



UnityHealth

SPRING 2021

## PATIENT NEWSLETTER

Welcome to the Spring 2021 issue of the Unity Health Patient Newsletter, compiled by the management team, together with members of the Patient Participation Group (PPG).

We hope that you find it full of useful information to help you access all you need to support your health and wellbeing in these difficult times.

### COVID-19

Our Vaccination Clinics are underway at The Community Centre, adjoining the surgery in Princes Risborough

When attending please help us to minimise the time taken for your appointment by doing the following:

- Only the person being vaccinated to attend if possible (unless a carer needed)
- Although all appointments are at a scheduled timeslot there may be a short amount of queuing outside – please come prepared particularly if it is raining
- Please wear clothes that are easily removed to be able to expose your arm quickly
- Please follow the instructions of those managing the queue and administering the vaccinations
- Parking is available at the Centre for those with a Disabled Badge only. Please walk to the appointment if possible or park in The Mount Public Car Park across the road. Please be aware that this is a Pay and Display car park. Payment can be made by card or mobile phone only.

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**FOR MORE DETAILS ON THE COVID VACCINATION PROGRAMME SEE PAGE 3**

**Note:** Copies of this Newsletter can be found online at:-  
<https://www.unity-health.co.uk/about-us/patient-participation-group>

## COVID-19

At the outbreak of the Covid-19 pandemic, all GP practices were told by NHS England (NHSE) to stop providing many of the routine services usually provided to patients and focus instead on dealing with Covid cases to keep patients at home to minimise the risk of spreading the virus. At that time, we introduced a complete telephone/video triage appointment system for all GP appointments (building on the triage system we had already implemented many years ago and compliant with the national mandate). We also minimised face-to-face appointments with our nursing team. However, throughout the pandemic, we have always continued to see patients face-to-face when this was needed and have worn PPE during these appointments to protect both staff and patients.

Unfortunately the pandemic remains active; we continue to operate these systems alongside delivering the vaccination programme for our patients.

We must, therefore, continue to be diligent in all our actions by staying alert and following the guidelines. Please remember to:-

- Keep your distance from people outside your household or support bubble
- Avoid casual face-to-face meetings, particularly with people unknown to you
- Make sure that you continue to wash your hands regularly
- Download the NHS COVID-19 Track and Trace App if possible
- Avoid crowded places wherever possible
- Keep indoor places well ventilated
- Continue to work from home where this is mutually convenient to you and your employer/employees
- Avoid public transport wherever possible, particularly at peak times.
- Walk or cycle whenever you can
- Maintain social distancing (a distance of 2 metres apart), when at car park machines, bus stops, public toilets and when requested before and after entering a shop or business
- Wear a face covering in those places decreed by the government excluding children under 3 and those people who cannot, i.e. people with breathing difficulties
- Wash clothes regularly
- Get a test if you have symptoms, i.e. a high temperature, a new continuous cough, or a loss or change to your sense of smell or taste
- Tell all those that you have been in close contact with if you have developed symptoms. Should you develop symptoms, do not leave home, immediately self-isolate and call 111. Please do not visit your GP practice

We are sure that you have often seen and are familiar with these, together with many other do's and don'ts. Unfortunately, we will not overcome this virus without continuing to pay attention to them and doing everything possible to stop the spread of the virus.

We continue to live in a constantly changing situation. Listen to or watch news programmes for up-to-date information, and visit <https://www.gov.uk/coronavirus> if possible.

## WHAT WE HAVE ACHIEVED SO FAR IN THE FIGHT AGAINST COVID-19

Unity Health signed up as a practice to deliver Covid vaccinations in early December. Within 2 weeks we had been accepted by the Clinical Commissioning Group to use the Princes Risborough Community Centre for delivery and we were supported by Risborough Town Council and Bucks County Council working with us to 'mobilise' the site. A team of GPs, nurses, our practice pharmacist, IT and admin staff was identified. Everyone worked together tirelessly to get the site ready and approved by the CCG and NHS England. Approval was received on 22 December with the first vaccinations being delivered the same afternoon!

