

THE ARLINGTON ROAD MEDICAL PRACTICE NEWSLETTER



November 2017



New Telephone System



We hope you have noticed an improvement in our telephone system. Here are some of the changes we have made...

- We have simplified and shortened the initial message that you hear when telephoning the Surgery.
- We have added more options to help direct your call to the right person, eliminating the need for transferring your call when you get through to a receptionist.
- We have introduced 'place in queue' so you know how many people are ahead of you.
- We have extended the time that our prescription team can deal with your enquiries – 11.15-12.30 am and 2.30-4.00 pm.
- We have added an appointment cancellation line, which is available both in and out of hours. This can be reached in hours by pressing option 1 for appointments and then option 1 again for the appointment cancellation line. Out of hours this can be reached by selecting option 3. This allows you to leave a message giving the details of the appointment you wish to cancel, so that you do not have to wait to speak to a receptionist, should you wish to.
- Not only is our music on hold now intercepted with 'place in queue' information, we also now have the ability to play 'Comfort Messages' whilst you are waiting to get through to a receptionist. These messages will vary in content but are designed to give you useful information whilst you are waiting. They have the advantage that we have been able to shorten the information we give on our initial welcome message as patients previously found this too long and frustrating.

Further improvements to come...

Our lines will shortly change to SIP (internet based telephony) – this in itself will make no difference to our patients, but just means we have future proofed our communication systems in an ever-changing technological world.

In changing how our telephone lines are provided we have been able to add additional lines. Initially we will use the additional lines purely for outgoing calls. By doing so it will ensure that when we make outgoing calls we do not encroach on the number of incoming lines to the Practice, keeping those lines free for incoming calls.

When the new lines are installed we will also begin recording all calls for quality and training purposes. This will be announced on the initial welcome message when you telephone the Surgery.

Communications Needs

We want to ensure that you can read and understand the information we provide or send you.

If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

- We want to know if you need information in braille, large print or easy read.
- We want to know if you need a British Sign Language interpreter or advocate.
- We want to know if we can support you to lipread or use a hearing aid or communication tool.
- We want to know if your first language is not English and you need an interpreter.



Please tell the receptionist if you need any help with communicating with the Practice and we will do our best to meet your needs.

Dr Jenani Jegastheeswaran

Many of our patients will already know Dr Jenani, who completed her final year of training with us, finishing at the beginning of August this year.

We are delighted to announce that she has now joined the Practice team, from October, on a one year contract as a Salaried GP.

Our Current Registrars are...

Dr Denise Gosling, ST3, who will be with us for one year.

Dr Hyongyu Cho, ITP ST1, who will be with us for four months.

They both joined the Practice in August 2017 and we welcome them into the team.

Forthcoming Surgery Closures We will be closed for Staff Training...

Between 1.45 & 5.00pm on Thursday 23rd November

&

Between 12.50-2.10pm on Thursday 14th December

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

Arlington Road Pharmacy Under New Management

Arlington Road Pharmacy is now managed by **Day Lewis Pharmacies**. The Pharmacy is, as before, independent of the Practice. Please direct any feedback about the quality of their services to...

**Day Lewis House, 2 Peterwood Way,
Croydon, Surrey, CR0 4UQ.**

Their new opening hours are as follows...

Monday – Friday..... 8.30am to 6.30pm

Saturday..... Closed

Sunday..... Closed



Fees for Letters etc



If you are asking your GP to complete a form or write a supporting letter for you, please be aware that this falls outside the remit of NHS Services and will attract a fee.

When submitting your request at reception, you will be asked by the receptionist to pay up front for the form or letter as the doctors have, on a significant number of occasions, completed the work and then the patient has never collected the document and therefore not paid the fee.

A list of current fees can be found in the back of our Practice Leaflet and on our website under Clinics and Services – Non-NHS Services.

Baby Immunisation Clinic

Our baby immunisation clinic is held on a Wednesday morning between 9.30 - 11am.

No appointment is necessary, the clinic is run on a first come first served basis.



Are you a Military Veteran (Ex-Armed Forces)?



Military Veterans - Priority NHS Care

The UK Government has pledged to support Military Veterans, Ex-Forces with priority NHS care.

Who is defined as a veteran? 'A veteran is someone who has served in the armed forces for at least one day in the regular or reservist forces'. There are around 4.5m veterans in the UK. When servicemen and women leave the armed forces, their healthcare is the responsibility of the NHS.

