



**SEPTEMBER NEWSLETTER 2019**

**DR ADRIAN DALTON - AN OBITUARY  
BY DR MICK WATTS AUGUST 2019**



It is with great sadness that I write to announce that Dr Adrian Dalton has died this August 2019 after a battle with cancer at the age of 67. He was a partner at the surgery from 1982 until he retired in 2012 after a 30-year career as a family GP, dedicated to the villages he served. For me, he was my friend and mentor. For nearly 10 years he and the then senior partner, Dr Wyn Parry-Williams, provided medical cover on a continuous basis, working every other night and weekend! During that time, they moved the surgery to its present site, bringing what at the time was state of the art facilities to the village. When I arrived, I was shown great kindness and given plenty of hand holding as I found my way as a young GP. I was shown, by Adrian, the value of family medicine and the joy of long-term continuity of care stretching across generations.

Adrian combined his caring nature with business skills, drive and ambition which he put into making sure the services provided at the then Randolph Medical Centre were the best we could give. Meanwhile, he ran obstetric clinics at the hospital, worked for the Out of Hours service, developed a special interest in diabetic and end of life care, and became Chairman of Windsor Primary Care Group. We worked in adjacent offices for 22 years, sharing almost every happy and sad event that can occur

together in that time.

At the same time, he was always a dedicated family man and a Datchet man. Adrian lived in Montagu Road and being hugely practical he built his own home extension and loved the allotment he ran with Helen his wife. Many of us will have purchased the spare produce which he sold from the front wall of his home, giving the proceeds entirely to charity by means of an honesty box. He and Helen ran a stall for many years at the village fete and he even built many of the games played there. All of this harks back to simpler times, and Adrian was a gentle and incredibly fair-minded soul who dispensed such great advice, that it is now going to be hard for me to imagine who to ask!

Adrian was years ahead of his time when it came to patient participation in the running of Datchet Health Centre, and founded one of the nation's first Patient Groups, nurturing it to become a strong voice in the community, representing your views and forcing the medical services to respond to your needs. He also set up the Health Centre Walking Group to encourage activity and community spirit - still going strong.

Adrian has two loving children who went to St Mary's, then to Grammar School in Slough and both excelled at university. He has two small grandchildren in whom he can be seen every day, which is a great comfort to the family. His loving wife Helen survives him, and he never took for granted the incredible support she gave him in every aspect of his life.

I met with Adrian regularly during his illness and I learned that he was intensely private, that he really did not want anyone's pity, and he told me clearly that he wasn't afraid of dying. He will of course be greatly missed by his family, his friends and colleagues, but also, I sense by many of you - his patients whose lives will have been touched by his work. Personally, I will miss blaming him for any unpleasant smells down our corridor and our monthly catch up for a pint at the Stag! May he rest in peace.

If you would like to share your memories of Adrian, there is a memorial book at the front desk at the Surgery. I'm certain this will be a great comfort to his family.

## NEWS FROM THE PRACTICE

1. We are delighted to welcome Petra Barrett as Consultant Practice Manager who will be with us for about a year assisting with staff development and advising our acting Manager Rim Kennou. Petra has previously worked as a Practice Manager in the Camberley area and we look forward to her bringing fresh ideas to the practice. The first task Petra has undertaken is to develop a new appointments system in order to make it easier to book appointments which we know is a big issue for patients. This will involve a new telephone system with more incoming lines and an increase in the number of reception staff.

The new appointment system will start on 16th September 2019 with a view to make it easier for patients to book an appointment online and via the telephone. You will be able to book appointments up to a month ahead and do not have to phone first thing in the morning. For urgent problems that need discussing on the same day the receptionist will ask you a couple of questions in order to book you with the person who will be able to best help you. A Paramedic Practitioner, an Advanced Nurse Practitioner or the Duty Doctor will aim to phone you back within three hours. The clinician may then arrange an appointment to see you.

2. We are pleased to let you know that the Datchet practice with 58% has the second highest number of patients in the area enabled to use the Patient Access on-line system to book appointments and request repeat prescriptions. If you do not yet use Patient Access and have internet access then please collect your individual registration number from the receptionists ( please provide photo ID and proof of address) and join our growing number of users.

3. The new NHS on-line consultation process called e-consult has started. This service will be accessed through the Health Centre website and will enable patients to request advice and treatment on line as well as receive self help advice for hundreds of common conditions. A doctor will review each request and reply to you within two working days.

