

THE ARLINGTON ROAD MEDICAL PRACTICE NEWSLETTER



April 2014

Building Work Completed

now complete save for a few finishing touches. We hope that you are as pleased as we are with your new-look, improved access, spacious surgery.

We now have more consulting rooms, larger waiting areas, a greatly improved minor surgery room, more office space for the admin staff and a lift to the first floor greatly improving the access for wheelchairs, pushchairs and for those who find the stairs a challenge. We also have three toilets suitable for disabled users, two of which also have baby changing facilities.

Of course, we would not forget to mention our Pharmacy which has been open for almost a year now. This provides excellent services not only for our own patients, but for the community as a whole.

The Pharmacy is open Monday - Saturday 07:00 - 22:30 and Sunday 10:00 - 17:00. You can contact them on 01323 736 279 or find out further information on www.arlingtonroadpharmacy.co.uk.



Shirley, our Practice Manager, is very pleased that an original part of the building has been retained. The parquet flooring, from when the Surgery was built in 1902, has been uncovered and restored in her office. Some of our 'older' patients will remember this flooring from the days when this area was the main waiting room!

As previously mentioned, there are a few finishing touches to be carried out. We hope shortly to have our notice boards and leaflet racks back on the walls, providing you with a wealth of healthcare information. We would like to thank our Patient Participation Group for their help with this. In addition to this the Patient Participation Group are looking into purchasing Digital Information Screens for the waiting areas.



Bank Holiday Closures

Please note the Surgery will be closed on the following bank holidays...

Friday 18th April & Monday 21st April
Monday 5th May & Monday 26th May

If you require medical attention that will not wait until the Surgery is next open, please phone NHS 111. Calls are free from both landlines and mobiles.

New Website

www.arlingtonroadsurgery.nhs.uk



Whilst the Surgery has been undergoing its makeover, so has our Practice Website!

We have had a few negative responses to this, with patients wondering why we have to change what works! We do understand that when you are used to how something works it can be very frustrating to find all has changed. Unfortunately, we had no choice but to update/change our website as our previous website host closed their business at the end of February.

Continued overleaf...

New Website continued

We have therefore chosen a new host who provides websites for over 3000 other GP Practices around the country. They have been both recommended by other Practices and by members of our own staff, who are registered elsewhere, and have patient experience of using their websites.

We have endeavored to keep the website layout as simple as possible with the main menu items listed clearly at the top of the home page.

All of the information that was on our previous website has been carried over. If you cannot see the information you require on the home page main menu, please click on 'Further information' which will open a further menu down the right hand side of the screen. In addition to our Practice specific information, our website host has made available NHS supported information on subjects such as, minor illnesses, long term conditions, family health and a pregnancy care planner. Please note this information is not updated by the Surgery but comes from other websites such as NHS Choices.

Ordering Prescriptions on the new website

You can, as with our old website, order your prescriptions online. A small number of patients have had a few problems registering with this service. We have therefore produced a step-by-step guide with screen shots detailing how to register. This is available from reception and to download from the website in the repeat prescription section.

Once registered the system is easy to use. You can input all of your medication initially and this will be stored for you to select which items you need for subsequent requests, meaning that you do not need to enter all the details every month. If you order medication for more than one person in your family, you only need to register once with one email address and password, you can then set up several patients under that one log-in.



Consent for Collecting Prescriptions

Guidelines were issued recently suggesting that patients should give their consent for third parties to collect their prescription. As many of you will know, we never hand out prescriptions without asking the collector to first confirm the patient's address, and have always felt that this should suffice.

We are sure you will agree that to obtain consent from over 11,700 patients, record this consent and have a way of knowing exactly who is collecting (many people will use more than one person to collect their prescription for them) and then having to ask for identification at reception for every prescription we hand out (hundreds per day) would be a very time consuming for both patients and staff at what is already a very busy reception desk.

As many patients are happy for other members of their family or friends to collect for them, we felt the best approach would be to work on the basis of dissent rather than consent. In other words, if you have a reason why you would not want anybody else to collect your prescription, or you just have one other named person who you would consent to collecting for you, then please complete one of our Prescription Third Party Dissent forms. You can either collect a form from Reception or download one from the prescription section of our website.

If you opt for nobody else to collect your prescription other than yourself, we will mark this on your records and any prescription that we print for you will be marked in the top left hand corner with 'ONLY PATIENT TO COLLECT'. We are sure you will appreciate that not all of our receptionists will know every patient by name. You will therefore need to produce photographic ID every time you collect your prescription, unless of course the receptionist on duty knows who you are.

We hope that you will agree this is the most practical approach, given that many people are happy with our current system and would not want the hassle of having to produce ID when collecting a prescription. However, there are people who have good reasons why they would not want their prescription given to a third party and we feel that this gives such people the opportunity to register their dissent.

Dr Rajap's Patients

We do acknowledge that it is becoming increasingly difficult for Dr Rajap's patients to be able to get an appointment with him. Dr Rajap is our Dermatology (skin) specialist and sees patients from within the practice and from other practices in the town. These appointments are done on a referral basis and are an alternative to patients being seen at the Hospital. This clinic takes at least one day, and sometimes more, out of Dr Rajap's week. In addition to this he has to take his turn on the various rotas that need covering within the Surgery.

