

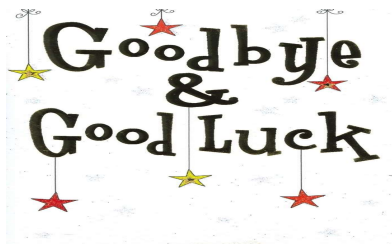
# Stone Cross, Pevensey Bay and Westham Surgery Newsletter

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

Spring/Summer 2019



Welcome to the Spring/Summer addition of our Stone Cross, Pevensey Bay and Westham Newsletter.



We are sad to announce that our Practice Manager Michelle Kenward has decided to leave the practice for pastures new. We wish her well in her new job. Charlotte Backler has been appointed our new Practice Manager.



We are pleased to welcome a new Nurse, Justyna to our nursing team. Justyna has been working as a student nurse at another practice and she has now qualified and will be joining our team in late February.



Congratulations to our Health Care Assistant Katie who has graduated from The University of Brighton as an Assistant Practitioner. This will enable Katie to take on more procedural duties.



We have a volunteer patient group, currently consisting of approx 15 patients, and they are representative to the practice. The PPG have regular meetings (approximately every ten weeks), which are held on alternate Mondays and Thursdays at 12.00 noon, along with a doctor and the Practice Manager. The PPG helps to influence the way local health care is organised and delivered. If you are interested in joining the group then please email your interest to [stone.cross@nhs.net](mailto:stone.cross@nhs.net) or ask at reception. The next AGM is the 4<sup>th</sup> March at 12pm followed by the PPG meeting anyone is welcome to join us.



We offer Cervical screening here at the surgery it could save your life, so when you receive your invitation don't delay book an appointment TODAY.

Cervical Screening is offered to women

aged 25 to 49 – every 3 years

aged 50 to 64 – every 5 years

over 65 – only women who have recently had abnormal tests.



We are now able to offer extended hours appointments evenings and weekends. These are held at Park Practice, Hampden Park and Harbour Practice, Eastbourne (other practices are available outside Eastbourne). If you would like to book one of these appointments then please ring us on our usual number or see one of the reception team. (please note you can't book to see your own GP).



## FOR INDICATION ONLY

When patients ring the surgery the GPs have requested that all telephonists/receptionists ask patients for a brief indication of the problem. This is to enable staff to determine who the most appropriate clinician is. Therefore, you may be offered an appointment with either our Paramedic or Nurse, Practitioners for less complex matters. This enables us to save GP appointments for more complex matters. However, we do appreciate that some patients may feel uncomfortable sharing their 'problem' and are, therefore, under no obligation to do so. You will never be asked at the front reception desk.

### Patient access Registration

You can now access your own Summary Medical Records. This will enable you to:

Access services and information - day or night including your test results.

Book appointments without telephoning.

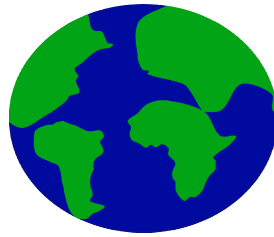
Order repeat prescriptions

You need to register for this internet service by completing our online form available on our website or ask at reception.

On registration (subject to the correct identification documents being authorised) you will be issued a unique user identity and password for your use only. Please note only one patient per email address so family and other persons in the household cannot access your or their medical information through the same email.

For more information please see our website

## Travelling



Please complete your travel form as soon as you book your holiday these are available to download from our website or ask reception for one. You will also need to contact us to book an appointment with the nurse as soon as you have completed the form.

To ensure we can offer you the best protection. We require at least 8 weeks notice, prior to your travel.

When booking last minute holidays please remember we are not able to offer last minute appointments in our clinics. If you do book a last minute holiday there is a Travel Clinic in Eastbourne located at

**CityDoc Eastbourne**  
11 Grand Hotel Building  
Compton Street  
Eastbourne  
BN214EJ

Also some of the local chemists offer Travel advice and they have the most up to date information regarding any Malaria tablets that you may need.



Call the Eastbourne Stop Smoking Team,

**“One You” on 01323 404600** or visit the website:  
[www.oneyoueastsussex.org.uk](http://www.oneyoueastsussex.org.uk)

Some Pharmacists also offer “stop smoking” one to one clinics. If you are interested please contact your local pharmacy.

**DOCTORS' APPOINTMENT.**  
KEEP IT OR CANCEL IT.  
DON'T WASTE IT!

**NHS**



Please let us know if you no longer need your appointment so we can offer the time to someone else

Did you know that last year we had over 779 missed appointments that could have been given to other sick patient's. If you can't attend please let us know so we can give to another sick patient.

### KEEP US UPDATED

If your home address has changed or you have a new home or mobile telephone number please either ask for a 'change of address' form at Reception, inform the telephonist when you ring us or e-mail the changes to [Stone.cross@nhs.net](mailto:Stone.cross@nhs.net).

### Surgery Closure Dates

Tuesday 12th March the surgery will be closed from 12pm to enable all practice staff to take part in a protected learning event. The surgery will re-open as normal on Wednesday 13th March.

*Please remember to order your medication, allowing enough time for surgery closure dates.*

### Easter

Friday 19<sup>th</sup> April – Closed  
Monday 22<sup>nd</sup> April - Closed  
The surgery will re-open as normal on Tuesday 23rd April.

### Bank Holidays

Monday 6<sup>th</sup> May – Closed.  
Monday 27<sup>th</sup> May – Closed  
Monday 26<sup>th</sup> August - Closed

Useful numbers and links:  
Stone Cross, Pevensey Bay & Westham Surgery;  
Phone 01323 761461  
Fax 01323 743041  
For non-urgent medical help please call NHS 111