## INFLUENZA

Although we may not yet have taken a summer holiday, arrangements for the winter are already in hand and booking is open for flu jabs which will commence from 19 September. This free flu vaccination is available for those at greater risk of disease and developing complications if they get the flu. It's available on the NHS both at the surgery and the chemist for adults who will be aged 65 and over by 31st March 2020, all pregnant women, people with certain medical conditions, children aged 2 and 3 on 31st August 2019, children in primary school and frontline health or social care workers. Please check with the practice if you eligible for the free vaccine. The Chemist in Datchet and Wraybury together with Tesco and Sainsbury will also provide the vaccination at low cost for others.



## HEARING AID SERVICES AT SPECSAVERS

We have been made aware of a problem for some accessing outsourced audiology services at Specsavers situated in pedestrian areas. The Chairman has raised this with the NHS Trust who have passed it to the Clinical Commissioning Group and a reply is awaited.

## MICHAEL SHEFRAS

After 5 years in the chair of the PPG Michael has stood down but continues as a valued member. He has been out and about on our behalf and he reports on one of his activities as follows:

"At 0930 I was sitting on one of the twenty round tables or so in a large meeting room in a hotel in Cheltenham! I was waiting for the start of the Annual Conference and AGM of the National Association for Patient Participation. DHC PPG is a subscribing member. The practice sponsored Michael's attendance to enable to learn from ten really professional health experts who were the speakers and chair of workshops. The theme of the conference this year was 'Celebrating General Practice and Quality for Patients'".

The programme advised that we would hear about "Challenges for Patients, Improving Standards; moving into the Digital Age. Integrated Care. Working together. Continuity of Care. Effective Patient Participation Matters." Also were four workshops, "Why happy doctors equal better patient care, GMC consultation: patient feedback for doctors revalidation, the Power of the listening table in GP practice and Empowering patient with record access." Without exception the quality of the speakers was good. Fascinating to learn from what was being delivered and attempting to assimilate what I was learning so that it can be of value to the DHC PPG and practice. The conference was sold out to capacity. The logistics faultless and the stage presentation laudable.

I produced a six page report for the members of DHC PPG and reports can be down loaded directly from the N.A.P.P Web Page. Any patient who would like a copy of my report can ask via [ppg@shefras.com](mailto:ppg@shefras.com) and I will send them a copy. There will also be reports on the NAPP web page.

It was worthwhile and educational.

## WHY IS EXERCISE GOOD FOR YOUR HEALTH?

PPG member Sylvia Burchell, a fitness instructor, reminds us that performing moderate exercise is one of the most natural methods that we can do to improve our health.

The main benefits are:

- Lowers the risk of developing heart disease and stroke
- Lowers cholesterol levels
- Better control of diabetes
- Stronger heart and lungs
- Better circulation
- Good for blood pressure issues

There are a host of other benefits including better sleeping and controlling body weight but it is important to check with your doctor before you start an exercise programme or if you have not exercised for some time. You can of course join a gym such as [Windsor Leisure Pool](#) or attend exercise class locally such as [Smile](#). Sylvia also runs four low cost sessions each week in Datchet at the Church Community Centre behind St. Mary's Church on Tuesdays.

- 9.15-10.15 Functional Fitness - a mixture of Zumba, pilates, yoga and conditioning
- 10.15 - 11.15 Seated fitness pilates
- 6pm-7pm Zumba
- 7pm-8pm Pilates and yoga

There are also other fitness providers in the Datchet Village Hall and also in Wraysbury Village Hall on Tuesdays there is 50 Plus from 12noon - 1pm.

For more information on the options for keeping fit in Datchet and Wraysbury please contact Sylvia at [sylvia.burchell@btinternet.com](mailto:sylvia.burchell@btinternet.com).

## HEALTH CARE EVENING

The Health education evening held by the practice in conjunction with the PPG was very well attended when upwards of 80 people attending Datchet Village Hall to hear a variety of speakers inform us that mental health really matters. Thanks to all who attended, prepared and contributed to the evening.

## MISSED APPOINTMENTS

The good news is that these have reduced but the bad news is that they continue. Please be considerate and let the surgery know if you no longer need the appointment so someone else can take it.

