

Stone Cross, Pevensey Bay and Westham Surgery Newsletter

(www.stonecrosssurgery.co.uk)

Spring/Summer 2018



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

We would like to take this opportunity to inform you about some important upcoming changes at the surgery.



We are sure you will have noticed that we have recruited several new admin staff to help with our ever growing surgery. We would also like to welcome our new phlebotomist, Julia, to the clinical team. She will be working predominantly at our Westham and Pevensey Bay surgeries. We are also looking forward to welcoming our new Paramedic Practitioner, Nigel, who will be working with the Practice Mondays, Thursdays and Fridays. He will be triaging our patients in clinics and also assisting with the home visits alongside Russell. Nigel has over 12 years' experience of working within the Ambulance service.



Antibiotic resistance is a growing problem. The main driving factors behind antibiotic resistance are the overuse and misuse of antibiotics.

Most common conditions such as Flu, Common cold, Sore throats, Sinus and Ear infections are caused by viruses which antibiotics are not helpful.

NEVER PRESSURE YOUR HEALTHCARE PROFESSIONAL TO PRESCRIBE AN ANTIBIOTIC

Most infections should clear up on their own as follows,

Middle-ear infection 4 days

Sore throat 7 days

Common cold 10 days

Sinusitis 18 days

Cough or bronchitis 3 weeks

To treat yourself,
Have plenty of rest. • Drink enough fluids to avoid feeling thirsty. • Ask your local pharmacist to recommend medicines to help your symptoms or pain (or both). • Fever is a sign the body is fighting the infection and usually gets better by itself in most cases.

You can use paracetamol if you or your child are uncomfortable as a result of a fever. • Use a tissue and wash your hands well to help prevent spread of your infection to your family, friends and others you meet.

If you or your child are getting worse than you would expect trust your instincts and seek medical advice.

Taking antibiotics encourages harmful bacteria that live inside you to become resistant. That means that antibiotics may not work when you need them next time. This puts you and your family at risk.

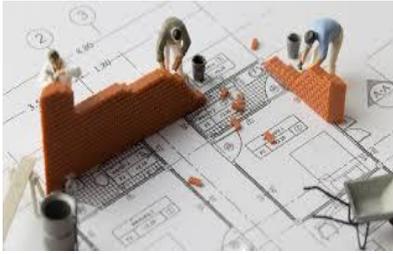
Take your doctor or nurse's advice on antibiotics



Did you know that your surgery is online? You can currently book /cancel appointments, order your prescriptions and access your records online. Please ask for a registration form at reception or download one from our website. You will need to bring us a form of photo identification with you to register for this service.

Westham & Pevensey Bay Refurbishment

We hope you enjoy the surgeries recent renovation with new surgical flooring in clinical rooms and Westham new carpet.



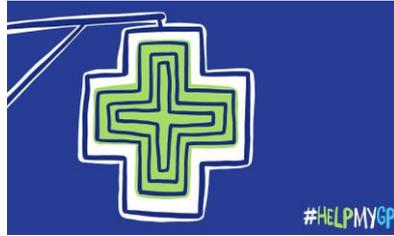
Due to our ever growing catchment area our services here at the surgery are under extreme pressure. We are still actively looking to recruit another GP to join our team but this is proving difficult as there is, as you may be aware, still a national shortage of GPs. However, with the addition of Russell and Nigel, our Paramedic Practitioners, to the team we hope this will enable our doctors to have more appointments available for patients with more complex medical conditions who need them the most.

**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.

NHS NAME BADGES

As suggested by some of our patients, we have now issued name badges for all our staff to wear. Our staff will also be giving you their name when answering the phone.



A visit to your GP is sometimes unavoidable but do you always really need to see them? Some people visit their GP when they could have stayed at home or received care elsewhere. This makes GP surgeries very busy and means you and other patients have to wait longer when you need to see a GP for a more complex matter.

There are a number of things you can do to help prevent a visit to your GP;

Stay Well: keep up-to-date with your immunisations, healthy eating and exercise.

NHS Choices: check symptoms and get general advice.

Sign-up to GP online services: Book or cancel appointments, order prescriptions.

Your Local Pharmacy: Pharmacists have a wealth of knowledge and can advise you on treating common conditions, and how to use the medicines you have at home. They can also inform you of local services that are available. Pharmacies in are located on most high streets and in supermarkets; you do not need an appointment to see the pharmacist, just pop in. Many are now open until late and at weekends, making them more convenient for people.

Buy common medicines over the counter: Consider buying some common medicines at your local pharmacy or shop rather than getting them on prescription. This can save GP appointments for people with more serious problems.

For more information, and to have this information in other languages and formats, go to www.Sussexhelpmy.nhs.uk or call 01273 485300



All our patients can now take advantage of NHS WIFI. When you connect to this on your mobile or device it will ask you for your name and email address. Once this information has been entered, you should be able to use NHS WIFI for free.

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.

Surgery Closure Dates

Thursday 22nd 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 Friday 23rd March.

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

Easter

Friday 30th March – Closed
Monday 2nd April - Closed
The surgery will re-open as normal on Tuesday 3rd April.

Bank Holidays

Monday 7th May – Closed.
Monday 28th May – Closed
Monday 27th 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