



Carers 4 Carers

Finding support through supporting each other

October 2019

It was lovely to welcome three new members to our meeting last month. It's good to know that our publicity is working and our thanks go to all those professionals who promote our group and the newsletter editors who include our information on their pages. I also know that many of you spread the word as well. That ensures more carers can benefit from the support we offer, recognise that they are not alone, gain access to vital information and, for those able to come to our meetings, relax for an hour and a half in a friendly atmosphere.

I know many of you found Lisa's talk on swallowing extremely helpful and several wrote to me to ask for more. Forty minutes proved too short a time span to cover the topic adequately and so Lisa has agreed to follow up with part 2 in the early months of next year.

OUR MONTHLY MEETINGS

Carers4Carers' monthly meetings take place on the **fourth** Friday of the month. We meet at the Kineton Village Hall, Mill Street, Kineton, CV35 OLB between 10.30 and 12 noon. We always start with time for coffee and chat and then, if a speaker or workshop is scheduled, this will usually begin at about 11 o'clock. Come when you can and stay for as long as you are able.

October 25th— no speaker this month so time to relax, chat to your fellow carers and enjoy a few minutes of TLC with Anita, our gold awarding winning therapist. If you'd like to, bring along a creative project that you have been trying to find time to work on—knitting, sewing, crochet, painting—whatever you like. We'll have some relaxing

activities available or just 'chill'.

November 22nd— **N.B. not the last Friday of the month. Please note, this will be held at Kineton Methodist Church Hall in Southam Street.**

"Finding Reliable Medical Information" It can often be a challenge to find medical information that we can be confident is reliable. Val Trinder, one of our volunteers, is a retired medical and health science librarian with extensive experience in providing information services to clinical staff so she knows where to find it. She will give you guidance in knowing where to look and also recognise resources as genuine.

December 13th— our Christmas meeting with seasonal refreshments and activities, together with lovely TLC treats from Anita.

PATIENT ACCESS ONLINE

Ever held on to the phone interminably waiting for medical test results or trying to make an appointment to see a doctor or nurse? Well, there are many times when you don't have to because you can now do a lot of these things online.

Signing up for online access benefits you and the surgery. It's quicker for you and you can do it at any time of day or night; you're not limited to opening times. It frees up reception staff to get on with other things that can't be done online.

So, what can you do online?

- Book an appointment
- Collect test results
- Order repeat prescriptions

Surgeries understand that not everyone finds it easy or possible to use online services but it's important to recognise that, as NHS services continually become more stretched, it's inevitable that this is going to be the way forward, whether we like it or not. As a result, it is possible now for someone in your family to register on your behalf as a proxy.

Registering The link to the Patient Access service can be found on your surgery's website. Many surgery websites have a common layout. You can register for the service at your surgery's reception; you need two forms of identification, one with a photo and one with your address. Hastings House has a form available on their website (go to 'How do I' and select 'Register for online services') which you can complete in advance. For smart mobile phone users, an app is available and you can also access the service directly online at www.patientaccess.com. There's lots of other useful information on the site so take a look. Here's a sample page.

CARE FOR THE CARER

Linda Edgar, a retired nursing professor has written a book 'A New Look at Care-giving: Two Halves of a Whole'. She invites readers to recognise care to the carer as essential because their needs are as important as those they serve. By looking after themselves she says they develop a deeper sense of self and release themselves from feelings of worry, guilt and physical and emotional turmoil. She offers a number of inspirational quotes:

From caring comes courage (Lao Tzu)

A good laugh and a long sleep are the best cures for anything (Irish Proverb)

After enlightenment, the laundry. (Buddha)

More next month

The screenshot shows the Patient Access web application. At the top, there are navigation links for 'GP features', 'Pharmacy services', and 'Locations', along with 'Sign in' and 'Register' buttons. The main content area is divided into several sections: 'Upcoming appointments' showing a general appointment with Dr. James Brown on Monday, 9:00 am - 9:20 am; 'Prescription request' showing a request from 24 Jun 2017 for Angion 250mg powder, Ibuprofene 20mg caplets, and Paracetamol Caplets 500mg; 'Messages' showing a message about an injection appointment; and 'Prescription collection point' for Holmes Pharmacy. A sidebar on the right contains three main sections: 'Message your practice' (Have a question for your GP? Message them directly from within Patient Access at home or on the move), 'Book appointments' (Book face-to-face or remote online appointments with your GP, nurse or clinician at a time that suits you), and 'Pharmacy services' (Discover over 30 services available at your local pharmacy). A 'Contact Support' button is located at the bottom right of the sidebar.