



**AUTUMN 2013**  
**NEWSLETTER**  
Number 25

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The image is a dark blue rectangular banner. At the top center, the company name 'Comyn & James' is written in a large, elegant serif font, with '&' in a smaller, lighter blue font. Below the name, the tagline 'Town and Country Homes' is written in a smaller, white sans-serif font. In the middle, the website URL 'www.comynandjames.co.uk' and the phone number '01798 888111' followed by the email address 'property@comynandjames.co.uk' are listed in white. At the bottom, there is a row of stylized white houses and trees on a dark red background. Below this row, the text 'West Sussex London West Sussex London West Sussex London' is written in white.



**Pulborough Patient Link**  
**invite you to a Public Meeting in**  
**Pulborough Village Hall**  
**Monday 28 October 2013**

**What Every Patient Needs to Know about**  
**Back Pain**



by  
**Dr Rajesh Shankar,**  
**FRCA, FFPM, RCA**  
Consultant in Anaesthetics and  
Pain Management  
St. Richard's and Bognor Regis  
War Memorial Hospitals

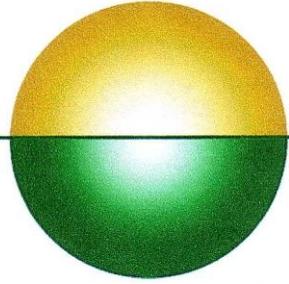
**Doors open 6.30 pm**

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## Sight Problems Group

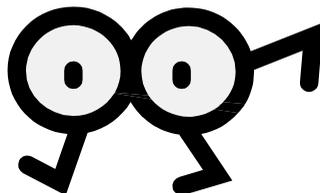
The Sight Problems Group meet at Green Meadows, off Rivermead, Pulborough on the 3rd Tuesday of every month from 9.45 to 11.30.

This is a very friendly group and we exchange experiences, hints, ideas and information – and we often follow our meetings with an outing for lunch and sometimes a visit to 4Sight\*. The latter are very helpful with equipment, etc. Also we are sent regular information from The Macular Society.

Please contact Jean Seagrim for further information:

01798 872540 or by e-mail  
c.seagrim\_7@btinternet.com

\*4Sight is a charity (established in 1921) based in Shoreham, operating mainly in West Sussex, to support those who are blind or partially sighted, and now helps over 2,000 people with ‘a wide range of practical support solutions to help them remain independent’.



## Skin Cancer

*In July our public meeting was led by Dr Andrew Morris, Consultant Dermatologist for the Sussex Community Dermatology Service and he gave us a very informative talk on how to spot problems with our skin. He has given us the information to enable it to be passed on to all of our members and a version giving the key points is given below.*

*Editor*

The common types of skin cancer are: melanoma and two types of non-melanoma skin cancers (NMSC), these being squamous cell carcinoma (SCC) and basal cell carcinoma (BCC).

BCC's are the commonest skin cancer and generally behave in a benign fashion but are problematic because they occur most commonly on the head and neck.

Melanoma is important because it is curable if caught early but can be fatal if detected at a later stage.

Skin cancers are very common and their incidence is rising rapidly; it is important to remember that they are potentially preventable and are usually easily detectable by patients.

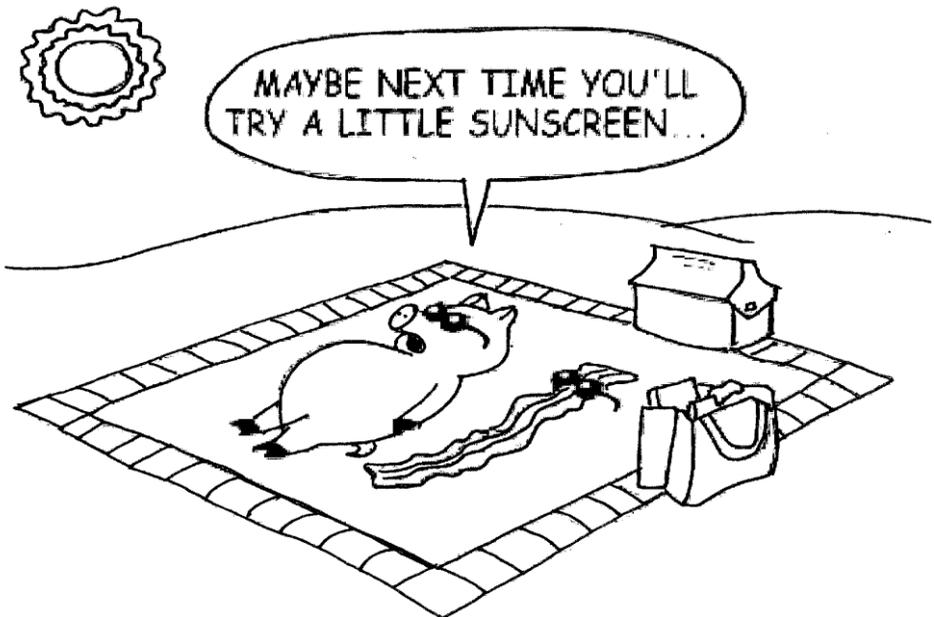
12,800 melanomas were diagnosed in 2012, making it the 5th commonest cancer and one of the commonest cancers in young adults BUT, with early detection, the cure rate is over 90%.

