

# STONE CROSS, PEVENSEY BAY AND WESTHAM SURGERY NEWSLETTER

[www.stonecrosssurgery.co.uk](http://www.stonecrosssurgery.co.uk)

MAY 2024



## PATIENT PARTICIPATION GROUP

PPG recruitment your surgery needs you. We are currently looking for new PPG members from a variety of backgrounds. The PPG is simply a small number of patients who have volunteered to work with the Practice Manager and healthcare staff to communicate news and information from staff to patients, and to communicate concerns and feedback, from patients to staff. We take an interest in the surgery environment, offer advice if we see things we think could be improved. You may also see PPG members helping in practical ways, such as assisting during the busy flu jab clinics. If you feel you could contribute to any of these roles, and have a little spare time to devote to us, we would love to hear from you. For more information please ask at reception or telephone the surgery where the Management team will be more than happy to discuss the PPG further with you.

## INTERESTED IN BECOMING PART OF OUR PATIENT PARTICIPATION GROUP?

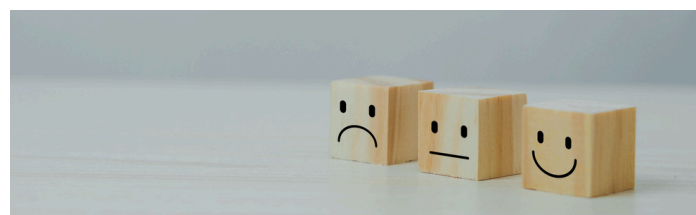
E-mail the surgery at [stone.cross@nhs.net](mailto:stone.cross@nhs.net)

## WELCOME AND GOODBYES WITHIN THE PRACTICE

Dr Rajap left the practice on 14.02.24 to put more time into his passion, dermatology. He will be missed by all his colleagues and patients.

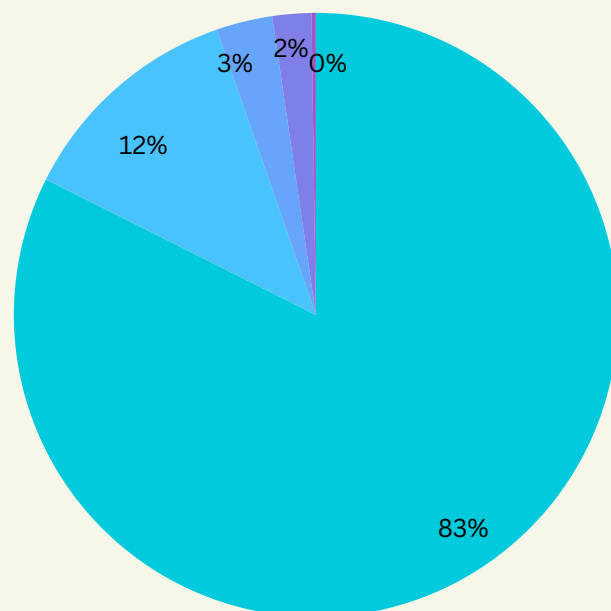
Dr Clark returned from maternity leave in November 2023 and is currently working Tuesday and Friday Mornings.

In February 2024 Sarah Buggins, paramedic practitioner joined our practice. She will be covering house visits and have her own clinics.



## FRIENDS AND FAMILY DATA

Very good Good Neither good nor bad Poor Don't know



95% rate us good or very good on friends and family



NHS

## Cervical screening can stop cancer before it starts

Don't ignore your cervical screening invite. If you missed your last cervical screening, **book an appointment with us today.**



