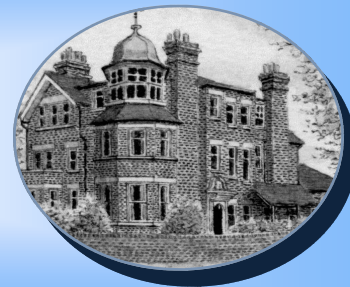


THE ARLINGTON ROAD MEDICAL PRACTICE NEWSLETTER



March-April 2017

Happy Retirement Sue

After 27 years of loyal commitment to the Practice, Head Nurse, Sue Kitchener is retiring at the end of April. Sue will be sorely missed by doctors, staff and patients alike. We take this opportunity to publicly thank Sue for all of her hard work over the years and wish her a long and relaxing retirement enjoying the company of her grandchildren, touring the country and creative crafts!

We are pleased to announce that two of our existing Nurses, Kate Van Wyk and Catherine Robinson, will be taking on the joint role of managing the Nursing Team. We congratulate them on their promotion and wish them every success in the role.

Many of our patients with children will know Sue from the Baby Immunisation Clinic on a Wednesday morning. Nurses Catherine and Loraine have been running some of the clinics in recent months and will be taking over this role between them.



A word from Sue...

I came to Arlington Road as a Practice Nurse in 1989 when there were 5 Doctors and 4 Nurses and the building was about a quarter of the size it is now.

I can honestly say that the last 27 years have been spent working with some wonderful people who I am glad to be able to call my friends. There have been times I've laughed about things that have happened at work and times when I've cried but I never felt that I wanted to be doing any other job!

At a time when there is such a massive demand on GP's and their staff, I can only hope that more Doctors and Nurses still keep signing up for what can be a bumpy; but very rewarding ride!

I'm looking forward to spending a lot more time with my young grandchildren and travelling in the Motorhome we bought last year and fiddling around making crafty things!

Farewell Sue!



Forthcoming Surgery Closures

We will be closed for Staff Training...

Between **1.45 & 5.00pm on Thursday 9th March & Tuesday 25th April**

Between **12.50 & 2.10pm on Wednesday 15th March & Thursday 13th April**

Should you require urgent treatment or advice during the **above** Staff Training Events, please telephone 727531. If you require urgent treatment or advice during the event **below**, dial 111.

We will also be closed between **12.30 & 6.00pm on Thursday 30th March.**

Easter Bank Holiday Weekend

We will be closed for the Easter Bank Holiday Weekend

Friday 14th April—Monday 17th April 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.



Happy Easter!



In February alone there were a total

193

missed appointments

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

You can cancel appointments by phoning the Surgery on 727531 between the hours of 8.30am-6.00pm. Alternatively, if you are registered for Online Services, appointments can be cancelled by logging into your account at any time of day or night.



Online Services



We are well on track with completing the re-registration process for all patients who were registered for Online Services with our old computer system. If you were registered for the old service and have not received an email from us by 31st March 2017, please contact the Surgery as it may be that we do not have a current email address for you – please check your Spam Box before contacting the Surgery.

The email you should have received will be from **pos-arlington (NHS EASTBOURNE, HAILSHAM AND SEAFORD CCG)** and the subject will be **Arlington Road Medical Practice – Online Services**.

If you are able to **collect your registration token from the Practice as soon as possible** we would be extremely grateful. Having had to reprocess over 1000 registrations, we have a large number of tokens awaiting collection at reception.

If you have received an email from us but no longer wish to be registered for Online Services, please can you let us know by emailing us at EHSCCG.pos-arlington@nhs.net, and we will deactivate your registration and destroy the token. Many thanks.

If you have not been previously registered for Online Services, you can now apply to register. Registration forms are available from reception and on our website at www.arlingtonroadsurgery.nhs.uk, along with information about Online Services, how to register and the ID that is needed to complete the process.

Zero Tolerance

We operate a Zero Tolerance Policy and will not tolerate verbal or physical abuse of our staff.

Your Doctor will be informed of such incidents and you may be deregistered from the Practice.



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.

Giving Feedback to the Practice about our Services

We value feedback about our services and your experience. It is important that we know when we are not meeting patient expectations and providing as good a service as we would wish but it is also encouraging and morale boosting at the end of a busy day to receive positive feedback when you are happy with your care and treatment.

