

THE ARLINGTON ROAD MEDICAL PRACTICE NEWSLETTER



May 2013

STOP PRESS! PHARMACY GRAND OPENING

We are pleased to say that all is on schedule for the grand opening of our new Pharmacy on **Monday 13th May**. It is amazing that so much can happen in so little time. Our builders prepared the space previously occupied by Dr Deery and Dr Rajap and handed it over to the pharmacy team on Monday 15th April. They confidently assure us that it will be fitted out, stocked with medicines and staff all trained in time for opening day - a total of just 4 weeks from start to finish.

It will be a great resource for us all. Obviously it will be convenient for anyone collecting a prescription immediately after seeing the doctor. However, it will be open for 100 hours each week (from 7am until 10.30pm Monday to Saturday and from 10am to 5pm on Sundays) so is much more convenient for collecting regular and repeat prescriptions.

The Pharmacy operates as a normal pharmacy and can be used by anyone, whether or not they are registered at our surgery. When the surgery is closed and the pharmacy is open prescriptions waiting for collection will be left in the pharmacy. The services that will be provided by the pharmacy are freely available to use by all and use is not restricted in any way. You are free to choose any pharmacy from which to have your prescribed medicines dispensed and you are not "locked in" to any pharmacy service provider. The pharmacy team are looking forward to providing everyone with an exceptional level of customer service so do drop in and meet them.

The rest of the building work is going well. We hope to be using the new consulting rooms on the first floor by the beginning of May and the lift should be in and working before the end of May, we hope. There will be disruption throughout the next few months as all the waiting rooms and corridors are redecorated and the carpets replaced with vinyl flooring. We apologise for any inconvenience but we are sure that the end result will make it worthwhile.



Rumour Quashing! **A**s you may have seen in the Press, from April 1st GPs took over much of the NHS's budget and in Eastbourne our Commissioning Group is composed of GPs and NHS Managers. None of the Arlington Road GPs are directly involved but we give our opinions to the Commissioning Group when asked.

Continued overleaf...

Some people have associated this change with our surgery redevelopment, which has been in the planning for the past two years since we were notified that we could spend £175,000 of 'Freed up resources' made available a few years ago when we and two other practices spent less than our allocated budget. We decided to use that money to install a lift and improve our facilities as much as we could.

We would like to reassure everyone that the NHS is not paying for the rest of the work that we are doing and is not paying for the Pharmacy. We estimate that the whole project is costing around £800,000 and we are having to borrow most of that money from the bank!



Are you a Carer? Do you look after someone who couldn't manage without your help?

A carer is 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.

If you are a carer and have not already let us know, please let the girls on reception know. We have a Carer's Register and we will add your name to our register, this will entitle you to an annual flu vaccination and an annual Carer's healthcheck. We have the Careline Magazine in our waiting room which is produced by the Care for the Carers team - please feel free to take a copy if you feel this is relevant to you or will help you in any way.

You may also want to contact Care For The Carers who are based in Eastbourne and offer lots of help, support and advice to Carers. Their contact details are :

Care For The Carers
Highlight House
8 St Leonards Road
Eastbourne
BN21 3UH
Telephone: 01323 738390
Web address - www.cftc.org.uk

Mandy, our Deputy Practice Manager at the Surgery, is soon going to begin work on The Carers' Charter which improves standards for carers and will be joining the Carers Lead Network, any further information we have on either of these will be published in further newsletters.

Telephone Numbers

Please 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.



Thank you!

Thank you to the Doctors, staff and Patient Forum members for making cakes & donating books, CDs and DVDs to sell on Red Nose Day. We raised **£328.89** for Comic Relief so thank you for your generous donations.

A big thank you also goes to the Patient Forum members for running the stalls all day!

Some interesting facts...

- * We have **12,000** patients registered at the Practice.
- * **5,500** patients are on regular repeat medication
- * That's over **250,000** prescription items a year.
- * **3,000** patients have been seen at the surgery in the past month (by doctors and nurses).
- * **10,000** patients seen at some time in the past year.
- * **1,600** patients seen more than 10 times in past year.
- * **3,700** patients have been seen for a 'Chronic Disease' check-up in past year.
- * **1,500** patients are smokers.
- * **1,300** patients have been offered support to help give up smoking in past year.
- * We administered **3,000** annual flu vaccinations.