# NEW

## CHAIR BASE EXERCISE



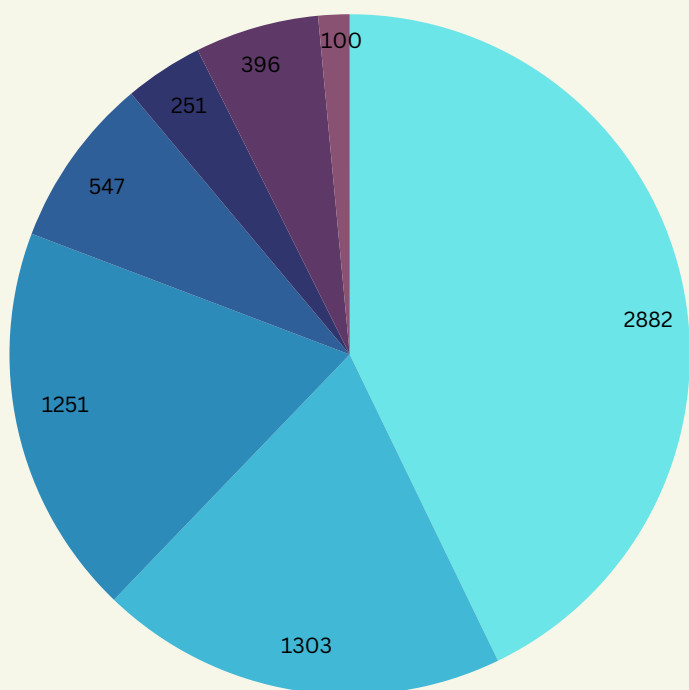
Our Health and Wellbeing Coach, Vicki offers Chair based exercise sessions on Tuesday's 12.15pm-12.45pm.

This is a 30 minute group exercise session (**FREE**) to help mobilise, strengthen, stretch, improve balance and posture.

**PLEASE SPEAK TO RECEPTION WHO WILL ARRANGE THIS FOR YOU**

### HOW MANY APPOINTMENTS WE OFFERED IN FEBRUARY:

- Doctors
- Paramedics
- Nurse
- Healthcare assistant
- Locum GP
- Care Co-ordinator
- Health and wellbeing



**Over 9000 appointments offered in February**

## ENGAGE CONSULT

Engage Consult allows us to manage non-emergency requests far more efficiently which means we can respond more quickly to more of our patients.

We know, too, that many patients do not need a physical examination for their problems and would be very happy not to make unnecessary appointments if they could get personal advice quickly and easily.

Engage Consult makes it so much easier for us to quickly decide how we can best help you with the least amount of hassle and disruption to your day: we can call you back to discuss, provide advice, prescribe or arrange for you to see a clinician at a time that works for you.

**Engage Consult should not be used for medical emergencies such as severe chest pain, loss of consciousness or profuse bleeding. In an emergency call 999 for go to A&E.**

[Engage Consult](#)



### GP online services

Seek help or request medical advice

- Consult with the surgery online
- Book GP appointments
- Order repeat prescriptions



### Keep it, rearrange it, cancel it JUST DON'T MISS IT



**123**  
patients did not attend in February 2024

Each missed appointment = someone else in need



**CALL 01323 761461 TO CANCEL OR REARRANGE YOUR APPOINTMENT**



## Armed Forces veteran friendly accredited GP practice

### Message from Jane our Social prescriber

"I became a veteran service champion so that patients registered with the surgeries could have a first point of contact for support.

Being an accredited practice means that we can better identify and treat veterans, refer them, where appropriate to dedicated NHS services, such as OPcourage, the veterans mental health and wellbeing service and the veterans trauma network. Ensuring that due regard is applied under the armed forces Act 2021 to make sure that the armed forces community, including veterans and their families should face no disadvantage in accessing health services and should receive priority care for military attributable conditions, subject to clinical need".

### MMR Vaccinations

There is a national campaign to offer unvaccinated 1– 25-year-olds the MMR vaccine, which protects against measles, Mumps and Rubella. We will be contacting parents of children who have not had their vaccine. NHS England will also be texting parents of children from 6 year and adults up to 25 years of age, who have not had their MMR vaccine to book with their GP practice to have the vaccine.