We have in the past written to some of Dr Rajap's patients offering them the opportunity to register with Dr Ahmad and have also mentioned this in a previous newsletter. We do understand that many patients will wish to stay registered with Dr Rajap and we are not urging you to change. At the same time wish to offer you the opportunity to register with a doctor who, other than taking his turn on the surgery rotas, has no other commitments and is therefore more available and therefore able to offer better continuity of care.

If you are currently registered with Dr Rajap and would like to change to Dr Ahmad, please let us know.

Trainer's Corner

A Word from Dr Mark Jones...

We are introducing a new section for the newsletter, the 'Trainer's Corner'. This is to keep you up to date with the Practice activities in this role, which have been expanding. 2013 saw great developments for us with both myself and Dr Williams successfully passing our PG Certs in Medical Education and Strategic Leadership. This involved considerable work on my part completing over 600 hours of additional work - the majority of this done in my own time, so a big thank you is owed to my family who have supported and tolerated the situation during the last year. The process was very rewarding. Following the course work was a rigorous visit and assessment of standards at the Surgery by the Kent Surrey and Sussex Deanery. The high standards were met and I was approved as the second official trainer at the practice, along with Dr Williams.

As you may have noticed we have currently expanded the number of GP trainees that we provide training for. This had formed part of our practice re-development, as in the plans we had incorporated further consulting rooms for additional trainees. You may well be familiar with them. They are fully qualified doctors who have made a career choice to pursue general practice, having joined the local training scheme. My current trainee is Dr Radhi. Dr Williams is currently training Drs Jameson and Ribani. Both Dr Jameson and Dr Radhi have recently successfully passed their final exam, the CSA, so big congratulations to them! The CSA is a grueling assessment, essentially being a mock surgery consisting of the consultation of 13 patients in a strict, controlled environment. This puts them close to completing their training with work place based assessments and out of hours commitments left to complete.

Also last Summer we hosted an exchange programme of trainees called the Hippocratic Exchange. We hosted Dr. Subias from Barcelona for 2 weeks. This was very successful and rewarding for both parties with exchange of ideas and experience. In fact, we were nominated for the prize for best exchange programme in Europe with results to be announced at some point in April.

Finally I would like to thank our patients who continue to see our trainees as in addition to them providing more appointments for the Practice, thus improving our services, seeing patients in this setting aids the essential training of the GP's of the future - a very important cause I think we would all agree upon.

And a word from his Trainee, Dr Saada Radhi...

I am one of the three registrars here at Arlington Road. I joined the practice in April 2013 on a part-time basis to complete my final year of training, which is due to finish in October. It is a busy place but work has been exciting especially with a supportive trainer (Dr Jones) and lovely staff.

I was born and trained in Baghdad, qualifying in 1993. I worked there in Anaesthetics for about six years. I have been in the UK for about 13 years, firstly working in anaesthetics in London for only a few months then in lots of posts in medicine - mainly Care of Older People which I loved. Continued overleaf....

Eventually I chose a career in General Practice. I have to admit I made this choice mainly for more flexible working hours and was very worried I might not like it after spending a long time in hospital jobs. However, I am so happy I made this choice, as it's good getting to know your patient and being able to offer that continuity of care which we miss in hospital life.

Being married with three children, one 9 year old boy and two and a half year old twins, keeps me busy enough but in my spare time enjoy cooking and sewing. I've been to many parts of the UK, London, Wales, Scotland and Kent, as I have accompanied my husband in his work and training. My husband is a Urologist and is currently very happy working with the team at the DGH. We hope to settle here at last.



Specimens for the Hospital

Please note that both urine and stool specimens for testing at the hospital need to be in sterile containers. We are able to provide you with these at reception free of charge or you can purchase them from most pharmacies.

Unfortunately, we are unable to accept specimens that are in non-sterile containers such as jam jars and pill bottles as the lab will not process them due to the lack of sterility affecting the result.

All specimens need to be handed in at reception before 11.30am in order for them to be sent to the lab via the Hospital Courier.



night
to
REMEMBER
2014 MIDNIGHT WALK

Following on the tradition of staff taking part in charity walks, Shirley & two of her friends are taking part as 'The Arlington Angels' team on behalf of the surgery. The Midnight walk takes place on Saturday 17th May along Eastbourne Seafront to raise funds for the Chestnut Tree House Children's Hospice.

If any of you wish to sponsor The Arlington Angels team they would be very pleased to accept your donations!

Their JustGiving site is:- www.justgiving.com/Shirley-Moth
If you use this they will also be able to claim gift aid on your donation.

They have also set up a text donation facility if anyone wishes to use that which also adds gift aid at no further cost -

- * Text **SBEG98**
- * With **the amount**
- * To **70070**

Practice Patient Survey Results 2014

When visiting the Surgery in February you may have been asked to complete this year's Practice Patient Survey. The surveys were handed out by a member of the Patient Participation Group.

The Patient Participation Annual Report and Survey Results are available from Reception and are also available to view online at www.arlingtonroadsurgery.nhs.uk.