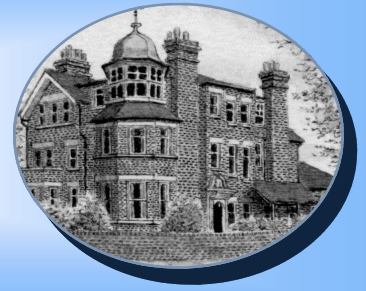


# THE ARLINGTON ROAD MEDICAL PRACTICE NEWSLETTER



July - August 2018

## *Dr Lofts Retirement*

**S**adly after 30 years dedicated service, we bade farewell to Dr Jane Lofts at the end of June. She will be sorely missed by the Practice team and her patients. We wish her a long and happy retirement.

**A** word from Dr Lofts... *"It was a very difficult decision to retire from my role of General Practitioner here at Arlington Road Medical Practice recently. I first started working at the surgery as a registrar in 1985 and was fortunate to be invited to join the five partners at the time (Dr Clarke, Dr Paterson, Dr Walter, Dr Williams and Dr Deery) in 1988.*



*At that time there was only one other female GP working in Eastbourne, and many patients came from a generation who did not believe that women should be doctors, so I faced some early struggles in becoming accepted!*

*Initially I worked for eight sessions (four days) each week, but after marrying my husband Peter and having two children, I reduced this to six sessions (three days) each week. Juggling family life with children was a challenge and many of the staff can remember me dragging my children into the staff meeting room when they were too ill for nursery or school, so that I could come to work.*

*It has been a privilege to work with a team of very supportive and dedicated colleagues at Arlington Road Medical Practice – from receptionists, nurses, secretaries, management team, Paramedic Practitioners and GP partners/assistants. The working team has evolved over the years to cope with the increasing complexities of General Practice and an ageing population to provide a high standard of healthcare to all our patients.*

*I would like to thank everyone for all the wonderful gifts and many cards and kind letters that I have received over the past couple of months – far more than I ever expected.*

*I am looking forward to the next chapter in my life, but will also miss everyone at Arlington Road. I am hoping to spend more time cooking, gardening, sailing, dog walking, travelling and caring for an elderly father. We are not moving away from the area, so I am sure I shall meet many of you again out and about in Eastbourne."*

**U**nfortunately, we have been unable to immediately recruit a replacement GP partner and Dr Lofts' patients have been allocated to other Partners within the Practice. All of Dr Lofts' patients will have received a letter informing them who their new GP is.

**A**lthough we have not yet been able to recruit another GP, we have recruited another Paramedic Practitioner, which will help immensely with the general practice workload. We also have some regular locum sessions booked going forward.

### *New Paramedic Practitioner*

On 2<sup>nd</sup> July Lindsey Smallman (soon to be Thorpe!) joined the Practice as a Paramedic Practitioner.

Lindsey will work alongside Kieran Cambell (Paramedic Practitioner) and our GP's, providing appointments, visiting housebound patients and triaging some of our urgent calls. Our Paramedic Practitioners are an invaluable asset to the Practice, especially in helping to manage our high elderly and vulnerable population.



### *New Practice Nurse*

Marion Hughes, joined the Practice Nursing Team on 27<sup>th</sup> March, having worked previously as a District Nurse and was part of the team of District Nurses who were attached to the Practice a number of years ago.

Marion works on a Tuesday and we welcome her to the team.



### *Registrars' Comings and Goings!*

Dr Denise Gosling and Carmen Bilcea are now fully qualified GPs and come to the end of their placement with the Practice at the end of July. We congratulate them both on passing their exams and wish them well in the future careers.

Dr Omed Amin also finishes his four month placement with us at the end of July and continues his training in hospital medicine. We wish him well.

The new doctors in training who will be joining us at the beginning of August are Dr Adam Zacks, ST3, who will be with us for 12 months. Dr Grace Castronovo, ST2, who will be with us for four months and Dr Fritha Price, FY2, who will be with us for four months. We welcome them all to the team.

### *Regular Locum - Dr Miriam Malak*

Dr Miriam Malak has already done the occasional locum session for the Practice and will be begin a regular session at the end of July, working most Wednesdays.

From the end of September till the beginning of December this will also include a regular Monday. We are very grateful for her help.

### *Dr Davison's Sabbatical*

Dr Davison is taking a split, 3 month sabbatical this year; taking the first 9 weeks in June and July and the final 4 weeks in December.

We have been very fortunate to have been able to engage the help of Dr Gillian Coutts as a locum to cover Dr Davison's absence. Dr Coutts works all day Tuesday and Thursday and on a Wednesday morning.

### *Friends and Family Test*

Tell us what you think of our services... Complete a paper survey, reply to a text message or visit [www.arlingtonroadsurgery.nhs.uk](http://www.arlingtonroadsurgery.nhs.uk) and look for Friends and Family Test.