**2 doses of the MMR vaccine can stop your child becoming seriously unwell with measles**



Make sure your child is up to date with their MMR vaccinations

## BABY IMMUNISATIONS

8 Weeks	12 Weeks	16 Weeks	1 Year	2-10 Years	3 Years & 4 MONTHS
6-in-1 vaccine	6-in-1 vaccine (2nd dose)	6-in-1 vaccine (3rd dose)	Hib/MenC MMR	Flu vaccine (every year)	MMR (2nd dose)
Rotovirus vaccine	Pneumococcal (PCV) vaccine	MenB (2nd dose)	Pneumococcal (PCV) vaccine (2nd dose)		4-in-1 pre-school booster
MenB	Rotovirus vaccine (2nd dose)		MenB (3rd dose)		

## THINGS YOU NEED TO KNOW ABOUT VACCINES:

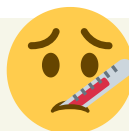
### Do

- Help to protect you and your child from many serious and potentially deadly diseases
- Protect other people in your family and community – by helping to stop diseases spreading to people who cannot have vaccines, such as babies too young to be vaccinated and those who are too ill to be vaccinated
- Undergo rigorous safety testing before being introduced – they're also constantly monitored for side effects after being introduced
- Sometimes cause mild side effects that will not last long – you may feel a bit unwell and have a sore arm for 2 or 3 days
- Reduce or even get rid of some diseases – if enough people are vaccinated.

### Don't

- Do not overload or weaken the immune system – it's safe to give children and adults several vaccines at a time and this reduces the amount of injections needed
- Do not contain mercury (thiomersal)
- Do not contain any ingredients that cause harm – only ingredients essential to making them safer and more effective and only in very small amounts
- Do not cause autism – studies have found no evidence of a link between the MMR vaccine and autism.

## WHY DOES THE RECEPTIONIST NEED TO ASK FOR AN INDICATION OF WHAT IS WRONG WITH ME?



Receptionists are trained to ask certain questions to ensure that you receive the most appropriate medical care:

- From the most appropriate health professional
- At the most appropriate time

Receptionists are asked to collect brief information from patients:

- To help doctors prioritise house visits and phone calls
- To ensure that all patients receive the appropriate level of care
- To direct patients to see the nurse or other health professional rather than a doctor where appropriate

Reception staff, like all members of the team, are bound by confidentiality rules:

- Any information given by you is treated as strictly confidential
- The surgery would take any breach of confidentiality very seriously and deal with accordingly
- You can ask to speak to a receptionist in private away from reception
- However, if you feel an issue is very private and do not wish to say what this is then this will be respected.

**THANK YOU FOR YOUR UNDERSTANDING**

## NEW PHONE SYSTEM



### What is Automated Callback?

Automated callback is a new feature of our telephone system that allows a caller to choose to be called back rather than wait on hold in the phone queue. When a receptionist becomes available, the system will call you back and when you answer, you will be connected to the receptionist.

## UPCOMING BANK HOLIDAYS

Monday 6th May – Early May bank holiday  
Monday 27th May – Spring bank holiday  
Monday 26th August – Summer bank holiday  
Wednesday 25th December – Christmas Day  
Thursday 26th December – Boxing Day



## ENHANCED ACCESS PRACTICE OPENING HOURS

NHS

### Times are changing

Evening and weekend appointments now available



GP practices are supporting their Primary Care Network in delivering appointments outside of a GP practice's core hours, this will include evenings and Saturdays. This will enable the GP practice to provide an opportunity to develop a better blend of appointment modes including taking advantage of a more digitally enabled offer and facilitating convenient access for patients. Introducing a more multidisciplinary offer means patients can access a broader set of services including screening and vaccination as well as routine GP and nurse appointments.

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Our Enhanced Access opening hours for pre-booked appointments only Monday and Thursday evening 18.30 – 20.00 and on selected Saturday's 09:00 – 17:00 (This is on a Rota basis in conjunction with our PCN partners).

These clinics are specially set up for our patients that work full time or work away and find it difficult to get down in normal core hours.

The Enhanced Hours clinics are held at Stone Cross only and when booking the appointment you will be told where to go for the clinic as our main entrance is not used.