All veterans are entitled to priority access to NHS hospital care **for any condition as long as it's related to their service**, regardless of whether or not they receive a war pension.

Veterans are encouraged to tell their GP about their veteran status in order to benefit from priority treatment if appropriate. Health related issues for veterans can manifest in a number of ways.

If you are a Military Veteran, please let reception your GP or nurse know so we can update your medical records.



Flu Vaccinations

If you fall into any of the groups below and have not yet had your flu vaccination, please contact us to arrange this.

Patients Eligible for Flu Vaccinations:

- Anyone aged 65+ (defined as those born on or before 31.3.1953)
- Patients aged over 6 months with the following conditions:
 - Chronic Respiratory Disease (asthma requiring repeated use of inhaled steroids) or COPD
 - Chronic Heart Disease
 - Chronic Kidney Disease
 - Chronic Liver Disease
 - Chronic Neurological Disease (including Stroke/TIA)
 - Diabetes
 - Asplenia or dysfunction of the spleen (this includes sickle cell disease and coeliac syndrome)
 - Immunosuppression (due to disease or treatment)

The following groups of patients also qualify

- Pregnant women
- People in long-stay residential or nursing homes
- Carer's



Children who fall into any of the above at-risk groups will be given Fluenz nasal spray. For those children who are aged between 2 years to less than 9 years, who have not had flu immunisation before, they will need two doses given a month apart. All other children will just need one dose. (any children who are immunodeficient will need to have the injectable flu vaccine and not the nasal spray).

Children in School Years – Reception through to Year 4

Children who are in Reception Class and School Years 1, 2, 3 & 4 will be offered Fluenz via the School Nursing Team. If you choose to have this done at school for your child, please will you contact us on the day the vaccination has been given so we can update your child's records immediately.

All children aged 2 & 3 years old

All children aged two & three years old are eligible for flu immunisation (ie those children born between 1.9.13-31.8.15). These children will be given Fluenz nasal spray instead of an injection. Children who are healthy and do not fall into any of the at risk categories will only require one dose of the nasal spray.

In **October alone** there were a total of **137** missed appointments. If you no longer need an appointment you have booked, please have the courtesy to cancel it.

You can cancel appointments by the following methods...

1. Phoning the Surgery on 727531—The appointment cancellation is available even when the Surgery is closed.
2. Replying CANCEL to your automated SMS appointment reminder.
3. Via Patient Online Services.

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. ❄️ ❄️

Would you like our Newsletter delivered direct to your inbox? You can subscribe by visiting our website at www.arlingtonroadsurgery.nhs.uk. Click on 'Subscribe to the email edition of our Practice Newsletter' at the bottom right hand side of the home page.

Love In A Box

Once again we will be supporting the Mustard Seed Charity by collecting for their appeal. Please pick up a leaflet from Reception. The closing date that all boxes need to be in by is **Friday 24th November**.

The leaflet explains how to make up your box and gives examples of suitable items to fill the box with. Please note that the charity cannot accept clothing apart from hats, gloves and scarves and please do not send any war related toys. We will be delighted if you feel you can support us in this worthwhile cause.



Alone at Christmas—Rotary Club of Eastbourne

For 39 years the Rotary Club of Eastbourne have been providing a free of charge Christmas meal, company and entertainment to those who would otherwise be alone on Christmas Day.

We provide transport to and from the venue in Eastbourne, Christmas Dinner and entertainment. The only requirement to qualify is that you are going to be alone on Christmas Day. We are unfortunately unable to accommodate anyone in a wheelchair or who has a fixed frame walker but fold up walkers are acceptable.

If you would like to know more or would like to put your name down as a guest then please contact Dennis Thompson on 07808 731166 or 01323 749329 or e mail dennisthompson618@gmail.com.



Emergency food for local people in crisis.

A project seeded by the Trussell Trust. Registered Charity No. 1149902.

Arlington Road is now a collection point for the Eastbourne Foodbank. We did a collection last Christmas and have decided this year to make this an ongoing collection. If you would like to make a donation, please hand any items in at reception. The following items would be appreciated...

- Milk (UHT or powdered)
- Sugar (500g)
- Fruit juice (carton)
- Soup
- Pasta sauces
- Sponge pudding (tinned)
- Cereals
- Rice pudding (tinned)
- Tea bags/instant coffee
- Instant mash potato
- Rice/pasta
- Tinned meat/fish
- Tinned fruit
- Jam
- Biscuits or snack bars