### *Happy Retirement Christine*

Christine Green, who has worked as a Medical Secretary at the Practice for 26 years, is retiring at the end of July. We take this opportunity to thank Christine for her loyalty and hard work. Her cheery smile and positive attitude will be missed by staff and patients alike.

Christine is looking forward to being able to spend more time with her family, especially her grandchildren. We wish her a long and happy retirement.

### *Contraceptive Implant Clinic*

Dr Alex Graham is running a Contraceptive Implant Clinic here at the Practice. Any ladies wishing to have an implant inserted should make a 10 minute appointment in one of Dr Graham's normal surgeries to discuss the procedure first. Dr Graham will then book you into one of her Implant Clinics to have the procedure carried out.

We are pleased to be able to offer this additional service, previously our patients have had to attend the Sexual Health Clinic for this procedure.

If you would like more information about how the implant works, please visit [www.nhs.uk/conditions/contraception/contraceptive-implant](http://www.nhs.uk/conditions/contraception/contraceptive-implant)

### *Congratulations Wendy*

Congratulations go to Wendy Sewell, who completed her HCA training earlier this year and passed her Diploma.

Wendy originally came to the Practice as a visiting Phlebotomist from the DGH. She then became employed by the Practice and was able to share both her phlebotomy and secretarial skills. Wendy was keen to develop her treatment room skills further and began studying for the HCA Diploma whilst working at the Practice.

Her hard work has paid off and we are delighted to have a third, fully qualified HCA in the nursing team.

### *Coil Clinic*

Following Dr Lofts' retirement, Nurses Catherine and Deborah have taken over the running of the Contraceptive Coil Clinic.

Catherine and Deborah will see ladies for Coil Advice, Initial Fitting and Replacements.

Ladies who would like their coil removed without the need for a replacement, can book with either Catherine or Deborah, their own GP or Dr Graham and Dr Jenani who are also able to undertake coil removals.

### *Forthcoming Closures*

We will be closed for a Staff Meeting between **12:50 – 14:10** on **Thursday 16th August**

The Practice will be closed again for Staff Training between **14:00 - 17:00** on **Tuesday 21st August.**

Should you require urgent treatment or advice during the **above Staff Training Events**, please telephone **0300 55 55 252.**

## Bank Holiday Closure



We will be closed for the



**August Bank Holiday Weekend**

**Saturday 25th - Monday 27th August inclusive.**

To contact the Out of Hours GP Service, for urgent problems that will not wait until we are next open, please call NHS111 by dialling **111** on your telephone keypad.

Please remember to ensure you have sufficient medication to last over the long weekend. Calls to NHS 111 for routine medication put unnecessary strain on Out of Hours Services. 1 in 4 calls to the GP Out of Hours Service is for medication – please save this service for genuine urgent treatment and advice that you cannot plan for.

**Our normal opening hours will resume at 08:30 on Tuesday 28th August.**

## Pharmacy Extended Opening Hours

From Monday 2nd July Arlington Pharmacy extended its opening hours.

Their new opening hours are as follows...

**Monday – Friday: 08:30 - 20:00**

**Saturday: 09:00 - 13:00**

**Sunday: Closed**

**Please note the pharmacy will be closed on Monday 27th August for the Bank Holiday.**



## Patient Access - New-look Website

Emis, our software supplier, have redeveloped the patient website for online services. Many of you will have already experienced this when ordering your prescription or booking an appointment online.

You can still access the website by visiting the original address, <https://patient.emisaccess.co.uk>. You will be forwarded to the new site by clicking on 'continue to patientaccess.com'. Your login details will remain as they were for the original website. We hope you will find their improvements beneficial.

## NHS National Opt-Out - Your Data Matters to the NHS

Information about your health and care helps us to improve your individual care, speed up diagnosis, plan your local services and research new treatments.

In May 2018, the strict rules about how this data can and cannot be used were strengthened. The NHS is committed to keeping patient information safe and always being clear about how it is used.

You can choose whether your confidential patient information is used for research and planning. To find out more visit: [nhs.uk/your-nhs-data-matters](https://nhs.uk/your-nhs-data-matters).



YOUR DATA MATTERS

For more information about your data rights please visit the Your Data Matters campaign at [ico.org.uk](https://ico.org.uk)

## *CQC Inspection and Report*

**A**t the beginning of March we were inspected routinely by the Care Quality Commission (CQC). We have once again been rated 'Good'. We were largely very pleased with the report and were encouraged by the positives documented by the CQC.

**T**he CQC gives organisations an overall rating but also breaks down the report into the following categories, which receive a rating of their own.

*Safe, Effective, Caring, Responsive and Well-led.*

**T**he CQC also looks specifically at how well the Practice provides for the following population groups...

*Older people, People with long term conditions, Families Children and Young People, Working age people, People whose circumstances may make them vulnerable, People experiencing poor mental health (including those with Dementia).*

**A**nyone who has already read our report (this is available via link on the home page of our website) will have not failed to notice that disappointingly the Practice received 'Requires Improvement' for the category 'Are Services Safe?' The reason given by the CQC for this rating was...