There are a number of ways you can give us feedback...

1. The Friends and Family Test

This simple, anonymous survey asks patients 'We would like you to think about your recent experiences of our service... How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?'

· Extremely likely · Likely · Neither likely nor unlikely · Unlikely · Extremely unlikely · Don't know.

It then asks... 'Can you tell us why you gave that response?' and finally asks 'If we could change one thing about your care or treatment to improve your experience, what would it be?'

The Friends and Family Test can be completed as often as you like. Some patients may choose to complete a survey after every visit, others may only feel inclined to complete a survey if something particular has struck them about their care on that occasion.

You can complete the survey online via our website at www.arlingtonroadsurgery.nhs.uk or by posting a handwritten response in the box in our main reception waiting area.

2. NHS Choices

You can give feedback by visiting the NHS Choices website at www.nhs.uk, searching for Arlington Road Medical Practice and give us a rating on various elements of our services as well as posting free-text feedback. This again can be done anonymously.

The two above methods are ideal for giving feedback on our general services, such as appointments, prescriptions, reception, general attitude of clinical and non-clinical staff etc. However, if you have a grievance about your care or treatment, there may be other methods of feedback that are more suitable.

3. Constructive Criticism

We find anonymous grievances on the above methods of feedback very difficult to deal with. As we don't know who the patient or clinician is, nor the circumstances surrounding the grievance we are unable to look into what went wrong and are unable to learn from this to improve patient care in the future.

We realise that patients feeding back in this way, are doing so because they do not feel the grievance warrants a formal complaint, but we would like to be able to look into, deal with and learn from their grievance.

Giving feedback as constructive criticism would mean we would not deal with the feedback like a formal complaint, but it would aid us in improving patient care and is a far more constructive method than an anonymous negative review that we cannot begin to deal with.

4. Formal complaints

If you wish to make a formal complaint, please contact the Complaints Manager, Shirley Moth. You can talk to Shirley (or her deputy in her absence) either in person at the Surgery or by calling the Surgery on 727531. If you feel that your concerns remain unresolved you can put a complaint in writing to the Practice Manager. Our complaints procedure is available on our website or on request from reception.

Please be assured that giving feedback about your care will not affect the way you are treated by the Practice. We aim to work together with our patients to achieve the best possible outcome at all times.

Your Pharmacy... Your Choice

We deal with 30 pharmacies in the Eastbourne area, who can collect your prescription from us and dispense your medication ready for your collection. Many of these pharmacies also provide a delivery service for the housebound.

It is your choice which pharmacy you use. You can find a list of the pharmacies we deal with on our website and in our practice leaflet.

If you wish to change your nominated pharmacy at any time, please let us know and we can amend your records.



Updating your Contact Details & the Practice Area

Please remember to inform the Surgery if you move address or change your telephone number. Even if you are not currently receiving treatment from the Surgery an occasion may arise when we need to contact you.

To check whether your new address falls within our Practice Boundary, please visit our website at www.arlingtonroadsurgery@nhs.uk. From the homepage click on **New Patients** then select **Registration and Practice Area** you will find a link to a map which details our Practice Area.

You will see that we have an inner boundary for patients requesting to register who have never been registered with us before and an outer boundary in which we will honour a patient's registration if they move out of the inner boundary but within the outer boundary. If you move beyond the outer boundary, you will be asked to find another Practice closer to your new address.



Save the Children
**CHRISTMAS
JUMPER DAY**

Friday 16th December was Christmas

Jumper Day. The Surgery and Pharmacy staff donned their best festive knit to raise money for Save the Children.

Thank you all for your generous donations, which enabled us to send £32 to this worthwhile cause.



Friday
24 March

**Our Next Fundraising
Event**

Friday 24th March is Comic Relief's Red Nose Day.

The Surgery Team will once again be raising money by selling home-made cakes.

The Practice Participation Group will also be running a 2nd hand book, CD & DVD stall. Please do call in to see what we have on offer and help us raise money for Comic Relief.

If you would like to donate any books, CD's or DVD's for the stall, please do so by **Monday 20th March**. Thank you.



Sal's Shoes



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.

Thank You



Times flies and Christmas seems so long ago already! However, this is our first newsletter since Christmas and we would like to take this opportunity to thank you for your generous gifts and good wishes. We wish you all health and happiness for 2017.