

THE ARLINGTON ROAD MEDICAL PRACTICE NEWSLETTER



December 2017

Surgery Christmas Opening Hours

Friday 22nd - Open until 2.00pm*

Saturday 23rd & Sunday 24th - Closed as usual

Monday 25th & Tuesday 26th - Closed

Monday 1st January - Closed

*For urgent advice or treatment between 2.00pm - 6.00pm on Friday 22nd, 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 & Healthy New Year!

Pharmacy Christmas Opening Hours

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

Monday 25th December

Tuesday 26th December

Monday 1st January

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

Mon - Fri: 8.30am–6.30pm

Saturday & Sunday: Closed



Child Immunisation Clinics

There will be no Child Immunisation Clinic on **Wednesday 27th December**.

Clinics will recommence on **Wednesday 3rd 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 cannot plan for.



Non-Seasonal Surgery Closures

We will be closed for Staff Training...

Between 12.50 – 2.10pm
on Thursday 14th December 2017
& Monday 15th January 2018.

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

Registrar Comings and Goings

Dr Hyongu Cho has now finished his current training with us, we thank him for his input into the team and wish him well in his future training and career.

Dr Iye Kolawole (ST1 Doctor) and Dr Isobel Morley (FY2 Doctor) have now joined the Practice team for the next four months.

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.

In November alone there were a total of

144

missed appointments

If you no longer need an appointment you have booked, please have the courtesy to cancel it.

You can cancel appointments by...

- 1. Phoning the Surgery at any time of day or night and leaving a message.**
- 2. Logging into your Online Services account - appointments can be cancelled at any time of day or night.**
- 3. Replying 'CANCEL' to your automated SMS appointment reminder.**

L♥ve In A B♥x

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

The closing date for all boxes to reach us was 24th November.

Thank you for your support.



"Showing Love in Action"



Our Eastbourne Foodbank appeal is ongoing, (see November newsletter) if you would like to contribute, please hand any items in to Reception.

Our November newsletter listed the items they appreciate. You can check on foodbank website (eastbourne.foodbank.org.uk) which items they are most in need of. At the time of publication of this newsletter their most urgently need food items are...

Tinned fruit (400gms), Tinned tomatoes, Tinned meat, UHT milk (1 litre), Tomato based pasta sauce.

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...

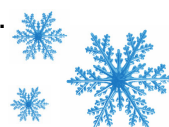
- **Colds** – to ease the symptoms of a cold, drink plenty of fluids and try to rest. Steam inhalation and vapour rubs can also help. Prevent colds from spreading by washing your hands thoroughly, cleaning surfaces regularly and always sneeze and cough into tissues, throwing them away after use.
- **Sore 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.





Telephones and Call Recording



We now have our new telephone lines installed. We would firstly like to apologise for any difficulty you may have had in getting through to the Surgery in the first couple of days after installation. We did have some slight issues with the lines settling, but this has now been fully resolved.

Our call recording software will be installed early January, this will mean that all calls be recorded for quality and training purposes.



Physiological
Measurements Ltd.

New NHS Community Ultrasound Service running at Arlington Road Surgery

Arlington Road Surgery has partnered with Physiological Measurements Ltd (PML), an award winning NHS provider of diagnostic services, to offer NHS Ultrasound Services at the Practice. This means any patients in the local area that have been referred for an ultrasound scan now have the convenience of being seen at Arlington Road Surgery rather than travelling to Eastbourne District General Hospital or the Conquest Hospital in Hastings.

Who are Physiological Measurements Ltd (PML)?

PML are an established NHS business partner for over 10 years and work seamlessly with the NHS and your local area to provide you with ultrasound diagnostics close to your home in the community. PML are very proud of the quality services they provide and are thrilled that 99% of patients that access their service recommend them.

For more information on PML visit www.physiologicalmeasurement.com. Like PML on Facebook www.facebook.com/PhysiologicalMeasurements or follow PML on Twitter [@Physiological_M](https://twitter.com/Physiological_M)

How do I get referred to Physiological Measurements Ltd (PML) at Arlington Road Surgery for my Ultrasound Scan?

Once your GP has identified what Ultrasound test you require, your GP will refer you directly for your test. You may want to discuss with your GP where you would like to have your test and request you are seen by PML at Arlington Road Surgery. Once you have been referred to PML you will then be contacted by their patient management centre on 01691 676496 to arrange an appointment.

Once your ultrasound scan has been completed by the sonographer, a report will be sent directly to your GP within 5 days. Only certain aspects of the examination may be discussed at the time of the scan with you. Any further examinations and clinical treatments will be discussed between you and your GP.

Can all Ultrasound Scans be performed by PML?

No, the service is for adult patients only and they do not perform Obstetric Ultrasound Examinations. They can, however, perform the following Ultrasound Scans on receipt of referral from your GP....

General Abdominal · Gynaecological · Renal/Bladder/Prostate · Testicular ·
Musculoskeletal · Vascular

THE PATIENT PARTICIPATION GROUP NEWSLETTER



December 2017

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.

Recent Patient Satisfaction Survey

The PPG would like to thank all patients who took part in the recent doctor's survey. This survey was quite long, took some thought and had to be completed **after** you had seen the doctor. We realise that in many cases, this was inconvenient and, therefore, we are even more grateful to those of you who helped.

Special thanks must also go to Teresa Comba, who not only spent a great deal of time answering questions from patients about the survey, but who also organised the entire timetable for the rest of the PPG to come into the Practice and help carry out the survey. Thank you, Teresa. Neither the doctors, nor the PPG members could have coped with everything without you.

Unfortunately, but understandably, Teresa has now resigned as Chair of the PPG after 10 years in the job. As soon as we have elected a new Chair, we will let you know who it is.

In the meantime, all members of the PPG send best wishes to all patients, medical practitioners and administrative staff at the Arlington Road Medical Practice for a warm and happy Christmas, and good health throughout 2018.