We are making great progress with Covid vaccination delivery as, since Christmas, we have continued to receive regular supplies of vaccine. We have now vaccinated over 9000 Unity Health patients in the following cohorts:

All our over 80 year olds including our housebound patients except those who cannot have it, for some reason, or have declined

All our care home residents and a number of the care home staff

We have invited all our 75-79 year old patients and have vaccinated over 98% of this cohort

All patients were texted asking them to self-identify as social care or healthcare workers. Vaccination should be arranged through their employer, but we aimed to vaccinate them more quickly as they are in the two highest priority cohorts for the vaccine. We have invited all these patients.

We have also invited our patients aged 70-74 or clinically extremely vulnerable 'shielding' patients and vaccinated over 96% of this group

Since we had completed vaccination of our top four cohorts, during early February, we started to invite our 65-69 year old patients and vaccinated 48% of this group. We were then asked to stop calling this group (cohort 5) and they were sent letters from the NHS to invite them to a mass vaccination centre. Over 95% have now been vaccinated.

We were asked to focus on cohort 6 – these are patients of any age with underlying health conditions and is very similar to those normally invited for an annual flu vaccination; we have vaccinated over 90% of this group. We have received some queries from patients with asthma since not all these patients are part of the cohort which only includes those who have had a previous exacerbation leading to hospital admission or are on long term continuous use of oral steroids to help to control their asthma. The three cohorts 60-64; 55-59 and 50-54 have also now been called and over 90% of these groups have been vaccinated.

The next cohorts are 40-49; 30-39 and 18-29. We are waiting for vaccine supply nationally for these groups and will then be authorised by NHSE to start vaccinating, although we do not yet have a date for this.

We have been so successful in vaccine roll-out that we have been asked to support other practices within our PCN with the vaccination of their care home residents, and also some in High Wycombe and the Aylesbury area. As a result we have vaccinated over 500 care home residents and staff for 8 care homes under the care of other practices who did not have sufficient vaccine/staff to vaccinate their residents; this was in response to a national call for practices to provide 'mutual support' to try to vaccinate all care home residents who are extremely vulnerable to contracting Covid 19.

Vaccine deliveries are often with just a few days' notice to pull together a fully booked clinic which is why some patients may be called in the evening to come the next day!

SMS Messages are being sent to patients in line with government guidelines as soon as notification of a delivery is confirmed. If you are contacted please book in for your vaccine straightaway. Patients are also

being invited separately by NHSE to attend for vaccination at one of the mass vaccinations sites being set up across the country as an alternative. More information can be found at: <https://www.buckinghamshire.nhs.uk/statement-on-nhs.../>

Across BOB (Bucks, Oxon, Berks) over 440K vaccinations have been given; to date over 80% have been done by primary care in the local vaccination centres; 14% by the hospital hubs and 5% in the mass vaccination centres.

Nationally second doses are planned for 11-12 weeks after the first dose and we have been informed that all second dose deliveries are guaranteed. For us second doses started w/c 8<sup>th</sup> March and has worked very well. As we approach the 11<sup>th</sup> week, we receive delivery confirmation, schedule the clinics and contact patients. We are being advised that, wherever possible, patients should attend for second vaccination at the same site they attended for their first vaccination.

### **OTHER HELPFUL INFORMATION**

We are aware that a scam is circulating asking for payment to receive a covid vaccination; this is usually through an SMS with a link: UK-application-form.com. If you receive this please do NOT click on the link which requests personal details including provision of your bank details. **The COVID Vaccine is FREE.** The NHS would not ask for payment, especially by way of text message.

Dr Kerstein has produced a fantastic podcast to answer your questions on COVID vaccinations being used at the practice, based on advice on Pfizer and AstraZeneca Vaccines at the date of recording (9 January 2021). It can be found at: <https://anchor.fm/dr.amy/episodes/COVID-vaccinations-what-you-need-to-know-eop5eg>

### **AND FINALLY.....**

We have received tremendous support from volunteers to help us to run the clinics; marshalling traffic, managing the queue and providing a friendly, cheerful welcome and support for our patients. We also have a number of volunteer vaccinators now working at our vaccination centre alongside our own clinical staff; these are mainly retired or currently working doctors/nurses/paramedics, a number of whom are choosing to volunteer on their days off to help with the vaccination roll-out.

We would like to thank our volunteers and all our patients for your support during these difficult times and the vaccine roll out.

