

# THE ARLINGTON ROAD MEDICAL PRACTICE NEWSLETTER



November 2018

## Right Person First

**W**hen the NHS first began and you had a need to visit a Doctor, you would probably have been greeted by one receptionist and had access to one or maybe two doctors. How things have changed!

**I**n 2018, we host a diverse team made up of Doctors, Paramedic Practitioners, Nurses, Healthcare Assistants and Phlebotomists. The list is ever-expanding as we invest in more professionals and services to meet the ever-growing needs of our patients and changes in the healthcare climate. There are also many services outside of the Practice that can be accessed without referral from your Doctor.

**W**hen you have a health concern, it is important that you see the right person for your current problem. Of course, an appointment with your doctor will always be available to you, but there may be another professional better placed to help you straight away, without the need to see a Doctor.

**W**hen you next request an appointment at the Surgery, you may be asked about the nature of your problem. Our receptionists are not being nosy, and the Partners at Arlington Road have requested they ask for this information. We will always respect your privacy and your right not to share this information with our receptionists. However, if you are happy to share this information with our receptionists, it will help them to ensure you see the right person first.

### What will our receptionists do with the information you give them?

**T**hey will be able to advise you if another service, other than a GP appointment, is suitable and available to deal with your current problem.

If another service is available and you choose to follow that route, rather than book a GP appointment, this will be recorded in your notes by the receptionist.

Continued overleaf...

Social Prescribing

Minor Eye  
Conditions

Health in Mind

Pharmacist

Health and Social  
Care Connect

Emergency Dentist



Help us to help you see the **Right Person First**



If another service is available but you would prefer to book an appointment with your GP regardless, an appointment or telephone triage will be offered and again this will be recorded in your notes.

Obviously, if no other alternative services for your current problem are available then you will be offered an appointment or telephone triage as normal.

We appreciate that many patients know when they need to see a GP and when they can self-manage or self-refer themselves to an alternative service but it may surprise you how many patients would benefit from some guidance in this regard. Many unnecessary appointments are booked, simply because in the past we have not asked patients what their appointment is needed for and have therefore been unable to make them aware of the alternative services available to them.

Please be patient with our receptionists and accept or decline their advice and guidance graciously! They have a difficult and complex job to do and they are simply trying to ensure you see the right person first to ensure we make the best use of the resources available to us.

Some examples of the kind of services we may be recommending to patients are, your Local Pharmacy, the Minor Eye Conditions Service, Health in Mind, Dental Services, Social Prescribers. For more information about the conditions these different services can help you with, please visit our website at [www.arlingtonroadsurgery.nhs.uk](http://www.arlingtonroadsurgery.nhs.uk) and click on 'Right Person First' on our homepage.

## Flu Vaccinations 2018

We will be holding our main Flu Vaccination Clinics at the surgery on Saturdays. Our first clinic was held on Saturday 29th September and we have a further clinic planned for Saturday 17th November. Unfortunately the gap between the clinics is out of our control as our supply of vaccines is being staggered instead of receiving it all at once as we have done in previous years.

This year, there will be 2 separate flu vaccines for adults. For patients 65 years and over the vaccine that is recommended is the Adjuvanted trivalent flu vaccine (aTIV), this is likely to give better protection against flu for this age group.

For patients 65 years and under the vaccine that is recommended is the Quadrivalent vaccine (QIV), this is only given to patients that are at increased risk from flu because of a long-term health condition or because they need protection due to pregnancy.

Please be aware you will be asked your age when booking your appointment and again when you arrive at the surgery for your vaccination so we can ensure you are given the correct vaccination for your age.

As in recent years, children aged 2 years – 17 years who are in the at risk groups for flu vaccination will receive the nasal spray vaccine, unless they are clinically contraindicated to receive this and if that is the case they will receive the QIV vaccine. Children aged between 6 months and 2 years will also receive the QIV vaccine.



Anyone who is currently 64 years old but who will be 65 before the end of March 2019, will be eligible to have the aTIV flu vaccination.

### **Patients Eligible for Flu Vaccinations:**

- \* Anyone aged 65+ (defined as those born on or before 31.3.1954)

### **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)

### **Also the following groups of patients:**

- \* Pregnant women
- \* People in long-stay residential or nursing homes
- \* Carers

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 immune-deficient will need to have the injectable flu vaccine and not the nasal spray).

### **Children in School Years – Reception through to Year 5**

\*Children who are in Reception Class and School Years 1, 2, 3, 4 & 5 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 1.9.14-31.8.16). Children who are healthy and do not fall into any of the at risk categories will only require one dose of the nasal spray.

