



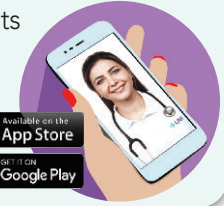
Victoria Medical Centre

**It only takes a moment.
When you need a GP.**

Free on the NHS to patients of this GP practice.



See a GP by video



STOP PRESS · STOP PRESS

**New telephone number:
01323 407 900**

**for all patients registered with
the current Green Street, Enys Road
and Bolton Road Practices.**

This new telephone number represents the next piece in the full merger of the processes prior to entry in to the new Clinic and is for all patients to use instead of the numbers previously in place for the individual Practices.

The new telephone system enables calls to this number to be answered by the Receptionists across all three sites. They also have access to medical records for all patients registered across the three sites so will be able to answer any query or re-direct your call as necessary.

As with any new system we would appreciate your patience while we all – Practice and patients alike – familiarise ourselves with the way it works. To ensure that you don't feel you are just 'hanging on' a queuing system will operate as follows:

If you are in the queue for the first of 11 calls, you will simply be asked to hang on and your call will be taken as soon as possible in the order it was registered on the system. If you are further away in numerical terms then you will be given your position in the queue and you will be advised each time that position reduces. We appreciate this will feel very different, and also that more than 11 in any telephone queue may seem as if it will take an eternity for your call to be taken. On this point we would simply ask you to hang on and see how quickly the number goes down – and clearly, as we all become more familiar with the new number etc, so the whole process will speed up.

The final piece of course is that this will then transition smoothly to the new Clinic with everything – and everyone responsible for answering the telephone – situated on the one site.



**Engage
Consult**

It was felt that a more detailed explanation would help with the use of Engage Consult...

Patients need to go to the Green Street Practice website home page, scroll down to find the coloured box entitled "GP on-line consultation". Click on the box, which will take you to 'Engage Consult'. You should then register and answer the questions posed, which are straightforward, until you get to the screen where you are asked if this is a Medical Query or an Admin Question. At this point a number of Patients have been frustrated by the lack of response by the Medical Query button. The concept of Engage Consult is that you are able to pose questions – of either type – to your surgery and then receive a speedy (hopefully same day) response, which will then take you to the answer to your issue or agreed next steps.

In an effort to meet the speedy response target, the Medical Query capacity is set at the first nine received each day across the VMC and in addition, cuts off at 11am each day to give the Practice a reasonable time to respond. So as it is specifically for 'non-urgent' issues, the patient needs to try again the next day or telephone Reception.

The position is different for the Admin Queries – that continues to operate and once you have entered your query you will then receive an acknowledgement explaining that you may not hear within the prescribed 24 hours.

Surgery Contact



- For the ordering of repeat prescriptions, please use:
Patient Access
or please note the new email address:
vmc.prescriptions1@nhs.net
- To make an appointment, for test results after 2pm, or for anything that requires urgent attention:
Telephone – please note the new number:
01323 407 900
- For non-urgent medical queries, please see the **Engage Consult** article for restrictions that might apply on any one day.
- For non-urgent Admin queries:
Engage Consult
- Please use the following email address to send information through to the surgery, as opposed to a general admin query. Examples of that information cover Blood pressure recordings, copies of clinic letters, photographs when requested by a GP.
Admin.vmc@nhs.net

Push Doctor

In the last newsletter we introduced **Push Doctor** as a new service within VMC. To clarify how this service fits in...

Push Doctor will be offered to patients when we are experiencing unexpected GP shortages and/or high patient demand. When a patient calls during such times, they may be offered a Push Doctor appointment to ensure their medical query can be dealt with. A link will be sent to their mobile number and **Push Doctor** will have been alerted to their call.



PUSH DOCTOR

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Your GP Practice and the Primary Care Network (PCN)

It has become clear from the Feedback received that there is some confusion among our patient population in terms of the language used when reporting on the exciting developments that are happening to the provision of healthcare in our locality.

All patients receiving this Newsletter are now hopefully aware of the Victoria Medical Centre (VMC) and the work being done to merge the three Practices involved prior to moving in to the new building. For absolute clarity however, it is worth repeating that the VMC – which encompasses the Practices currently

located in Green Street, Enys Road and Bolton Road – will stand alone as a Medical Centre.