**Please remember....continue HANDS, FACE and SPACE even after you have received the vaccine.**

### **If you need help getting to your Covid Vaccine appointment in Princes Risborough.....**

The Thame Community Car has been specially adapted to carry passengers unable to travel by public transport or who have difficulty in keeping hospital, doctors' and other medical appointments. The car can accommodate one wheelchair passenger and has access for up to three other people. A donation of at least £5.00 will be suggested for the mileage used on each journey. The car and volunteer will wait and bring you back.

Please contact the organising secretary, Pauline, for friendly advice on how they can help you with availability.

Phone: 01844 698757

Email: [thamecommunitycar@gmail.com](mailto:thamecommunitycar@gmail.com)

## NON-COVID HEALTH ISSUES AND CHECKS

We continue to prioritise other urgent health issues and concerns. Please contact us as soon as possible if you have symptoms or concerns about your own health or that of a family member.

At all times we still need to be aware of the reduced capacity, particularly amongst the nursing teams, since the guidance around PPE means that appointments are longer than was needed prior to Covid since it takes time to put PPE on/off and clean the area. We, therefore, continue to prioritise the work that we do and to focus on providing a safe service for the maximum number of patients.

The following are the key areas/points being targeted:

- National priorities are cancer, cancer prevention and high risk long term conditions. We encourage you to always contact us if you have any concerns or symptoms.
- Routine cervical smears have resumed through the central recall system so numbers are increasing.
- We have re-started coil fitting clinics for contraception but now have more limited capacity. Once appointments are filled patients will be referred to other local NHS providers to reduce waiting times.
- We have started re-sending out invitations for preventative NHS Health Checks for those people aged 40 to 74 who do not already have cardiovascular disease and have not had a health check in the last 5 years.
- For all patients with a long term condition please book your normal Health Care Assistant (HCA) appointment for blood, foot and other routine checks in the month corresponding to your birthday. For this year only, we would ask that you do not book the follow-up nurse Care and Support Planning Appointment. Should the HCA results indicate the need for a follow-up GP or Nurse appointment you will be contacted. By doing this, we are able to focus on patients whose condition is not as well controlled or do not routinely attend for reviews. Where possible we will carry out these reviews by phone or video to avoid a visit to the surgery.
- We are encouraging patients to increase the use of screening questionnaires prior to a review. This has a two-fold benefit in that it gathers essential information for discussion but requires less time in the surgery.
- We would very much appreciate those patients who are able to purchase their own blood pressure monitor doing so, sending in their results for us to monitor.
- Routine blood monitoring for medicines such as anti-psychotics, thyroid and methotrexate continue.
- We do not have capacity to carry out any hospital blood test requests except for oncology. We ask that you please attend the hospital phlebotomy service for hospital-requested blood tests.
- We are minimising taking prescription requests over the phone and will, again, stop this once the lockdown restrictions ease. We would encourage you to order your medications using the on-line service, where possible (please ask reception if you are not already registered).
- Please remember that you should NOT attend any appointment if you have any Covid symptoms. When you do attend you should, if possible, wait outside the surgery for your clinician to collect you. If this is not possible please observe social distancing in the waiting room and use the signs on the chairs, showing which chair(s) has been used and is in need of cleaning.
- At the moment we are experiencing high levels of demand for services, particularly for HCA/blood appointments. We have increased the number of appointments but each now takes longer than previously to allow for PPE and cleaning, resulting in longer than usual delays to see an HCA. We apologise for this and are trying to reduce these times.

**The following changes are in response to the rise to challenges of latest COVID-19 surge**

The NHS both locally in Buckinghamshire and nationally is experiencing huge challenges with the number of COVID-19 positive patients requiring treatment in our hospitals increasing significantly in recent weeks – almost 50% of our beds are occupied by COVID-19 patients.

In order to cope with this increased demand, along with the need to maintain other services as much as possible, Buckinghamshire Health NHS Trust, in line with national guidance, has made a number of temporary changes so that staff can be deployed to support urgent and critical care:

- Postponement or delay of non-urgent operations/procedures and outpatient appointments.
- Community therapists are working with their hospital colleagues to support patients to return home as quickly as it is medically safe to do so. This has meant a suspension of our outpatient adult community therapy services;
- The Community Assessment and Treatment Services (CATS) based at Marlow, Thame and Amersham Hospitals has been temporarily relocated to the medical day unit in Wycombe Hospital and is closed to new referrals.

