

Melbourne Grove Medical Practice

Newsletter July 2016

SAIL Navigators: who are they and how can they help me?

Carers: protecting our protectors

The Melbourne Grove Gardening Project: meet and join in with our green-fingered patient participation group

The Melbourne Grove Youth-PPG: Supporting young people in Southwark



Back to nature...

Welcome to a horticultural edition of our newsletter! You may have noticed our garden springing up outside the surgery, which was created by the Melbourne Grove Gardening Project, a volunteer group running since January 2016. We welcome new members to this group, and if you would like to look more closely at the plants we have, please ask our receptionists to show you around.

We have also dedicated this edition to providing information for carers, and focusing on some of our more vulnerable groups of patients. I hope you find the information useful from our *Safe and Independent Living (SAIL)* navigator, and please do speak to a member of staff if you would like to be put in touch with them. If you know of anyone in the community who is lonely or isolated, there is a great deal we can offer to improve their quality of life, health, and wellbeing.

Many of our patients are carers for other vulnerable people too. Carers come of all ages, and there is a lot of support available. Please see the information within, and look out for our posters and leaflets in the practice.

Our Youth Patient Participation Group is the first of its kind in Southwark, and is going from strength to strength. If you would like to join in, and you are aged between 13-18 years, then please give your name to our receptionist, and we will see you at the next meeting in August.

With warmest regards,

Dr Jonathan Love, Clinical Lead GP

Opening Times

Monday	8am – 6:30pm
Tuesday	8am – 6:30pm
Wednesday	8am – 6:30pm
Thursday	8am – 6:30pm
Friday	8am – 6:30pm
Saturday	9am – 1pm (Pre-booked only)



Contact us (comments, complaints, and ideas):

Telephone: 020 8299 0499

Email: souccg.mgmp@nhs.net

Melbourne Grove Gardening Project

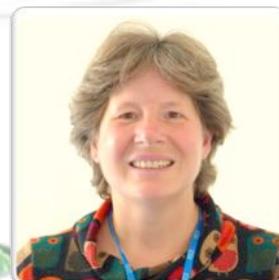
The gardening project was set up in January with help from Potted History (who run the *Centre for Wildlife* Garden in Peckham). All the plants you now see in our courtyard have been donated by our patients and staff, and from Potted History. New plants are always most welcome, as are any patients who would like to join in. Just drop by or ask our receptionists for details.

There is no experience necessary, and the group is a very friendly and welcoming one. We actively encourage those patients who find themselves to be socially isolated or lonely, or who have chronic health problems. You can do as little or as much as you like. You can even just come along for a chat and have a cup of tea! The group also organizes afternoon trips to tearooms and local wildlife spots.

We hope that our fantastic green space will inspire patients and also provide a therapeutic experience. And it is not just our gardeners themselves that are benefitting. Many of our patients coming into the surgery have said how it cheers them up, and our staff members also enjoy spending time there during the busy day. A huge thanks and congratulations go out to our volunteer team!



The group meets every Friday from 2-4pm, and new members are most welcome.



Meet the team:

Julia Gale

Julia is one of our Practice Nurses, and began working at Melbourne Grove in 2004.

I love East Dulwich and Melbourne Grove Medical Practice. I am very committed to the surgery, that's why I have been here for so long!

I co-ordinate childhood vaccinations and run the baby clinic on Wednesday afternoons. I also give travel vaccinations and advice, ear irrigation, contraception and sexual health checks. If you have a condition such as diabetes, asthma or heart problems you can come and see me for your annual review.

I am particularly committed to helping you manage a change e.g. to support you stop smoking. If you are overweight I can refer you for Southwark Leisure Centres exercise programmes.

Finally I am here to listen, if life is tough and you need someone to talk to.

We want to provide a service that meets your needs the best that we can, so ideas and innovation from patients are always welcome.

Youth Patient Participation Group (y-PPG)



Our y-PPG is a group of patients aged 13-18 years old, and meets every second month, usually on Thursday at 4:30pm (after school). Posters, letters and texts are sent out a couple of weeks before our meeting. The next meeting will be in August.

This will be **YOUR** group: it is a chance to let us know how we can help you and your friends. You can meet our team, and if you like, we can also teach you about medical problems too.

Attending the y-PPG looks great on your CV and we provide certificates for your school or college too. We have already done an educational event about drug misuse, and more events like this are planned... watch this space!

Safe and Independent Living (SAIL) Navigators

We are very lucky at Melbourne Grove to be one of a handful of practices that currently host a SAIL navigator. Will Hervey and his team are available to help with a wide range of problems, as detailed below.



Southwark Safe and Independent Living (SAIL) provides a quick and simple way to access a wide range of local services to support older people in maintaining their independence, safety and wellbeing.

Anyone can make a SAIL referral by simply answering the yes/no questions on a special checklist, copies of which may be found in reception, the waiting room and from your GP or nurse. Our SAIL Navigator will then contact the patient by phone and arrange a home visit.

The checklist enables access to a wide range of support services that improve:

- Health and well-being
- Mental resilience
- Isolation and social exclusion
- Financial stability
- Fire safety and wider home security issues
- Safeguarding concerns
- Personal safety and security

The intention of Southwark SAIL is that older people completing the SAIL checklist will be able to better access services and support across the borough.

SAIL are committed to ensuring that those aged 50+, and other potentially vulnerable individuals, are able to receive support from a number of agencies and have access to services that will improve their health, safety and independence.

How does the SAIL checklist work?

The checklist is comprised of 18 questions with yes/no responses grouped under four headings: Security and Fire Safety, Health and Wellbeing, Living Conditions, and Income and Finance.

Some of the services that can be accessed include:

- Fitting a smoke detector
- Telecare equipment
- Undertaking benefit checks
- Signposting to falls prevention
- Stop smoking, drug and alcohol support services
- Eating opportunities
- Exercise classes
- Memory loss advice
- Support for carers
- Wellbeing planning

A postcard is then left with the older person with a record of actions being taken, and Age UK Southwark's contact details to call for reassurance or a progress check if necessary.

Please ask any of our staff if you would like to have a SAIL checklist and be put in touch with our SAIL navigator. Your GP or nurse can also complete this on your behalf and refer you to SAIL if you are a Southwark resident and aged over 50 years old.

Please speak to our practice staff for more information if you are interested.

Support for Carers

Do you help care for somebody on an unpaid basis? There are many special services available for carers, please ask our practice staff for further information.

Firstly, all carers are invited to see a GP for a yearly health check. This helps you stay fit and well to benefit those you care for. It is also a chance to talk through your experience of caring, including any pressures or difficulties you face. We can give you information about local services that might be helpful too.

Southwark Carers is one such organization that provides advice and information to carers of all ages who live in Southwark. This can include advice on a wide range of different issues such as employment, health, money and benefits, breaks from caring, emergency plans and respite.

You may find it helpful to meet other carers who share some of the same experiences or difficulties as you. There are a number of different carers' groups in Southwark that you can join or get support.

You can contact Southwark Carers on 020 7708 4497, or visit them at 3rd Floor, Walworth Methodist Church, 54 Camberwell Road, SE5 0EN



Some of our **young patients** are carers for their parents, their brothers and sisters or other family members. It can be really hard to juggle school or college work with looking after someone.

If you are a younger patient with responsibility to care for others, we would really like to support you and your loved ones. So pop in for a confidential chat to see how we can help.

In the next issue:

Bereavement Support: Helping when those we love pass away

Summer Fun: Keeping safe in the hot weather

FY2 Junior Doctors: training the future GPs

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