



Victoria Medical Centre

Welcome to the first edition of the new Victoria Medical Centre Newsletter.

You will hopefully be aware, from the various communications that have been sent recently, that **the Green Street, Enys Road and Bolton Road Practices have now merged to operate as the Victoria Medical Centre.**

Although for the period between now and June 2021 the Practices will continue to operate from their existing sites and all local arrangements (such as opening hours) will remain unchanged unless otherwise advised. We are working hard to bring all of the administration together in readiness

for the move and to ensure a smooth transition for our patient population.

Later in this Newsletter you will see an update on the building works and it is our intention to issue these Newsletters on a more regular basis so that we can all feel that we are at least moving forward in these challenging times. It will also mean we can give you as much advance notice as possible of any changes that might impact your particular Practice.

More importantly however we need to allay any concerns you may have about the service that will be provided in the interim period given the need to operate with the current Covid-19 guidelines. Please

be assured that we will be following strict safety guidelines so that **you can feel confident about contacting your surgery if you have any symptoms you are concerned about - whether Covid related or not.**

Face to face appointments are available once a telephone appointment has been completed and the Doctor has been able to make a fully informed decision as to the next stage in any consultation for that particular patient.

The different ways to contact your surgery are shown on the following pages, together with information on other websites offering assistance across a wide range of services.

COVID-19 Vaccine

There has clearly been a lot of exciting information in the Media about the vaccines that have been developed.

Please see next page for up-to-date information.

Booking a Covid test



www.gov.uk > [get-coronavirus-test](https://www.gov.uk/get-coronavirus-test)

We would also like to encourage you, by confirming that it is perfectly safe for you to attend for any of the following if you have been contacted:

- **Cervical Screening**
- **Mammogram**
- **Bowel Screening**
- **Learning Disability reviews**

VMC Vaccine Clinic

Victoria Medical Centre The Beacon, Eastbourne

As at the 5th of January, the VMC has delivered **2000 vaccines** through the Vaccine Clinic located in the Beacon in Eastbourne.

The Clinic is aiming to do 500 per day, and as vaccine supplies increase, that daily number will increase. **You will be called for your appointment.**

For those attending, there will be a number of safety questions that will be asked prior to the vaccine being given.

You should not have a Covid-19 vaccination:

- If you have had a flu vaccine in the last seven days.
- If you are on warfarin, and your last INR result was not in range.
- If you had Covid-19 in the last four weeks.
- If you carry an adrenalin auto-injector pen for allergy or you have a significant allergy to vaccine, medicine or food.
- If you are pregnant.



Repeat Prescriptions



Many of you have already taken the step of nominating a Pharmacist so that the Practice can send your requested prescription straight to the Pharmacist for you to collect.

As this facilitates a more speedy delivery for your medication, please contact Reception to advise them of your nominated Pharmacy (if you haven't already done so).

Paper prescription requests are no longer in use and you should therefore use one of the following methods to order any repeat medication:

1. For all those patients who have a mobile phone or a computer, we would like you to use Patient Access. This is a free App, operating in conjunction with the NHS, that will enable you to order repeat prescriptions without delivering

a completed form to the Practice. As before, the prescription will go straight to your designated Pharmacist.

Please ask at Reception to receive your personal password – download the App – and within minutes you will be up and running with this streamlined service.

Or:

2. The following email and address should be used for any prescription requests from 1st February 2021:

vmc.prescriptions1@nhs.net

Thank You

We would like to say a huge **Thank You** to patients for their patience and understanding over the past few months and especially to those who have supported the Practice by supplying PPE, Scrubs bags and helping to ensure an efficient flow of patients for the Flu Clinics.

Surgery Contact

admin.vmc@nhs.net

To send information through to the surgery e.g. Blood pressure recordings, copies of clinic letters, photographs when requested by a GP.

Patient Access or an email (from 1st Feb) to: vmc.prescriptions1@nhs.net
To be used for ordering prescriptions.