"Risk assessments were completed in relation to safety issues however some were incomplete or overdue and the infection control audit was incomplete and required further work."

**W**e would like to reassure our patients that both health and safety and infection control are both items at the top of our agenda and extensive work had been and continues to be carried out in these fields by our Health and Safety and Infection Control Leads. Although the CQC understood that we were aware of the outstanding work we needed to do and the Infection Control Audit was scheduled to take place shortly after the CQC visit, they are obliged to rate the Practice as it stands at the time of their visit. The CQC will reassess just the area that required improvement in six months' time and we are confident they will be satisfied with the work that has been carried out.

**E**ncouragingly, although we had not completed our Infection Control Audit at the time of their visit, it was carried out shortly after and showed our infection control procedures to be very robust.

## *General Data Protection Regulation*

### *Your data,, privacy and the Law*

**H**ow we use your medical records in accordance with General Data Protection Regulation (GDPR).

**T**his practice handles medical records according to the laws on data protection and confidentiality.

- We share medical records with health professionals who are involved in providing you

with care and treatment. This is on a need to know basis and event by event.

- Some of your data is automatically copied to the Shared Care Summary Record.
- We may share some of your data with our local out of hours / urgent or emergency care service.
- Data about you is used to manage national screening campaigns such as Flu, Cervical cytology and Diabetes prevention.
- Data about you, usually de-identified, is used to manage the NHS and make payments.
- We share information when the law requires us to do, for instance when we are inspected or reporting certain illnesses or safeguarding vulnerable people.
- Your data is used to check the quality of care provided by the NHS.
- We may also share medical records for medical research.



To view our privacy notices, please visit our website at [www.arlingtonroadsurgery.nhs.uk](http://www.arlingtonroadsurgery.nhs.uk), alternatively they are available to read in a folder in our ground floor, reception waiting area.



## *Prescribing items that can be bought over the counter*

The CCG have recently issued guidance to GP's about medications that should be purchased over the counter by the patient to treat common complaints, and not prescribed under the NHS.

Our GPs support this view and whilst we could give many examples, one that stands out and one that most people can probably relate to is the prescribing of mild analgesia/anti-inflammatories. Paracetamol can be purchased for as little as 25p for 16 tablets. Should you need to take paracetamol four times a day for one week for a short-term condition, this would add as little as £1 to your weekly shopping bill. However, the current prescribing trend of simple analgesia is costing the NHS around a staggering £38,200,000 per year!

These items among others contribute greatly to the NHS Annual Prescribing Spend and can be purchased relatively inexpensively from supermarkets or pharmacies.

The following conditions/medications should be treated/purchased over the counter without a prescription.

**Items of limited clinical effectiveness** – Probiotics and Vitamins & Minerals

**Self-Limiting Conditions** - a condition that will usually get better without treatment.

Acute Sore Throat	Cradle cap
Infrequent cold sores of the lip	Haemorrhoids
Conjunctivitis	Infant Colic
Coughs, colds and nasal congestion	Mild Cystitis

continued overleaf...

## Minor Conditions Suitable for Self-Care

Mild irritant dermatitis

Dandruff

Diarrhoea (adults)

Dry eyes/Sore tired eyes

Earwax

Excessive sweating

Head lice

Indigestion and heartburn

Infrequent constipation

Infrequent migraine

Insect bites and stings

Mild acne

Mild dry skin

Sunburn due to excessive sun exposure

Sun protection

Mild to moderate hay fever/seasonal rhinitis

Minor burn and scalds

Minor conditions associated with pain, discomfort/fever (eg. aches and sprains, headache, period pain, back pain)

Mouth ulcers

Nappy rash

Oral thrush

Prevention of dental caries

Ringworm/Athletes foot

Teething/Mild toothache

Threadworms

Travel sickness

Warts and verrucae



**ONE YOU**  
**EAST SUSSEX**

**W**hether you'd like help to lose weight, stop smoking, drink less or get active, One You East Sussex is a FREE service to help you look at your lifestyle choices, put yourself first and do something about your own health.

You can work with one of our Health Coaches at a clinic near you, join our Adult Weight Management classes or have one to one stop smoking support.

All our services are FREE and held in various locations across East Sussex.

Whether we are eating the wrong things, drinking more than we should, continuing to smoke despite everything we know, or just not being active enough, these small things can add up to an unhealthy you.

Making better choices today can have a huge influence on our health, and could prevent conditions like type 2 diabetes, cancer and heart disease, and reduce our risk of suffering a stroke or living with dementia, disability and frailty in later life. But it's not easy in our busy lives.

The good news is we can fight back.

One You East Sussex can help you get back to a healthier you, and support you to make simple changes towards a longer and happier life.

We will provide one to one support and encouragement every step of the way with your own personal health plan. You are not alone –

Call us on: **01323 404600** Email us on: **hello@oneyoueastsussex.org.uk**

Search us on: **www.oneyoueastsussex.org.uk**

**READY FOR A NEW YOU?**