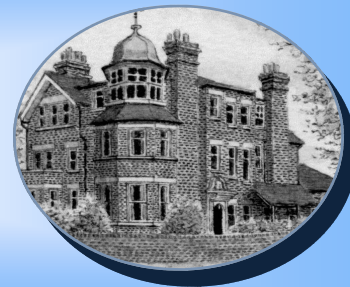


# THE ARLINGTON ROAD MEDICAL PRACTICE NEWSLETTER



February-March 2015

*Dr Williams' Sabbatical* **D**r Williams takes his sabbatical (3 months Away from the Practice) this year. He is dividing this time and his first absence from the Practice will be 9<sup>th</sup> March – 10<sup>th</sup> April. He will take a further two months in the Summer - exact dates to be confirmed.

**D**r Williams is confidently leaving his patients in the care of his registrar, Dr Ben McFadden. Dr McFadden is in the final year of his training, but has already passed his final exam.

## *Could your pharmacist help you?*

**T**reatment and expert advice without an appointment... make the pharmacy your first point of call for a number of minor ailments such as...

**N**appy Rash and Teething · Skin conditions · Constipation & Haemorrhoids · Minor Cuts & Bruises · Warts & Verrucas · Athletes Foot · Coughs, Colds & Sore Throats · Hay Fever & Allergies · Mouth Ulcers & Cold Sores · Period Pain & Thrush · Aches & Pains · Indigestion, Diarrhoea & Threadworm · Eye Infections.

**M**any GP appointments are related to minor ailments which could have been referred to the Pharmacy for advice and treatment with over the counter medicines, saving the patient time and leaving appointments available for patients whose condition requires treatment by a doctor.

## *Thank you!*

**W**e would like to thank all of you who kindly gave Christmas gifts to the Doctors and Surgery staff, it is very much appreciated. We wish you all health and happiness for 2015.

## *Paramedic Practitioner*

**F**rom the 2nd February 2015 we are delighted to host Paramedic Practitioner Kieran Campbell over an 8 week period. Kieran is one of our local Paramedics who is undertaking additional training to improve his clinical knowledge in the community.

**D**uring his placement Kieran will be helping us with home visits and appointments. He will be able to see anyone with any symptom fully supported by all of our GPs.

**A**s a training practice we value your continued support and participation in the training of our colleagues and we hope that you will be happy to see Kieran during his stay with us.

## *Do we have your up to date Contact Details?*

**P**lease remember to let us know if you change your telephone number or address. You can either inform us at reception or via the 'Update Details' link on our website.

Thank you.

## Contacting a GP Out of Hours

It surprised us in a recent practice survey that 40% of the respondents said they did not know how to contact a GP when the Surgery is closed. It may be that the majority of these patients have never needed to.

Out of Hours cover in this area is provided by Integrated Care 24 (IC24). You can access this service by calling NHS 111 (dial 111 on your telephone keypad). NHS 111 will triage your call and arrange for a doctor from IC24 to call you back if appropriate. The doctor will then either advise over the telephone or arrange a consultation for you.



If at anytime you cannot remember who to call, just phone the Surgery telephone number (727531) to hear a recorded message informing you to telephone 111.

## Patient Online Services

By 31<sup>st</sup> March 2015 all GP Practices are contractually obliged to offer three online services to their patients.

- Online Appointment Booking
- Online Repeat Prescription Requests
- Online Summary of Patient's Record

We have a team who are preparing the Practice to meet this deadline. When all of these services are available they will be widely advertised around the Surgery, in a forthcoming Newsletter and on our Website, giving detailed information on how you can register for some or all of these services.

## Days when Routine Appointments are Limited

As you know, the majority of our appointments are 'book-on-the-day' appointments. These appointments are usually routine appointments and not held back for 'emergencies'. This means normally when you phone in the morning we are able to offer you a routine appointment that day. There are, however, some days each month when due to both practice and regional meetings our routine appointments numbers are limited. We will of course, always see patients with an urgent need on these days and some routine appointments will be available. We felt it would be helpful to give you some advance warning of these days, to enable you to plan around them...

### March

Tuesday 3<sup>rd</sup>  
Tuesday 17<sup>th</sup>  
Thursday 19<sup>th</sup>  
Tuesday 31<sup>st</sup>

### April

Tuesday 21<sup>st</sup>  
Thursday 9<sup>th</sup>

### May

Thursday 28<sup>th</sup>  
Tuesday 12<sup>th</sup>

### June

Tuesday 23<sup>rd</sup>  
Thursday 11<sup>th</sup>  
Wednesday 17<sup>th</sup>

**We will also post these dates around the surgery, in further newsletters and on the website. Dates for July onwards will be published at a later date.**

## Automated Telephone

### Booking Service

When the Online Appointment Booking service becomes available at the end of March, we will be discontinuing the Automated Telephone Booking Service. We are sure many of you will agree that of late the service has not been working very satisfactorily, often telling you that it's unavailable and we are sure the Online Service will be much easier to use.

We apologise to those patients who like to use the Automated Service and do not have internet access, but unfortunately it is not going to be possible to run the Automated Telephone Booking Service alongside the Online Booking Service and we are contractually obliged to provide the Online Booking Service to patients from 31<sup>st</sup> March 2015.

## Trainer's Corner

**W**ell 2014 was quite an eventful time with much educational development since I last wrote. Firstly congratulations to Dr. Radhi and Dr. Jameson for successfully completing their exams and training. We wish them both well for the future. Currently we have three GP trainees, Dr. Ribani, Dr. Reddiar and Dr. McFadden.

**D**r. McFadden has passed his final exams so again congratulations. He has a few months left of the training scheme which allows him to develop some specialist interests, which we are all keen to support him on. Specifically he is looking to complete the extra training required to offer dermatology services locally, as well as himself exploring the skills required to train the GPs of the future as a trainer. As part of this we have taken on Kieran for an 8 week training scheme for Paramedic Practitioners.

**F**inally, I have been given the role of one of the Programme Directors for the Eastbourne and Hastings Vocational Training Scheme. This is the programme that the GP Trainees go through to qualify as GPs. It will be a challenging but rewarding role, which again keeps Arlington Rd at the forefront of education in the region as well as developing further my educational interests.

Dr Mark Jones



**F**riday 12<sup>th</sup> December was Christmas Jumper Day.

**T**he Surgery and Pharmacy staff donned their best Christmas Jumper to raise money for Save the Children. Thank you all for your generous donations which enabled us to send £52.50 (plus any text donations) to this worthwhile cause.



**Our next fund raising event – RND 2015!**

**F**riday 13<sup>th</sup> March is Comic Relief's Red Nose Day.

**T**he Surgery Team will once again be raising money by selling home-made cakes.

**T**he Practice Participation Group will also be running a 2<sup>nd</sup> Hand Book, CD & DVD stall. Do please call in to see what we have on offer and help us raise money for Comic Relief.

## 25 years Service

**C**ongratulations to Nurse Sue who celebrates 25 years service at the Surgery on 1st March.

**W**e take this opportunity to thank her for all of her hard work over the years and are sure that many of you would join us in this sentiment.



## Congratulations!

**C**ongratulations to Dr Mark Jones and his wife Joanna on the birth of their baby boy - William Owen born on 14th January.

**W**e wish them well.