By far the commonest cause of melanoma is ultraviolet radiation from the sun (or sunbeds!) and the extent of damage depends to a degree on skin type and type of exposure.

Sunbeds have been shown to increase the risk of skin cancer. 9/10 sunbeds emit dangerous levels of UVA radiation. The risk of melanoma is increased by 87% in people who use sunbeds before the age of 35.

It is easy to protect our skin from the sun:

- \* Spend time in the shade between 11am and 3pm
- \* Make sure you never burn
- \* Aim to cover up with T-shirt, hat and sunglasses
- \* Remember to take extra care with children
- \* SPF 30 sunscreen or higher with a 4 or 5 star UVA rating (apply generously and often especially after swimming)



We can get all the vitamin D we need through a diet rich in dairy products and this shouldn't be seen as a reason to expose your skin to the sun.

Melanomas occur most frequently on the trunk in men and the legs in women.

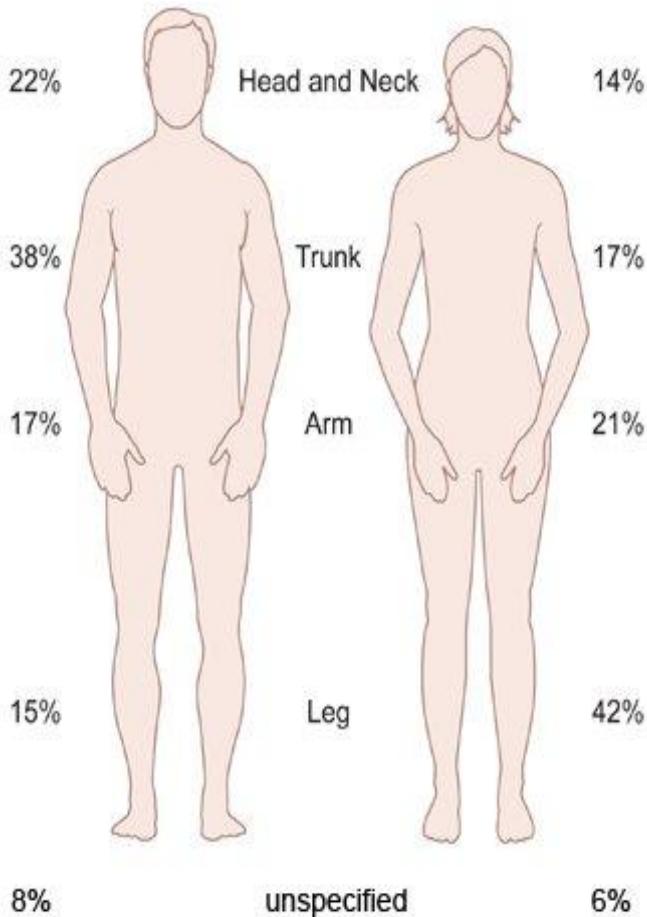


Diagram showing where melanoma is most likely to develop on the body  
Copyright © CancerHelp UK

Melanomas are usually fairly obvious to spot because they look different from the patient's other moles - the so-called "ugly duckling sign".

