

THE ARLINGTON ROAD MEDICAL PRACTICE NEWSLETTER



December 2016

Surgery Christmas Opening Hours

Friday 23rd - Open until 2.00pm*
Saturday 24th & Sunday 25th - Closed as usual
Monday 26th & Tuesday 27th - Closed
Monday 2nd January - Closed

*For urgent advice or treatment between 2.00pm - 6.00pm on Friday 23rd, 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!

Pharmacy Christmas Opening Hours

Arlington Road Pharmacy will be closed on the following dates over the Christmas and New Year period...

Sunday 25th December
Monday 26th December
Tuesday 27th December
Monday 2nd January

On all other days they will be open at their usual opening hours which are...

Monday-Saturday 7:00am – 10.30pm.
Sunday : 10.00am – 5:00pm



Child Immunisation Clinics

There will be no Child Immunisation Clinic on **Wednesday 28th December.**

Clinics will recommence on **Wednesday 4th January.**



Prescription Requests

Please remember to order your prescriptions that will be due around Christmas in plenty of time. Also ensure you have enough of all of your medications to cover the Christmas Period.

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 can't plan for.



Non-Seasonal Surgery Closures

We will be closed for Staff Training...

Between 12.50 – 2.10pm on **Wednesday 14th December 2016** & **Monday 9th January 2017**

Should you require urgent treatment or advice during the Staff Training Events, please telephone 727531.

Wasted Appointments

In November alone there were a total of **214** missed appointments

The number of appointments that patients fail to attend gets worse on a monthly basis.

In October a shocking 200 appointments were missed by patients. This rose again in November to 214.

The November figures break down to **94 wasted GP appointments** and **120 wasted Nurse appointments**. **A total of 50 hours of wasted clinician time in one month.**

If you can imagine one of our clinicians having appointments booked end to end from 8.30-18.30 for a whole week and not one single patient turning up, that is the equivalent to the consultation time lost in November.

When we are short of appointments and are not always able to offer patients what they would like, it is frustrating beyond measure to see so many wasted appointments. If you no longer need an appointment, please have the courtesy to cancel it so that it can be made available to another patient.



New Computer System



Thank you for your patience during the transitional period between our old and new computer systems. It has been, and at times continues to be, a real challenge for both clinical and non-clinical staff.

Even when we feel 99% confident, there is always the first time that a certain situation or task has cropped up for a member of staff since the change. At these times it will inevitably take longer for that member of staff to deal with your request than it would have done previously.

Your continued patience is much appreciated.

Registrar Comings and Goings

Dr Renuka Boniface has now finished her current training with us, we thank her for her input into the team and wish her well in her future training and career.

Dr Charlotte Pay (FY2 Doctor) and Dr Shubhadra Rai (ST2 Doctor) will join us on 7th December.

Online Services

We apologise that Online Services have been unavailable since we changed over to our new computer system. Whilst we know many patients like to be able to use Online Services, there were many other aspects of our services that we had to prioritise and ensure the smooth running of before re-instating Online Services.

Our plan is to begin re-registering patients who were previously registered for Online Services in the New Year. You will be contacted by the Practice when your new account is ready for activation, we plan to have all patients who were previously registered with the old service re-registered by 31st March 2017. Thank you for your patience.



Abuse towards our staff will not be tolerated

We realise our services have been under pressure recently and we are not able to be as flexible with offering exactly what patients want in the way of appointments. However, even under extreme pressure we always ensure that urgent problems are seen on the day.

Our receptionists have been subject to a lot of verbal abuse, which will not be tolerated. Our Receptionists are not deliberately obstructive and would love to be able to book every patient exactly when they would like to be seen and with their preferred doctor, but unfortunately are unable to do so. Shouting and swearing at our staff or comments like 'I'll just die then' when you have been offered an emergency appointment or triage call with one of our doctors is uncalled for.

Our staff are trying to help each individual patient in the best way they can with the resources that are available to them. Please treat them with the same respect as you would wish to be treated.

Thank you to all of our patients who understand the pressures General Practice is under and work with us when we are trying to help you.

Not had your Flu Vaccination yet?

If you are eligible for a Flu Vaccination and have not yet made an appointment, there is still time. You can either make an appointment with the Practice Nurse specifically for the vaccination or if you have an appointment booked for something else with either a Doctor or Practice Nurse, please ask during your consultation.

Love In A Box

We have once again supported the Mustard Seed Charity by collecting for their appeal.

The closing date for all boxes to reach us was 30th November.

Thank you for your support.