For children in this age group, the Live attenuated influenza vaccine (LAIV) will be given. This is a nasal spray and will be given at the Surgery.

We will not be vaccinating the children in the Saturday clinics but instead will be holding clinics for the Children's Appointments during the weekdays with the Practice Nurses. We sent letters to the parents of all the 2 & 3 year old children inviting them in for flu vaccination during October.

If you have an egg allergy, please do not book an appointment in one of the Saturday Flu Clinics but instead book an appointment with either Nurse Kate or Nurse Catherine.

Please contact the surgery Monday to Friday from 11.30am onwards to book your flu vaccination appointment. Please note, the surgery is closed from 1pm-2pm. If you have an appointment with a Dr, Nurse or in one of our clinics over the next few months you can have your flu vaccination at the same time, as long as we have a sufficient supply of vaccine at that time, to save you coming into the Flu Clinic. Please mention it to the Dr or Nurse that you see if you would like to have your flu vaccination whilst you are in for an appointment.

**Extended Hours** Evening and weekend GP and Nurse appointments will soon be available in Eastbourne.

If you need more flexibility to see a health professional, you will soon be able to pre-book an appointment for an evening or at the weekend.

You will be able to book appointments as normal through the Practice although you may be seen at a different surgery and not by your own GP. The GP seeing you will have full access to your GP medical records – you will need to give permission for this when you book your appointment.

The service will be advertised via the Practice TV screens once it becomes available.

**#IMPROVINGCAREFORYOU**

## Forthcoming Closures

We will be closed for a Staff Meeting between **12:50 – 14:10** on **Wednesday 14<sup>th</sup> November**.

The Practice will be closed again between **13:00 - 17:00** on **Thursday 29<sup>th</sup> November** for the whole practice to participate in a training session.

Should you require urgent treatment or advice during either of the above closures, please telephone **0300 55 55 252**.

## Weddings Bells

We are sure you would like to join us in Congratulating Mandy Brown, now Edwards, our Deputy Practice Manager who tied the knot at the Hydro Hotel on 12<sup>th</sup> October.



We wish Mandy and Steve every future happiness.

**Parking at the Practice** We are constantly having to remind patients not to park in the Doctors' space outside the surgery or our private staff car park. We fully understand the difficulty in parking when attending the surgery and we know it's very frustrating. However, we do not have enough parking for our own staff and access is required at all times to the Doctors' space outside and the private staff car park. Being parked in the Doctors' space on the road may result in you receiving a parking ticket from the traffic wardens who regularly patrol the area.

Both our clinical and non-clinical staff use the car park and it is not acceptable for them to find they are blocked in by a patient when they try to leave to do a home visit or indeed go home at the end of their shift. There are signs at the entrance to the car park, clearly stating it is a private car park for staff only and we ask that you kindly respect this. Many thanks.



**Remember you can contribute to the Friends and Family Test at any time by...**

Completing a paper questionnaire—available from the ground floor, reception waiting area, replying to an SMS message from the Practice or following the Friends and Family Test link on the homepage of our website [www.arlingtonroadsurgery.nhs.uk](http://www.arlingtonroadsurgery.nhs.uk).

# 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](http://www.nhs.uk/staywell). ❄️ ❄️



ALL WHO SERVED, SACRIFICED,  
AND CHANGED OUR WORLD  
1918-2018

Poppies are available to purchase from our Reception desk.

'We will remember them'

## Prescription Requests

Requesting your prescription on time, by one of the approved methods, is all part of taking responsibility for your own health. As a Practice we still aim to turn around repeat prescription requests in 2 working days. Maintaining this efficient turnaround time is a massive challenge given the huge increase in prescribed drugs that has evolved over the years. As I am writing this it has caused me to consider that, having worked here for 20 years, I have never known a change in this timeframe and yet the number of regularly prescribed drugs has increased immensely. We are aware of some Practices that have increased their turnaround time to up to 4 working days, presumably due to the increased workload but we are aware of the impact this has on patients and continue to work within the 48 hour timeframe.

Despite turning around repeat prescription requests so quickly for patients, we still receive a number of urgent requests on a daily basis, where patients have run out and not allowed themselves enough time to order their prescription. Urgent requests that need doing the same day are disruptive to the process and cause unfair delay to patients who have allowed time to request their medication routinely.