Look out for a mole that is:

Enlarging within the skin

Changing colour especially if it develops black/grey/white colours

Looks asymmetrical/uneven

### **Take Home Message**

Sun Protection is Important

Know your risk

NMSC common but easily cured

Melanoma risk is low

High cure rates when detected early

Changes are usually fairly obvious

**If in doubt, check it out!**

## **The Mary How Trust for Cancer Prevention**

Local charity, The Mary How Trust for Cancer Prevention, has been at the forefront of preventative health screening for 25 years. Based at the Pulborough Primary Care Centre, we offer free health screenings to spot the early signs of diseases such as prostate cancer, bowel cancer, heart disease, diabetes and abdominal aortic aneurysm.

Early detection means a better chance of early diagnosis and treatment. For example, Mr. Smith\* came to see us and his bowel cancer test led to an urgent colonoscopy. Mr. Smith was diagnosed with bowel cancer, but this early intervention meant his treatment was completely successful.

As well as spotting signs of cancer and other serious illness early, health screening can help you make an improvement to your general health and well-being. Conditions such as high cholesterol and raised liver function can often be resolved through simple lifestyle changes that have a long-term impact on your health.

For example, Mrs. Bennett's health screening showed she had raised cholesterol. Rather than take statins, she opted to make lifestyle changes – eating a low fat and healthy diet, walking every day and going to Zumba classes. Mrs. Bennett's cholesterol has now lowered. She tells us: "I feel much better. This was my wake-up call."

We're proud of our clinical team of registered professionals who ensure that our clients experience a quality health screening in a relaxed environment. Following an intensive inspection by the Care Quality Commission earlier this year, we passed all five of the Essential Standards checked.

We are lucky enough to have a remarkable team of volunteers who help in the clinic reception and at fundraising events, as well as in our popular charity shop on Lower Street. They are at the heart of what we do.

The Mary How Trust is an independent charity and we receive no funding from the NHS. Each screening costs us £220 but we don't charge a fee and instead invite donations. Our service is made possible by donations from the men and women who come for health screenings and by donors and fundraisers throughout the community.

Thanks to our supporters we're able to transform the lives of people like John Peters who received an early diagnosis of colon and prostate cancer as a result of his Mary How Trust screening – even before he had symptoms. He was able to start treatment immediately before the cancers had time to spread. Mr. Peter's wife, Prue, told us:

“The outcome, had we not had a health screening, is unthinkable. We are indebted to the Mary How Trust for alerting us to two life-threatening illnesses which are now being treated. We cannot recommend this wonderful facility enough.”

Mary How Trust chairman, Christopher Leaver, says, “We're proud to thank our wonderful supporters in West Sussex and further afield for making our work possible. Their support means we've been here to help many people just like Mr. Peters.... and we look forward to helping many more in the years ahead.”

\* some names have been changed.



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## **Pulborough Harvest Fair and PPL**

Pulborough Community Partnership recently ran its 7<sup>th</sup> very successful Harvest Fair in the East Glebe Field with an even greater mix of attractions – and yet again the weather was kind.

Pulborough Patient Link had a stall, which was manned by various PPL committee members and two of our doctors to answer questions on how the PPL and the Practice work together. The PPL meets six times a year, together with one or two of the doctors and the practice manager, to discuss any items which have been brought to our attention and to arrange the next public meeting.

We were pleased that Dr. Tim Fooks (who also opened the Fair and judged the scarecrow competition) and Dr. Ray Ghazanfar were able to be there and to offer a free Blood Pressure check. At times there was quite a queue waiting to have this simple but important procedure – and we totally lost count of how many took advantage of this offer. Some were given on the spot advice and others were recommended to have a follow-up appointment at the surgery. This check is an essential part of health care and, for those on medication, helps monitor whether any changes are required. To continue with certain tablets your doctor needs annually to see the results of this check and you may recently have been asked to get your blood pressure read, either by making an appointment with a nurse or by using the machine in the room next to reception (opposite the lift) and posting the result in the box provided.

There were also many informative leaflets available covering a wide range of topics, a large folder giving more detailed information and various models of parts of the body for people to try to identify.

A competition to guess the weight of the three healthy fruit and vegetables displayed was entered by more than 50 people and this also generated interest.

It would seem that, despite having just over 200 households receiving the newsletter by post and around 700 households receiving it by e-mail, there are still those who do not know of the PPL's existence. If any of your friends or neighbours are registered with PMG and do not receive the newsletter, do please encourage them to go to reception at PMG and find out how to be added to the list.

