and are reasonably "cycling proficient"! **Dave – Practice Supporter and cycling coordinator.**

Other Activities & Events

Indicative Time-table below of Practice Supporter Events – check for details and see Practice Supporter Notice-board for Event Poster

Since our launch last October and our first event – Coffee & Natter, just before Christmas, we have started to organise lots more activities for patients of the Harvey Practice (and any friends who wish to accompany them). As time progresses we hope to introduce more, run them more regularly and introduce any which our Patients would like to participate in.

It takes time to find venues, publicise and build a "core" of people to make them successful..so **do let us know what activities / help or support you would like to have or need and the Practice Supporters will endeavour to arrange something.** Even better, why not contact us and join our friendly social group of Practice Supporters too!



Event	When	Where	Extra information
Elevense's Club	11.00 - 13.00 1st Wednesday of each month	St Christopher's Hall Merley	Free Tea Coffee & light refreshments, Casual walk/ outdoor activities (weather permitting), indoor chat, natter & games/quizzes.
Tea Dance - In association with The Lamarda Trust, Broadstone Shopping, Stone & Spoon road by Lesley Shand Carfe Mullin	14.00 - 16.00 3rd Friday of each month	War Memorial Hall, Broadstone	Dance sessions - all welcome including those living with memory loss & their carers', light refreshments £5 per session.
Cinema Club	Film commences at 13.30. Last week of each month e.g. around 27th / 31st. Next Dates: 27th June, 25th July, 29th Aug, 26th Sept, 31st Oct, 28th Nov, 12th Dec. For films - see separate poster/ details	The Allendale Centre, Hanham Road, Wimborne BH21 1AS	Golden Oldies Film Club, Cabaret Style seating - linen table cloths, tea & cake served at the table. Limited transport available * (6 free seats) pu from Broadstone or Merley surgeries. £5 per ticket. Ticket and any transport MUST be booked/paid in advance. * courtesy Lesley Shand
Cycling Club	Every Monday	Meet at the Willett Arms or main Broadstone (Dunyeats Road) roundabout	Centred around the slowest member the maximum time is 2 hours to enjoy the company and find local routes, whereby at some point stopping for a coffee. It is a social event rather than an extreme ride.
Singing Group	Under development	TBC	Refreshments and participatory all age Sing Along session.
Help & Health groups	Under development	Broadstone & Merley waiting rooms 12:00-2:00pm	EG: Talks by AGE UK, "New to Diabetes" chats, New & Expectant Mother sessions etc.
Better Health Menu group	Under development	Broadstone & Merley waiting rooms 12:00-2:00pm	Completed one of our Better Health Menus...then why not join up to see what activities we can arrange?
Becoming a Practice Supporter	Under development	Broadstone & Merley waiting rooms 12:00-2:00pm	Find out more about joining our group of Practice Supporters and the social activities you can join in with or...help to arrange for others.
The Lantern Shine Network	Under development	In association with The Lantern Church Merley	Various social events, lunches & outings.
Computer Skills	Under development	In association with Dorset Computers4Carers	Getting on-line to do: Shopping, Health appointments, Chat to relations, Join interest groups, Social Media, Enjoying Hobbies etc.
Weight loss clinic	Under development	Broadstone & Merley surgeries	Coach to run a workshop for a test period of 12 weeks.

Your ideas and feedback on activities/events would be invaluable!

Why not become a Practice Supporter yourself?

It's a great way to meet other people, become part of a very friendly social group and help to organise social events which you and others would enjoy being part of!

Practice Supporters

are always looking for ways to help patients and all ideas and feedback are welcome. To see how you can do that & benefit from what's on offer from Practice Supporters, remember to ask the surgery for one of our Better Health Menus or enquire about becoming a Practice Supporter yourself!



Some feedback from some Patients we have met and who are benefiting from our network of Practice Support led events:

- ✓ "I'm new to the area and my Husband died last year. I would like to say how the Broadstone & Merley Practice Supporters have helped me so much. The coffee mornings are ideal social events to meet new friends & have a chat. I am now a Practice Supporter myself!". **Mrs P**
- ✓ "On the first Wednesday morning of the month, there is a lovely coffee & cake meeting at Christophers in Merley Lane. Lovely setting, plenty of time to have a nice chat (what wouldn't you give for a nice chat when you are on your own). Do come and join us, it's very relaxing, the place is surrounded by beautiful gardens. The cakes are very good even some home-baked – scrumptious!". **Mrs C**
- ✓ "It's so nice to be part of a volunteer team which is not only trying to help others within the community but is also a nice social group to be part of in itself!" **Mr D**

Harvey Practice



Do you have time to give to work alongside us to make a difference to people's lives?

Why not become a Practice Supporter?!



To find out more:

Email: harveypracticeps@outlook.com



We hope you have found this Newsletter informative and it has given you plenty of background on what the Harvey Practice Supporters are doing, why their support has / is being introduced, where you can find our Supporters, how YOU can benefit from their support.

To find out more about the work of the Harvey Practice Practice Supporter Group:

- ❖ Please visit The Harvey Practice Facebook page fb.me/theharveypractice
- ❖ Checkout The Harvey Practice Website www.theharveypractice.co.uk
 - ❖ Watch out for posters or Supporters in the surgery
 - ❖ Ask your Doctor, Nurse or member of the Practice Team
- ❖ Email our Practice Supporters on: harveypracticeps@outlook.com



'Printed versions of this Newsletter are kindly sponsored by Lesley Shand Funeral Service'

The Supporting Times is the Practice Supporter's newsletter from the Harvey Practice. Articles contained within do not necessarily represent the views of specific Supporters, Lesley Shand Funeral Service or the Harvey Practice Surgery Team. The Editor holds the right to edit or exclude any article.