The Trust continues to offer the following services, including:

- **Urgent, planned operations.** If you are sent an invite, please make sure that you attend or let us know if you decide not to or are unable to.
- **Our emergency department (A&E)** remains open to anyone who needs emergency and life-saving care. However, If you need care in a situation that is not life threatening, please use the 111 First phone and online service, which has been expanded this year to direct you promptly to the most appropriate care available.
- **Diagnostics** - It is extremely important that all patients continue to attend any diagnostic or screening appointments they receive. Infection prevention and control protocols are in place to ensure these services can continue safely and patients can attend with confidence. These services include:
- **Breast screening** – The service is extremely keen to ensure those called for screening attend appointments and reminds their patients that early detection saves lives.
- **Radiology** (x-rays and CT scans) – a temporary CT scanning facility has been installed at Amersham Hospital in addition to those in our radiology departments at Stoke Mandeville and Wycombe Hospital.
- **Endoscopy** – it is important that patients invited for gastroenterology or endoscopy screening procedures attend their appointments. Full guidelines and information will be provided for patients along with their appointment letter.
- **Blood tests** – from 1 February all blood tests must be pre-booked online to ensure a smooth flow of patients through the service. This will reduce the need to wait at peak times and provide a better experience for patients and staff. Details for the online booking service are available on our website.

- **Sexual health services** remain open by appointment at both our Wycombe Hospital site and at the Brookside clinic in Aylesbury.
- **Cancer and haematology** treatment and support are unaffected, with the infection prevention and control protocols in place to protect our vulnerable patients. Our haematology inpatient ward has been temporarily relocated to the Shelburne Hospital where patients are still being looked after by Trust staff.
- **Maternity services** - Specific infection, prevention and control measures are in place. Please see our birth choices website for more information. Wycombe Birth Centre will remain closed for births during the pandemic however we continue to offer outpatient services.
- **The Rapid Response and Intermediate Care Service** is urgently responding to patients who are at high risk of hospital admission to enable them to remain at home.
- **Cataract surgery** – we have a separate, theatre to ensure we can safely continue to offer cataract operations so if you are offered an appointment, please do attend.

Some very difficult decisions have had to be taken to ensure that safe and compassionate care for those in most urgent need can continue. The Trust apologises to anyone whose treatment has been delayed as a result and is doing everything possible to keep disruption to an absolute minimum and thanks patients for continued support and understanding at this hugely challenge time. If patients are offered an appointment they are urged to keep it whilst our hospitals are prioritising those that need them most and are seriously ill.

If you are feeling unwell and are not sure which service you need, contact NHS111 for advice. They will ensure you are seen by the right people, in the right place as quickly as possible, be it by your GP, the Urgent Treatment Centre or the Emergency Department (A&E), booking you an appointment to avoid unnecessary waiting.

For the safety of staff, patients and their loved ones, the Trust has suspended in-person visiting, with the exception of compassionate visiting such as end of life. Everything possible is being done to facilitate 'virtual visits', including video and telephone calls. Full information is on the website.

### **THAME COMMUNITY HEALTH HUB**

In our last newsletter we were able to advise you of the services which had been reinstated safely at the Hub. However, due to the high numbers of people being diagnosed with Covid-19 recently, the Trust had to take the difficult decision to temporarily suspend therapy services to facilitate redeployment of staff to Rapid Response Intermediate Care (RRIC), increasing capacity to take more discharges and prevention of admission work. The CATS service has been temporarily moved from Thame and Marlow to MUDAS at High Wycombe. Outreach and outpatient clinics and services have continued at Thame and are not subject to redeployment at this time.

All staff are completing lateral flow tests twice a week with Covid-19 testing as necessary.

## **MENTAL HEALTH HELPLINE:**

During the pandemic the Buckinghamshire & Oxfordshire Mental Health Helpline is available 24 hours a day. It can be called to access support from mental health professionals for a variety of mental health problems such as anxiety, low mood, feeling stressed and/or worried, difficulty with relationships, crying often, feeling helpless and/or confused, hallucinations or hearing voices.

Instead of dialling 111 or calling your GP why not call the Mental Health Helpline:-

Adults: 0800 783 0119 or 01865 904997

Children and young people: 0800 783 0121 or 01865 904998

Further information of all the services offered can be found on the Oxford Health NHS Foundation Trust website.