*Editor*

# *F. A. Holland & Son*

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## **About us:**

Pulborough Patient Link committee has decided that it should examine the way it works. The PPL has followed a programme for the past four years or so. We now need to identify what has been achieved and to see what can be improved. The two main objectives are constant. PPL sets out to be a critical friend of the PMG – through its committee and occasional meetings with small groups of patients. Through the Newsletters and public meetings we seek to inform patients about the services of the Practice and wider health issues.

One challenge – which we have not met – is to reach out to a wider audience. Those who come to our meetings are mostly retired and it is, of course, this group who are the most ‘active’ patients. That is clearly not enough. In September the PPL organised a meeting with parents at St. Mary’s Primary School in Pulborough. At the end of September we had a stall at the Pulborough Harvest Fair with a competition and information describing our work.

What we have heard regularly from patients has been concerns about appointments, continuity of care, problems with telephone reception and the prescription system. These have all received attention by the Practice and continue to do so. Some changes – like telephone triage – are welcomed by many, but not by all. To help us with our review of PPL activities we need to hear from you. I would welcome your views on 01798 812017 please.

*Stuart Henderson, Chairman*

## **PMG Update September 2013**

Dr Ray Ghazanfar is now in post as a GP Partner – replacing Dr Jonathan Serjeant. We are sorry to announce that Dr Jaideep Jadav has decided to move on, and we are currently advertising for a salaried GP to replace him when he leaves at the beginning of December.

Following the decision by Karen Morgan not to return from maternity leave, we have re-organised the nursing team. Gail Hadlow, who was covering as a locum, has become a permanent member of staff working every Wednesday, and Ruth Aitchison and Anna Harrison have both increased their hours.

We have taken on Debbie Wenman in a new post of medical scanner/summariser to support the work of the Administration team. Samantha Kavanagh joins us as a new medical receptionist to replace Debbie Simms.

### ***Clinical Services***

The clinical services provided at PMG have increased as The Sussex Community Dermatology Service has expanded due to demand, and they now hold two clinics a month in our building on a Friday.

### ***SystemOnline***

The PPL Committee members and PMG staff who are patients of the Practice have been testing out the new SystemOnline appointment booking and repeat prescription ordering system. We hope to offer this new service to all of our patients shortly, once we have ironed out the few issues that have been raised by this trial.

Details of the new service will be posted on our website – [pmgdoctors.co.uk](http://pmgdoctors.co.uk), displayed on the health messaging screen in the Surgery and available from Reception. Patients will be able to download an application form which they need to complete and bring to the Practice Reception where they will be issued with their unique login and password. They will then be able to access SystemOnline to book appointments and request repeat medication.

Once this is up and running we intend removing the repeat prescription telephone line as Coastal West Sussex CCG Medicines Management Team have said that this method of re-ordering prescriptions is inherently unsafe. We do, however, appreciate that there are a few patients for whom this is the only method by which they can request their medication. Continuation of telephone re-ordering will be agreed between the Practice and these patients on an individual basis.

You are encouraged to use the new system which will cut down the amount of administration time spent on issuing prescriptions and, when requested, the medication itself. Other methods of requesting repeat medication will remain, ie by:

posting a request at the surgery, FAX to 01798 872123 or  
e-mail to [cwsccg.pulborough-pulborough@nhs.net](mailto:cwsccg.pulborough-pulborough@nhs.net)



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## Healthwatch West Sussex

Healthwatch West Sussex is the new 'local consumer champion for health and social care' and replaced the West Sussex Local Involvement Network (LINK) in April of this year. In common with the LINK, one of its main functions is to engage with patients and the public, collect stories about their experiences of health and social care (good and bad), identify and investigate trends and bring them to the attention of the decision-makers. By law, those who plan and run health and social care services have to listen and respond to what Healthwatch has to say.

Like its predecessor, Healthwatch West Sussex is government-funded and commissioned by West Sussex County Council, but there the similarities end. Healthwatch West Sussex operates independently as a social enterprise set up by a consortium of Help and Care, Arun and Chichester Citizens Advice Bureau (CAB) and Central and South Sussex CAB. It has its own board of directors, a small team of officers and a small army of trained volunteers.

The involvement of CAB also means that, as well as being able to contact Healthwatch by telephone, e-mail and post, people can call in to any CAB advice centre in West Sussex and talk to someone face to face, whether it is to share an experience of health and social care or to seek help in finding a particular service. Healthwatch also provides an Independent Complaints Advocacy Service (ICAS) and the specialist team is providing support every day to patients with complaints.