Engage Consult – For non-urgent admin & medical queries.

Telephone – To make an appointment

Test results – Anything that requires urgent attention

Engage Consult

Whether you have just one concern or a list, the Practice would like you to consider following the next steps before you call Reception for a physical appointment.

Engage Consult is a new system now in operation to give you simple, secure, online access to your Practice for all non-emergency matters.

It allows you to describe your medical problem or admin issue in a structured manner as well as detailing your concerns and expectations.

Log on to www.greenstreetsurgery.com - press the 'online consultation' box - which will appear on the home screen and then follow the steps:

Step 1 Choose whether to consult with a clinician about a medical problem, send a message about an admin issue, or get self-help advice.

Step 2 If you choose to consult about a medical problem, answer a series of simple questions about your symptoms. Your answers are helpful to the GP team - you can add your own comments too! Press 'send', and you're done!



After sending your request

A report containing your answers is sent securely to the practice. This allows the clinician to choose the best course of action - we may phone with advice, refer to a colleague, prescribe or arrange to see you. You will usually hear from the practice on the same day.

We understand that not all patients are suitably equipped or able to deal with advances in technology - **Engage Consult** can however accommodate individuals operating the system on behalf of someone else.

Engage Consult is completely confidential and allows the Practice to manage non-emergency requests far more efficiently and patients can get personal advice quickly and easily.

Don't miss your chance for an influenza vaccination

Anyone who was 65 before the end of March 2020, is eligible to have the aTIV influenza vaccination.

Patients aged 65+ (defined as those born on or before 31.3.1956) are also eligible.

We implemented the influenza vaccine programme in December for those in the 50-64 age bracket who meet the eligibility criteria.

Please do not call the Practice - if you are eligible, you will be sent an invitation to attend.

We are sorry, but vaccinations are not available on the NHS unless you meet the eligibility criteria.

Welcome to Push Doctor



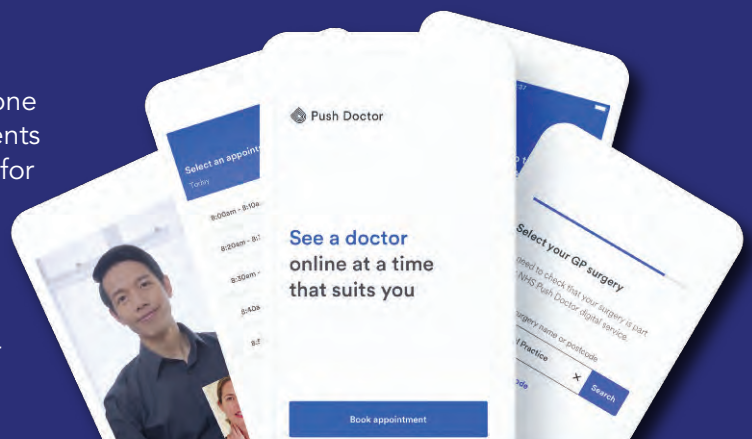
We are now providing video consultations with the leading online GP provider, Push Doctor. This means there will be more availability for our patients to access NHS GPs via video appointment, with the option to receive prescriptions, sick notes, and referrals from the comfort of your own home and at a time that suits you.

The Practice remains open as normal for telephone and face-to-face consultations; video appointments are simply an additional, complimentary service for those who would prefer to be seen from home, and are usually available quicker than face-to-face appointments.

Visit the website to find more information about how video consultations work and to register for an appointment with Push Doctor.

We hope you welcome this expansion and modernisation of our services as openly and enthusiastically as we do.

www.pushdoctor.co.uk





VMC

Victoria Medical Centre

The progress so far:

Superstructure Brick and Blockwork is almost complete.

On the Ground Floor, we have:

Installed screed to the floor and are in the process of erecting partitions -we have also commenced 1st fix M+E and fitted windows.

On the First Floor, we have:

Commenced containment for electric and mechanical services and will shortly be screeding the floor and erecting partitions.