## DOCTORS AND CLINICIANS

### Dr. Watts (m)

Mon, Tue, Thu, Fri am

### Dr. Wallbank (f)

Mon, Tue, Thu pm

### Dr. Kalirai (m)

Wed, Thu, Fri,

### Dr. Brar (m)

Mon, Wed, Thu am, Fri

### Dr. Jobanputra (f)

Mon, Wed am, Thu pm, Fri

### Andrew Windsor, Paramedic Practitioner (m)

Mon, Tue, Wed, Thurs

### Steve Hazard, Paramedic Practitioner (m)

Wed, Thu, Fri

### J Northcote-Wright, Advanced Nurse Practitioner (f)

Mon am, Tue, Wed am, Fri pm

Our clinicians also include a variety of other health care professionals: a Musculoskeletal Practitioner/Physiotherapist, Clinical Pharmacist, Social Prescriber, Health Coach, Midwife, and of course the fabulous Nursing

Team. Reception staff will direct you to the most appropriate.

## PPG MEMBERS

David Simpson - Chair and Editor

Patricia James - Hon. Sec.

Anita Kapur

Suresh Gogna

Elizabeth Hattersley

Rowena Mignot

Margaret Holmes-Pickering

Sylvia Burchell

Helen Jenkinson

Romola Ganguli

Michael Shefras

Jules Layton



## NOTES

- The PPG and its newsletter is independent of the Datchet Health Centre.
- You are receiving the newsletter as your e mail address has been registered with the practice in order to aid communication with you. If you do not wish to receive the newsletter please say so.

# Feeling unwell?



Frimley Health and Care



Consider the range of services available to you in East Berkshire and use the NHS responsibly

Care at home	Pharmacist	Call NHS 111	GP practice	Urgent Care or Walk-In Centre	Emergency department or call 999	Mental health
<p>Be prepared to care for yourself with a well-stocked medicine cabinet and plenty of rest</p> <ul style="list-style-type: none"> <li>cough or cold</li> <li>upset stomach</li> <li>pain or headache</li> <li>cuts and grazes</li> <li>sore throat (but if for two weeks or more contact your GP)</li> </ul> <p>For health advice, visit <a href="http://www.nhs.uk">www.nhs.uk</a></p>	<p>Ask for advice on ailments, medicines and healthier living</p> <ul style="list-style-type: none"> <li>queries about medication dosage, type or suitability plus urgent requests or if related to hospital discharge</li> <li>repeat prescription</li> <li>sore eyes (but if persists go to optician)</li> <li>runny nose</li> <li>diarrhoea</li> <li>bite or sting</li> </ul>	<p>Call when situation is not life-threatening</p> <ul style="list-style-type: none"> <li>if you think you need to go to hospital</li> <li>if you don't know the most suitable place to go or call</li> <li>if you don't have a GP to call or if your GP practice is closed</li> <li>if you need advice or reassurance about what to do</li> </ul> <p>Available 24 hours a day, every day</p>	<p>Use patient access online or make an appointment if an illness or injury won't go away</p> <ul style="list-style-type: none"> <li>repeat prescription such as for back ache, the pill, etc</li> <li>urgent skin problem such as a rash that is spreading</li> <li>ear pain</li> <li>back ache</li> </ul> <p>Additional evenings and weekend appointments bookable through your GP Practice</p>	<p>Visit for same day, urgent, minor injuries or illness when your GP practice is unavailable</p> <ul style="list-style-type: none"> <li>such as sprains and suspected broken bones</li> </ul>	<p>Only for very serious or life-threatening situations</p> <p>If you are unsure, call NHS 111</p>	<p>Aged between 11 - 19 years old? Visit <a href="http://KOOOTH.com">KOOOTH.com</a> for free, anonymous and confidential online counselling and emotional well-being support service.</p> <p>If you are over 18 and need urgent support call NHS111 who will direct you accordingly.</p> <p>Call 0300 365 0200 to make a self-referral to talking Therapies.</p> <p>Call the Common Point of Entry on 0300 365 0300 if your concern is more urgent.</p> <p>If you need someone to talk to, call the Samaritans free on 116 123 (24 hours a day, 365 days a year).</p> <p>In an emergency or if someone is in immediate danger call 999 straight away.</p>
Average cost to NHS	... of being seen	... of a call	... of being seen	... of being seen	... of being seen	take a photo and save on your phone
	£15	£16	£36	£37	£111	cut out and keep
					... of an ambulance	
					£235	