

# Stone Cross, Pevensey Bay and Westham Surgery Newsletter

Volume 1 Issue 3

Nov 2011

## Editors Comments

(Kelly Hartland, Practice Manager)



Welcome to our newsletter.

The flu vaccination programme is nearly over now and we have had a very successful campaign. We have vaccinated over 2200 patients in 3 open clinics, so we are hoping that you all stay well over the winter ahead.

The next flu clinic will be held on Wednesday 7<sup>th</sup> December.

**You need to book an appointment for this clinic!**

We are anticipating a very cold winter, so we have ordered our grit ready for the pathways!

## STAFF NEWS

Our Practice Nurse Catherine had a baby boy and mum and baby are doing well.

We are advertising for a new full time practice nurse.

## WE ARE A TRAINING PRACTICE



We are proud to be part of BSMS (Brighton and Sussex Medical School) student training programme. Both Dr Tasharofi and myself have been involved for 1 year and will soon start our second year. We had excellent feedback from students who felt the time spent with us was extremely valuable. As a result of this we will be seeing fewer Patients during term time which equates to 6 afternoons for each of us. In order not to reduce the overall number of appointments the surgery is offering the practice will cover these sessions with a locum.

We are also trying to recruit patients with specific conditions of heart, lung and stomach origin. Many thanks for those patients who were willing to be interviewed and examined by the students! This happens under close supervision. If you feel you have a condition and wish to contribute please feel free to let either myself or Dr Tasharoffi know via reception.

Dr Van Wyk

## PATIENTS COMMENTS AND SUGGESTIONS



You have asked us to provide children's books in the waiting rooms. We have done this.

You have asked us to provide magazines in the waiting room. We have done this.

You have asked us to decorate Westham Surgery. We have done this (see article below).

You have asked us for Saturday appointments. We already offer Saturday appointments for patients who can't attend during the week.

You have asked us for a coffee machine. Whilst we would love to be able to offer you this, due to health and safety we are unable to have any hot drinks in the waiting areas.

You asked us to make our waiting room seating at Stone Cross surgery more social. We have moved the seats around and hope you are happy with the current layout

## WESTHAM SURGERY - CHARITY DECORATING



As part of the Royal Bank of Scotland's commitment to give 3000 days of community volunteering and one million pounds in funding during 2011, we were contacted by the local branch of RBS who offered to paint our surgery in Westham for a donation to a local charity. We were delighted to accept and we have donated £400.00 to St Wilfrid's Hospice.

## Patient Participation and Involvement Group



The group has now met twice and we have 6-8 weekly meetings planned for the next 6 months.

The current issues that we are discussing are – Getting through on the telephones, services at the branch surgeries, complaints and our patient satisfaction questionnaire.

*We have already responded to the problem that our patients are having getting through on the telephone, we now have more staff answering the telephones.*

## SUMMARY CARE RECORDS



Summary Care Records are coming soon.

### **If you are happy to join you need take no further action.**

Last year we sent out a letter to all our patients informing you about Summary Care Records.

The Summary Care Record is a summary sent from the GP Practice and contains important information about any medications you are taking, allergies you suffer from and any bad reactions to medicines that you have had.

The information will be secure and accessed only by healthcare staff directly involved in caring for you. You will always be asked for permission before your summary is viewed and any access is audited and recorded.

Healthcare staff will have quicker access to information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines you gave had. This means they can provide you with safer care during an emergency, when your GP practice is closed or when you are away from home in another part of England.

You can choose whether or not to have a Summary Care Record and an **opt out form is available from the practice**. If you have already informed us that you do not want a Summary Care Record created then this will have already be recorded and you do not need to tell us again.

For further information and an opt out form please see the SCR website at <http://www.nhscarecords.nhs.uk/faqs/>

Or telephone the Summary Care Record information Line on 0300 123 3020

## EAR CARE CLINICS



There are now ear irrigation clinics at our surgeries. Please follow instructions given in the ear care leaflet available both at surgeries or online. Oiling the ears for one week ensures that earwax can be removed safely. Nurse appointments are very busy at the moment, to avoid disappointment please book in advance if you require any of their services.

### In This Edition

*Page 1*

**Editors Comments  
Staff news**

**We are a training practice  
Comments and suggestions**

*Page 2*

**Westham surgery decorating  
Patient Participation Group  
Summary Care Records  
Ear Care Clinics**