"Showing Love in Action"



Save the Children
**CHRISTMAS
JUMPER DAY**

The Surgery staff will again be participating in the Christmas Jumper Day on Friday

16th December.

Our staff will pay £2 each to participate and there will be donation boxes in the Surgery on the day if you would like to sponsor our staff for sporting their best festive knit!



Christmas Food Parcels



We are collecting non-perishable foods and toiletries, such as toothbrushes, toothpaste, soap etc. on behalf of Eastbourne Foodbank and the Salvation Army for their Christmas Appeals.

Any donations that we receive will be divided evenly between the two causes.

If you feel able to support this collection, please donate any items to us by **20th December 2016**.

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.



Arlington Road is now a collection point for Sal's Shoes



There are 300 million children in the world for whom walking with shoes is a rarity. This makes them extremely vulnerable to infection by parasites, such as hookworm; while injuries to the feet and ankles can lead to ulcers and other conditions which are almost always left untreated. Without shoes, many children are not permitted to attend school.

Sal's Shoes: Crossing continents to make sure that your used, loved (and barely worn) outgrown children's shoes are delivered straight from you to those in need. For more information visit www.salsshoes.com or pick up a leaflet in the Surgery.

THE PATIENT PARTICIPATION GROUP NEWSLETTER



December 2016

This newsletter is prepared by the Arlington Road Patient Participation Group (PPG). The PPG consists of a group of patients whose aim is to make a positive contribution to the services offered to patients at the Surgery. The PPG meets every 6 weeks; every other meeting they are joined by representatives of the Practice Staff.

Items in this newsletter are of personal interest to members of the PPG who feel the information contained therein may be of benefit to other patients. The content is not necessarily endorsed by the Practice.

The Macmillan Horizon Centre

On March 18, 2014 Her Majesty's Lord Lieutenant of East Sussex, Peter Field, cut the turf to mark the start of work on building the Macmillan Horizon Centre.

The construction of the new state-of-the-art, multi-million pound Macmillan Horizon Centre is a partnership jointly funded by the Sussex Cancer Fund and Macmillan Cancer Support. It is being built on land provided by the NHS, opposite the Sussex Cancer Centre entrance in Bristol Gate, Brighton.

The vision was that the Macmillan Horizon Centre would be a catalyst and be at the heart of developments across the whole of Sussex in providing a non-clinical environment giving a range of information, support, practical, emotional and financial services for people across Sussex for people living with cancer, their families and friends including

- Specialist cancer information, advice and quality resources
- Counselling and psychological support services. An important aspect of cancer patient care is the provision of effective psychological support. It is recognised that while the majority of people will be able to cope with the emotional distress associated with cancer, there is a significant minority who are not able to do so without the help of professionals within the cancer field. These people need to be offered psychological support appropriate to their needs, with those experiencing particular distress referred to professionals with specialist expertise. The sessions will be on a one to one basis unless otherwise stated.
- Complementary therapy, providing a range of therapies such as massage, reiki, aroma and relaxation therapies.
- Physical activity services and support as the Centre progresses.
- Welfare benefits advice and support to deal with any money worries.
- Hair, skin and nail care.

Continued overleaf

bra fitting service, tattoo, scar and stencils information.

- Dietary advice.
- Self help and support groups as the Centre progresses
- Other support and social activities as the Centre progresses.
- Transport information and advice.
- Social media support.

Volunteers will play a vital role at the Macmillan Horizon Centre offering their expertise, knowledge, help and support.

On Monday, 7 November, 2016 there was a simple ceremony with a cake cutting to mark the opening of the centre. There will be a full official launch and opening early next year.

A phased opening is operating at present and includes the café, appointments for Welfare Benefits and some counselling appointments.

To find out more details and information:

Website: www.macmillan.org.uk/horizoncentre

Telephone: 01273 468 770

Address: 2 Bristol Gate, Brighton, BN2 5BD.

Pamela Luther, PPG Member



Yes I donate
ORGAN DONATION

You may be aware that the PPG held an Organ Donation Awareness Day in the Surgery waiting area on Monday 10th October.

A word from Maureen Pereira who organised the event...

Most of us recycle, but do we ever consider recycling ourselves through organ donation?

Every 30 minutes someone is added to the organ transplant list and 30 people die every day waiting for an organ transplant.

There is no age limit for organ donation and just one donor could save 8 lives.

If you or a loved one could have the gift of life by taking an organ would you also be willing to give one?

Two of my grandchildren were in intensive care waiting for a transplant. Thanks to the generosity of two donors they are both now healthy and happy with that gift of life.

One last thing. If you should decide to go on the donor register please remember to tell your family.