## **SOCIAL PRESCRIBING**

We have recruited more staff into the social prescribing service across the PCN - they are now offering those patients in need of help with their mental wellbeing and/or physical health. We fully appreciate that from time to time people need a little help in dealing with the things that life throws at them, but often do not know where to turn for help and support.

Social Prescribing Link Workers take a holistic approach to health and wellbeing, spending time with patients to focus on 'what really matters to you'. They act as the connector between individuals, services and activities available locally, working with you to connect you to and gain support from the most appropriate service(s).

If you would like to make contact with a Link Worker, a referral can be made by a GP, nurse, other healthcare professional or a member of your practice team. A Social Prescribing Link Worker can help you with:-

Social isolation and loneliness  
Getting Active  
Healthy Eating  
Mental Health  
Education and Learning  
Housing  
Financial Support

A Link Worker may not have all the answers to your questions but they will know where you can find relevant help, information and will support you in accessing it.

We are very pleased to be able to introduce this service, which is delivered by Buckinghamshire Health Trust and is available to all Unity Health patients. If you feel that you would benefit from speaking to a Social Prescribing Link Worker please call one of our friendly Receptionists who will be happy to arrange this for you.

If you are interested in finding out more about social prescribing generally, please see the *NHS England Social Prescribing webpage* at <https://www.england.nhs.uk/personalisedcare/social-prescribing/> where you will find links to further information.

Information about the support and activities available locally can be found by visiting either the *Bucks Online Directory* at <https://directory.buckinghamshire.gov.uk/> or *Thame Community Directory* at <https://www.thametowncouncil.gov.uk/community/community-directory/>

# PATIENT SURVEY

## Unity Health Patient Survey 2020

Each year, Unity Health runs a patient survey; this ran for three weeks during July/August 2020. It was available as a QR Code in all 5 of the surgeries, and also online via SurveyMonkey. A text was sent to all patients who have registered a mobile number with us and a notice was also put on the homepage of the website. We received responses from 1,049 patients compared with 1,224 last year.

The patient participation group (PPG) reviewed the results of the survey and the key points from this discussion were as follows.

### **Appointment System**

- Over 95% of the respondents were aware of how the appointment system works, up on last year's 93%.
- 84.6% were either very happy (36.9%) or happy (47.6%) with our appointment system; again up on last year's 76%, probably due to the fact that the system has now had time to bed in since the merger in 2017.
- Regarding call backs for appointment requests, the figure improved on last year's figure of 74% to 82%. Responders were asked to reply to the question according to their experience pre-Covid-19.
- Patients reported that 88% of query call backs were made within the day. This was an improvement on the 85% of the previous year and 80% the year before that.
- The flexibility that the appointment system offers was highlighted – being able to speak to a doctor over the telephone without having to come into the surgery and that you always get to speak to a doctor the same day.

### **Online access**

When asked if patients were aware they could view their medical record (including test results) online 76.2% reported that they were aware of this. This is a significant improvement compared to last year's result of 68%.

### **Quality of care**

- Over 60.5% who completed the survey have a long term condition and 86.8% (compared to 85% last year) of those felt they are involved in their healthcare and its management.
- When we discounted the n/a responses 57.7% had received their results of test (blood flows, peak flow results) in advance of a review appointment. This was up from 45% and 23% two years ago.
- Patients were asked how well a GP or nurse listened to their concerns. For GPs, the figure for 'very or quite well' was 97.1% and for nurses 'very or quite well was 96.3%' Both figures are an improvement on last years' figure of 95% overall.
- 94.7% of patients seeing a GP and 93.7% seeing a nurse felt 'very' or 'quite' involved in decision making about their care, similar figures to last year (93% and 95% respectively)
- 93.6% of patients seeing a GP or nurse reported that they understood very or quite well what they needed to do next (eg what action to take after a blood test etc). This was the same as last year.
- Overall, the respondents were very satisfied with quality of care, with GPs achieving around 95% 'very or quite satisfied' and 96% for nurses

### **Waiting times and opening hours**

- 10.7% of patients reported waiting more than 20 minutes to see a GP compared to 19% last year
- 3.8% of patients reported waiting more than 20 minutes to see a nurse versus 6% last year.
- Waiting times to see an HCA remain similar with 4.5% waiting longer than 20 minutes (4% last year).
- Regarding opening hours (8.30am-6pm core hours), 92.3% are happy with those hours (up from 87% last year).