We realise there are times when genuine urgent requests are unavoidable, but please consider the above before asking us to prioritise your request over those of other patients. If you need to request an urgent prescription, you will be asked to complete an urgent prescription request form, including information about why you are asking us to prioritise your prescription. The issuing of the items required urgently will be at the discretion of your GP.

Please note we cannot take either urgent or routine prescription requests over the phone. This is medico-legal ruling and something that all Practices have to abide by. There are a number of methods available to patients for requesting their prescriptions...

- There is a request box in the ground floor waiting area at the Surgery.
- You can fax your prescription request to us on 01323 417085.
- You can post your prescription request to us – remember to allow time for the prescription request reaching us.
- You can register for Patient Online Services and request your prescription online.
- You can request your prescription via our website, the registration process for this is simple and immediate.
- You can order via the pharmacy that you use regularly.

These methods are all suitable if you are allowing 2 working days for your prescription to be processed. If, however, you need to request an urgent prescription, please either bring your request into the Surgery or ask your pharmacy to put an urgent request in for you.

When allowing enough time for your prescription to be processed, please also consider the time it takes for the prescription to be dispensed. Two working days gives the practice time to issue your prescription and have it available for you to collect from our reception desk. However, if you have opted for your prescription to go directly to a local pharmacy, please also allow time for them to collect your prescription from us



and to dispense the items. A good rule of thumb is to re-order your prescription when you have 1 week of tablets left.

### Tips for managing your medications...

- Order your prescription when you have one whole week of tablets left.
- Purchase a weekly tablet box organiser to help prompt you that it's time to re-order when you fill the box for the last time with tablets you currently have.
- When you receive your new prescription, make a note on the calendar for 3 weeks' time that you need to order for the following month.
- If your medications run out at different times during the month, ask us to get them in sync for you so that you only need to make one request per month.
- Choose a method for requesting that fits best with your busy lifestyle or difficulty attending the Practice.

**W**e thank you for your co-operation in working with us to achieve the best and fairest service for all of our patients.

## Community Midwife

**T**he Community Midwife attached to the Practice, is currently on long-term sick leave. The Midwifery Team have been unable to cover the Friday Clinic at Arlington Road, our patients will therefore need to attend either Grove Road Surgery on a Tuesday or Seaside Medical Centre on a Thursday. Alternatively, you can arrange an appointment with the Eastbourne Midwifery Unit by contacting the Maternity Liaison Service.

**Contact Numbers:** Grove Road Surgery: 720606 Seaside Medical Centre: 725667  
Eastbourne Midwifery Unit: 414911.

## L♥ve In A B♥x

**O**nce 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 30<sup>th</sup> November.**

**T**he 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.



**W**ould you like our Newsletter delivered direct to your inbox? You can subscribe by visiting our website at [www.arlingtonroadsurgery.nhs.uk](http://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.



# Shaping Health and Care

Go along to a free event to have your say on health and care in your area and hear the latest developments from senior leaders.

Interactive workshop topics include digital access to health and care; how you can help us help you this winter and finding support in your community through social prescribing.

**Thursday 15 November 2018, 1.30 - 4.15pm**

**Towner Art Gallery, College Road, Eastbourne, BN21 4JJ.**

Arrive from 1pm to visit our marketplace and find out more about services near you.

Places are limited so book today by visiting <https://bit.ly/SHCEB18>.

Alternatively, call or email us on 01273 403687 / [EHSCCG.YouSay@nsh.net](mailto:EHSCCG.YouSay@nsh.net)



**Community Project: No Surgery—Just Shocked.** During 2019 a major expansion should make the Urology Unit based at the EDGH

**The Gold Standard of the South.** **Medi Tech Trust** has undertaken to donate a Lithotripter Unit to perform Extracorporeal Shock Wave Lithotripsy Procedures (ESWL). Lithotripters use shock waves to break down kidney stones into small crystals that pass out of your body naturally. No incision made, so no anaesthetic - hence the project name!

**How much will it cost?** A high quality Lithotripter is expensive. Thanks to match-funding Pledgers, we can benefit from The Big Christmas Challenge Week. If **Medi Tech** raise £2,500 by online donations, the Project will receive £5,000.

**How to donate:** From midday 27 November to midday 4 December 2018, all online donations are doubled. Visit [http://bit.ly/no\\_surgery-just\\_shocked](http://bit.ly/no_surgery-just_shocked). Click on 'Double my Donation' button and follow the process. **Medi Tech Trust** greatly appreciate YOUR support for their Community Project.

Registered Charity No: 1157837 [www.meditechtrust.org](http://www.meditechtrust.org)