If you haven't heard much about Healthwatch yet it is because, since April, it has been concentrating on building relationships, creating infrastructure and processes, carrying out training and recruiting volunteers. Please contact Healthwatch (details at the end of this article) if you want to know more about current volunteering opportunities.

Volunteers are very important to Healthwatch and roles are varied. For example, trained volunteers make up the 'Enter and View' teams and many have been involved in its GP Surgery Patient Survey that have been looking at 54 surgeries and recording the views of some 155 patients. A report will be published shortly.

The new board has been busy too and has set its first work priorities for Healthwatch West Sussex. These are:

- **Integrated care** – chosen because the integration of health and social care services is a central theme of recent social care and health care reforms
- **Safeguarding adults** – chosen because it is an issue of concerns for local people
- **Research into Carers supporting people with Dementia** – chosen because it supports one of the key priorities of the Health and Wellbeing Board for West Sussex
- **Checking back on promises from decision makers and people who provide health and social care services** – chosen because it is good practice to make sure changes happen to improve services
- **NHS complaints** – chosen because Healthwatch England has asked us to investigate how well complaints processes work locally

The report on complaints is well underway and expected to be published in October.

Healthwatch West Sussex is now raising its profile with the public, and posters and leaflets have recently been distributed to all GP surgeries in the county, NHS Trusts and to West Sussex County Council for display in libraries, Help Points and other public areas. Healthwatch also has a website and regularly communicates with other organisations, groups and individuals via Twitter (@healthwatchws).

During the first two weeks of October Healthwatch West Sussex is being promoted across the region, culminating in a public launch event on 11 October.

For more information about Healthwatch West Sussex -  
telephone: 0300 012 0122

e-mail: [helpdesk@healthwatchwestsussex.co.uk](mailto:helpdesk@healthwatchwestsussex.co.uk)

visit the website: [www.healthwatchwestsussex.co.uk](http://www.healthwatchwestsussex.co.uk)

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Many of you will have been amused over umpteen years by Matt's simple but very clever cartoons, and one of his very recent ones is reproduced below courtesy of The Daily Telegraph.

MATT



As this newsletter will reach you during the time that the 'flu clinics are being held at PMG (Tuesdays and Thursdays in October from 2-5pm), it is a timely reminder to those who have received a letter inviting them to attend.

*'When you said you were taking me out for the evening I wasn't expecting a flu jab'*



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## **Previous Newsletter Articles**

Additional services at PMG: Autumn 2011  
Alcohol Addiction - Addaction in Action!: Summer 2012  
Alcohol and us 'What's Your Poison?': Autumn 2011  
Appointment time: October 2009  
Appointments System: Summer 2010  
Aspiring Athlete? – Physio advice: Summer 2012  
Bereavement Support Group: Autumn 2012  
Blood Pressure – 24 hour monitoring: Summer 2012  
Blood tests – what are they for?: Summer 2013  
Breast Cancer: Spring 2012  
Carers 'Accepting Gift of Support': Spring 2012  
Carers: October 2009  
Cholesterol: Spring 2010  
Choose and Book Referrals: Summer 2013  
Clinical Commissioning Groups: Spring 2013  
Coldwaltham Village Help Scheme: Spring 2012  
Community Nurse – Day in the Life of: Spring 2010  
Community Transport: Summer 2007  
Complaints Procedure: Summer 2013  
Computer system – Q & A: Autumn 2011  
Continence – Trouble with the Drains: Autumn 2010  
CWS Planned Expenditure: Spring 2012  
Dementia – 8 care-giving maxims: Autumn 2012  
Depression – Crime Scene: Autumn 2010  
Diabetic Treatment – then and now: Summer 2013  
Dietician – day in the life of: Spring 2005  
Dutchman-Bailey NHS Sussex: Autumn 2011  
ECG: Spring 2012  
Foot (Anatomy article) – The Human Foot: Autumn 2008  
Hay fever and allergies: August 2005  
Health Care Assistant – Day in the Life of: October 2009  
Health Information from the web – Safe Surfing: Summer 2010  
Infection Control: Spring 2010  
Kids – Medical Comic Books for Kids: Summer 2011

