

THE ARLINGTON ROAD MEDICAL PRACTICE NEWSLETTER



December 2015

Christmas Opening Hours

Thursday 24th December - Closed from 2.00pm*
Friday 25th December - Closed
Monday 28th December - Closed
Friday 1st January - Closed

*For urgent advice or treatment between 2.00pm - 6.00pm on Christmas Eve, please call 01323 727 531.

We will be open at our usual times on all other **weekdays** over the Christmas period.

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

Please remember to order your prescriptions in plenty of time before we close for Christmas

We take this opportunity to wish all of our patients a Merry Christmas and a Happy New Year!

TEXT SANTA®

CHRISTMAS JUMPER DAY
18 DECEMBER 2015

The Surgery staff will again be participating in the Christmas Jumper Day on 18th December to raise money for Charity.

Staff will be paying £2 to sport their favourite festive knit

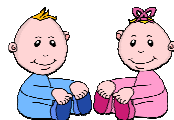
Monies raised will be divided between Macmillan Cancer Support, Make-A-Wish UK & Save the Children.

There will be a collection box at the Surgery on the day if you wish to contribute.

Child Immunisation Clinics

There will be **no Child Immunisation Clinics** on **Wednesday 23rd and Wednesday 30th December**.

Clinics will recommence on Wednesday 6th January 2016.



New Staff

Dr Alexandra Graham – Salaried GP

We are delighted to welcome Dr Alexandra Graham to the Practice Team. Dr Graham joined us on Tuesday 24th November as a Salaried GP. She does not have her

own list of patients and is therefore available to offer additional appointments to all patients and take her turn on the various Surgery rotas thus helping to free up appointments for our GP Partners who have their own list of patients.

Dr Graham is a Brighton Medical School Graduate and completed her Training in London. She has now returned to Sussex to start her career in General Practice.

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Nursing Staff - continued from page 1 We are pleased to announce that we have been able to recruit two Practice Nurses to replace the hours lost to Nurse Chris Domoney's retirement and Nurse Sue Kitchener's reduced hours. Nurse Tessa Penney joined us at the beginning of November and Nurse Loraine Patterson-Snell will be joining us at the beginning of January.

Dr Mikaeil Mirzaali - FY2 Trainee Dr Mirzaali joined us on Wednesday 2nd December for a four month placement in General Practice. His predecessor was Dr Chris Bano who finished his placement with us on Tuesday 1st December and is now continuing his hospital training.

You can read more about the role of an FY2 Doctor on our website at www.arlingtonroadsurgery.nhs.uk/making-appointments and click on the [Training Practice](#) tab.

STAY WELL THIS WINTER

Winter health advice - Cold weather doesn't have to go hand in hand with illness. Here are some simple things you can do to help yourself stay well this winter.

Keep warm – this may help prevent colds, flu or more serious health conditions such as heart attacks, strokes and

pneumonia.

Eat well – food gives you energy, which helps to keep you warm. So, try to have regular hot meals and drinks throughout the day.

Get a flu jab – flu vaccination is offered free of charge to people who are at risk, pregnant women, carers and some young children to ensure that they are protected against catching flu and developing serious complications.

Common winter illnesses...

- **Colds** – to ease the symptoms of a cold, drink plenty of fluids and try to rest. Steam inhalation and vapour rubs can also help. Prevent colds from spreading by washing your hands thoroughly, cleaning surfaces regularly and always sneeze and cough into tissues, throwing them away after use.
- **Sore throats** – a sore throat is almost always caused by a viral infection, such as a cold. Try not to eat or drink anything that's too hot, as this could further irritate your throat; cool or warm drinks and cool, soft foods should go down easier.
- **Asthma** – a range of weather-related triggers can set off asthma symptoms, including cold air. Covering your nose and mouth with a warm scarf when you're out can help.
- **Norovirus** – this is also known as the winter vomiting bug, although it can cause diarrhoea too. The main thing to do to is drink plenty of water to avoid dehydration. You can also take paracetamol for any aches, pains or fever.

Flu – if you're 65 or over, have a long-term health condition such as diabetes or kidney disease, flu can be life-threatening, so it's important to seek help early. However, if you're generally fit and healthy, the best treatment is to rest, stay warm and drink plenty of water.

Seeking Treatment and Advice...

Pharmacists are expert in many aspects of healthcare and can offer advice on a wide range of long-term conditions and common illnesses such as coughs, colds and stomach upsets. You don't need an appointment and many have private consultation areas, so they are a good first port of call. Your pharmacist will say if you need further medical attention.

For more information about how to 'stay well this winter' visit www.nhs.uk/staywell.



On the Day Appointments Every day, unless a doctor is off sick, we are able to open up two whole surgeries worth of appointments. These are routine appointments that are offered on a first come first served basis. Once these appointments are gone our receptionists will ask if your problem is urgent or whether you would like to pre-book an appointment for another day. If you feel your problem is urgent then the receptionist will arrange for the Triage Doctor to call you back. At this point our receptionists are often faced with a lot of abuse about us not having appointments available on the day. We would like to take an opportunity to clarify this situation.

We do have appointments available for that day but we have to have a way of managing these appointments and triaging urgent requests is how we go about it. The Triage Doctor will phone you back and will often be able to deal with your problem over the telephone. However, if the doctor feels you need to be seen then they will book you into one of our urgent appointments for you to come down to see a doctor, this may even be by your own GP if he or she is working that day.

On a daily basis the number of calls the Triage Doctor deals with far exceeds the number of patients that he or she actually books into an appointment with a GP. This shows that the calls being triaged by a Clinician better manages both our resources and your care than if the receptionists just booked everyone an appointment who says their problem is urgent for today.



Test Results



Please remember that it is your responsibility to contact the Surgery to enquire about your test results. Please do not assume that because you have not heard from us that your results were completely normal and no further action/treatment is required.

Our admin staff are available to give out test results in the afternoon between 2-4pm.



Missed Appointments

Following on from our article in the October/November Newsletter the number of unattended appointments continues to be a problem and a huge waste of NHS resources.

During October there were 85 missed GP appointments and 95 missed Nurse appointments.

During November there were 95 missed GP appointments and 83 Nurse appointments.

If you are unable to keep your appointment or no longer need it, please have the courtesy to contact the Practice and cancel. If you have signed up for online services you can cancel your appointment at any time of day or night without the need to make a telephone call.



Parking

We are very aware of the parking difficulties that patients experience when visiting the Surgery. We are sorry there is nothing we can do to make this easier for you but hope the following information is useful.

Local public car parks...

Enterprise Centre
Junction Road Multi-storey Car Park

There is free restricted 2 hour parking on the Surgery side of Arlington Road which helps to free up spaces a little throughout the day.

The practice has a free phone Taxi for Sussex Cars in the entrance hall for your use, this may be an easier option if you find being unable to park in close proximity difficult.



Please do not park in or across the Surgery staff car park as access is required at all times. Thank you.