

Stone Cross, Pevensey Bay and Westham Surgery Quarterly Newsletter

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Editors Comments

(Kelly Hartland, Practice Manager)



Welcome to our 6th newsletter.

We have had some changes in the practice with the arrival of Dr Tim Tran, our new full time partner, whose list is open if you would like to register with him. Please just ask at reception.

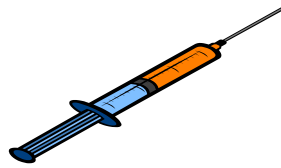
Please take a moment to read the letter attached to this newsletter. I am sure you all appreciate the need to spend NHS money wisely; however every day, whilst we are open, we have patients attending A&E for ailments that we could have dealt with. If you are ever unsure please ring us first.

Half-day Closure



We will be closed for training from **12 noon on 20th September**. If you need a doctor urgently on this day, please ring our normal number 761461.

Flu clinics



It is coming up to that time of year again and in order to vaccinate our patients who are 'at risk' or over 65 as quickly as possible, we have decided to run 3 open clinics (NO APPOINTMENT NEEDED) over our 3 sites.

Stone Cross - Saturday

06/10/12 8am-12.30pm

(and 12.30-1pm for patients who have difficulties standing for long periods of time).

Westham - Wednesday

10/10/12 8.30-12.30pm.

Pevensey Bay - Saturday

13/10/11 8.30am-1.00pm

We would urge anyone who can get to Stone Cross to please try and attend this clinic as the parking and congestion may cause problems at Pevensey Bay and Westham. It would, therefore, be nice to leave those surgeries for patients who can walk to the surgery or travel on public transport.

Care For The Carers



I'm delighted to be able to share with you that Stone Cross, Pevensey Bay and Westham Surgery is working partnership with Care for the Carers to improve their support for carers.

When we use the term carer, we mean someone who, without payment, provides help and support to a family member, friend or neighbour, who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability. There are an estimated 50,600 people in East Sussex providing support and care in this way. Some have been doing so for many years, often around the clock. Everyone has the potential to become a carer, and with our ageing population it is likely that more and more of us will find ourselves with a caring role at some point in our lives. Adults and young carers often carry out personal care tasks for the person they are caring for, this could

include providing assistance with washing and dressing, dealing with soiled clothes and incontinence as well as helping with mobility problems and managing medication, feeding tubes, catheters, colostomy bags and other medical equipment.

Carers who look after someone with a mental health condition or substance misuse problem may not need to assist with personal care or perform practical tasks. Instead, they provide reassurance and emotional support and help to ensure that the person stays safe.

Your surgery is keen to ensure that patients who care for someone are supported and are currently working towards the Carers Charter. The Carers' Charter is based on the National Carers Strategy and defines how services within East Sussex should be working to support carers. The Carers Charter has a set of guiding principles that clearly set out what is expected of health services, making it easier for them to assess their own performance.

Senior Healthcare Assistant, Katie Moule, has been identified as the Carers Lead for the practice and she has been working with Kelly Hartland (Practice Manager) to enhance the support available to carers who are registered as a patient at the practice.

If you are a carer, please do let a member of staff know. With your consent, your caring status will be recorded on your records and this will ensure

that you are offered information, advice and support. In addition to this, the surgery now offers flexible appointment times, referrals for carers to services that can provide specialist support, flexibility about repeat prescription requests,

Carers Information Boards in the waiting rooms and a quiet waiting area for the person you care for to sit whilst you see the GP.

We will continue to work in partnership to develop further services and support. If you would like further information, please don't hesitate to contact us at Care For the Carers on:

01323 738390

TEST RESULTS



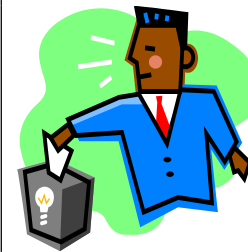
Please remember that it is your responsibility to ring in for test results. This must be done by yourself (unless you are under 16, in which case it is your parent's responsibility). Please allow 1 week following the test result before contacting us.

PRESCRIPTIONS



Please remember to tick the items that you need. We receive a lot with no indication of what you require. Please also feel free to cross off items that you no longer need or want, however, please write a note next to the item to explain why.

PATIENTS COMMENTS AND SUGGESTIONS



We are now getting more comments and suggestions – thanks. If you see something that you think could be improved please let us know. Stone.cross@nhs.net or via our suggestions boxes at all our sites.

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