Long-term conditions: October 2009  
Macmillan Service: Spring 2013  
Medical Student – day in the life of: Spring 2008  
Mental Health – Experiences of Mental Health Services:  
Spring 2011  
Mental Health/Temporal Lobe Epilepsy: Autumn 2012  
Netbuilder report: Summer 2011  
NHS – All Change Again for the NHS: Spring 2011  
NHS – The New NHS: Summer 2011  
Osteopath – day in the life of: November 2005  
Out of Hours Service - Harmoni: Spring 2012  
Palliative care: Spring 2010  
Pharmacy – What Can Your Pharmacy Do For You: Spring 2010  
Physio – day in the life of: Summer 2004  
Podiatrist – day in the life of: Autumn 2008  
PPL objectives: Summer 2004  
Prescription – The Journey of a Repeat: Autumn 2008  
Revalidation – process for ensuring doctors are up-to-date:  
Spring 2013  
Samaritans – David’s Way Round: Summer 2012  
Shingles: Spring 2012  
Skin (Anatomy Article): Spring 2009  
Steroids: Summer 2011  
Swine ‘flu: October 2009  
SystemOne: Spring 2012  
Trainee Reflections on Final Year - Sarah Martindale:  
Summer 2012  
Travelling abroad: Summer 2011  
U3A: Summer 2013  
Warm – Keep Well, Keep Warm: Winter 2006  
West Sussex Link: October 2009

## ***Health and Wellbeing – Benefits of Healthy Eating***

*Those of you who were able to be present at our public meeting in April will know that the title of the talk kindly presented by Kirsty Jukes of Western Sussex Hospitals was called ‘The Benefits of Chocolate - & other healthy eating options’ and, although it had serious content, it was presented in such a way that we received helpful information without feeling we were being lectured!*

*I had hoped to include the key points of Kirsty’s talk in the Summer Newsletter but this was unfortunately not possible as, shortly after the meeting, Kirsty broke her wrist.*

*However, she has now kindly provided us with a précis highlighting her main points.*

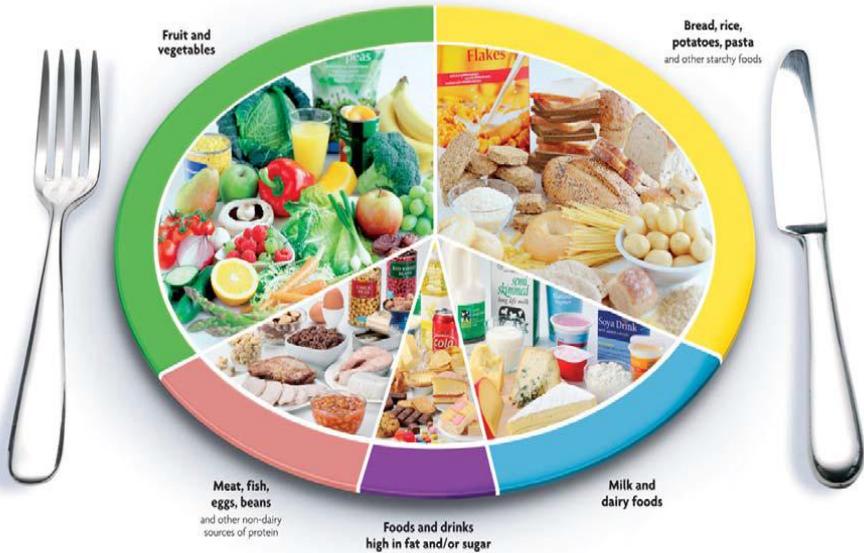
*Editor*

Chocolate may be branded as the new “super food” with health claims that it will protect against heart disease, improve blood pressure and of course the one we all know that works .....Improving your mood!

There is much stronger evidence for the benefits of following a diet inline with current healthy eating recommendations as demonstrated by the eatwell plate model

# The eatwell plate

Use the eatwell plate to help you get the balance right. It shows how much of what you eat should come from each food group.



The eatwell plate model is the basis for dietary advice for everyone, including people who are overweight, have diabetes or raised cholesterol levels.

Key points are:

- Eat more fruit and vegetables. Aim for five portions a day
- Eat more starchy foods e.g. bread, rice, potatoes and pasta  
Try to include some starchy food at every meal
- Eat smaller amounts of dairy and meat foods
- Keep foods high in sugar and fat as a treat

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