We asked a new question this year to see how responsive patients felt we are to their needs; over 90% felt that Unity Health was responsive to their needs.

### **Covid-19**

Asked how they have found the care during the pandemic, comments included: 'superb', 'helpful', 'well supported'. Page 4 gives some further information on our priority areas during the covid 19 pandemic.

In many areas, we can be proud that our scores have improved. Common themes included: the responsiveness and friendliness of staff; the efficiency and thoroughness of the whole surgery team and the option of attending another surgery if needed. The quality of care was high and patients responded well to how we handled our Covid-19 response.

The PPG reviewed these results alongside the latest national Ipsos Mori patient survey results (June 2020 - these were featured in a previous newsletter) and were very satisfied with the results and with improvement made from previous years. There were two areas that the PPG felt we could look at.

### **Test results to be provided to patients with LTCs ahead of nurse/GP appt**

Although there was an improvement in the percentage of people answering "Yes" to having received their results beforehand, there are still a high percentage of patients that did not. On discussion with the PPG, it was felt that patients are often unclear on how to obtain their test results both when attending the surgery for appointments and when attending referrals elsewhere. Agree we would produce some information around this (see below)

**Next year's survey** – the PPG felt we should also possibly ask questions around:

- A question around seeing the GP of your choice
- Question around telephone/video consultations
- Question around whether patients read the newsletter
- A question asking whether patients are happy with the waiting time to see the GP once in surgery (rather than just how long they waited)

### **Obtaining test results**

During a year our patients have thousands of blood tests carried out, both to help the GPs with diagnoses and for on-going long conditions or drug monitoring. There are so many that we do not have the resources for the GP to be able to call everyone with their results if they are 'normal' and no action required. All results for tests requested by the clinicians are received back electronically either to the GP who requested them or to your 'named' GP. They are reviewed, any action required determined by the GP and the results filed in your medical record. If action is needed the GP will either contact you themselves (if discussion is needed) or will ask reception to contact you if it is simply a message that can be passed on. We know that many patients would like to be able to know their results even if they are normal and no action required; we actively encourage this, particularly for patients with long term conditions where understanding these results are key to effectively managing your condition. We encourage patients, where possible, to register for on-line access to your medical record. This enables you to see your current results, as soon as the GP has viewed/filed them and you can also monitor any previous results. If you would like to do this please contact reception. If this is not possible, you can call reception to obtain your results particularly important prior to your annual care and support planning meeting with the nurse or GP. Many results come back the next day although some can take up to a week. If urgent action is required, the hospital laboratory calls the practice directly to speak to the GP and let them know where we can't wait for the result to come electronically.

If you have tests requested by the hospital then the hospital doctor who requested them is also responsible for receiving and acting on these results rather than the GP; please ask them at the time when/how you can receive these results.

## SURGERY OPENING TIMES

<b>BRILL:</b>	Monday to Friday	8.30am - 6.00pm
<b>CHINNOR:</b>	Monday, Wednesday, Thursday & Friday	8.30am - 6.00pm
	Tuesday	8.30am - 1.00pm
<b>LONG</b>	Monday	8.30am - 1.00pm
<b>CRENDON:</b>	Monday (for medication collections only)	5.00pm - 6.00pm
	Tuesday to Friday	8.30am - 1.00pm
<b>PRINCES</b>	Monday, Tuesday, Thursday & Friday	8.30am - 6.00pm
<b>RISBOROUGH:</b>	Wednesday	8.30am - 1.00pm
<b>THAME:</b>	Monday to Friday	8.30am - 6.00pm

Due to the Coronavirus Pandemic we are sorry but we have had to discontinue offering any extended hours appointments

### TRAINING DAYS in 2021

In line with all other practices in the area, all 5 surgeries will be closed on the following dates for essential staff training one afternoon a month:-

Thursday 18th March  
Tuesday 20th April  
Wednesday 19th May  
Wednesday 16th June  
Tuesday 13th July  
Wednesday 15th September  
Tuesday 19th October  
Thursday 18th November