It does however form part of the **Eastbourne Central Primary Care Network (PCN)**, one of 12 PCNs formed across East Sussex.

The purpose behind the forming of any PCN is to garner together for the purposes of efficiency and effective use of funding, the pooling of resources across a group of Practices within a given geographical area. To explain the advantages that can come from a 'pooling of resources',

the following Facilities/Appointments have either been made, or are about to be made to the PCN – initially working remotely but with the hope that they can eventually be located within the VMC – and then be available across the following participating Practices:

- **The Victoria Medical Centre**
- Patients registered with the **Eastbourne Station Practice**
- **Manor Park – Polegate** – from 1st April
- **Downlands – Polegate** – from 1st April

New Dementia UK service for families based in East Sussex

In a first for Eastbourne, dementia specialist Admiral Nurse, **Gary Burnham-Jones** will be leading a clinics-based service for families in the area affected by the condition. The service is a partnership between national charity Dementia UK and your Primary Care Network in East Sussex. It is one of the first clinics in the country to support families in the community. Gary will also be advising healthcare professionals around best practice in dementia care, such as the need to provide tailored information and support across

families' experiences of the condition.

The clinics are a new Dementia UK service provided by a local Admiral Nurse based in GP surgeries. Each of the Admiral Nurses has expert knowledge of the local services and how they can be accessed.

Gary has over 25 years of experience working with people with dementia and their carers in a wide range of settings including in hospitals, memory services and the community. His previous role was as Dementia



DementiaUK

Helping families face dementia

Care Lead for East Sussex Healthcare.

Within the Primary Care Network, primary care staff such as GPs, community pharmacists and social prescribers will be identifying carers with complex needs. From there, carers can then self-refer to the service.

Gary will be offering telephone and video appointments in line with the current guidance around Covid-19, and face-to-face appointments once restrictions lift.

Physiotherapy



A Contract is now in place with 'Pure Physio', which will provide a same day referral service by the Receptionist – with no need for a GP appointment/referral. So, effectively, if you call Reception with a complaint covering muscular issues, the Receptionist will be able to refer you on for an appointment.

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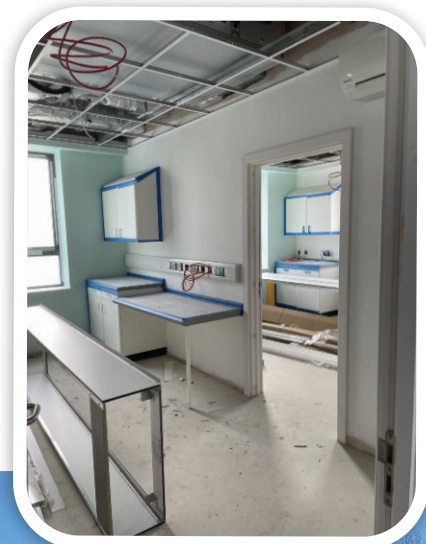
The building progress

VMC

Victoria Medical Centre

We are very pleased to report that the scaffold is now coming down and the external works have commenced, including the new boundary wall.

Internal works are progressing well with plastering nearing completion and second-fix works well under way, despite Covid's best attempts to delay the build.



Social Prescriber

A Social Prescriber Contract has been signed with **Southdown Mental Health** with a view to the provision of Community Connectors who will support Patients when issues related to everyday life are affecting their mental health and wellbeing...



Community Connectors

Supporting you to improve your mental health and wellbeing

When everyday life is affecting your mental health and wellbeing, your doctor isn't the only one that can help you feel better...

Our Service

Medication is not the only solution to supporting your mental health and wellbeing. Community Connectors is known as a 'Social Prescribing' service - a bit like a prescription for your lifestyle.

We can support with: Health & Wellbeing; Leisure Activities; Social Networks; Housing; Education; Training; Finance; Debt; Volunteering; Employment.

Together we will:

1. Explore and identify what is important to your health and wellbeing and the issues you want to address
2. Identify and connect you to the activities, services and groups you can benefit from in your local community
3. Support you and provide encouragement to start using the services that can help you

This can help you to:

- Improve your mental and physical health
- Increase your self-confidence and self esteem
- Learn a new skill or participate in a new activity
- Get involved in your community
- Meet new people

Our service is free and available to people aged 16+, experiencing issues affecting their mental health, who live in Hastings & Rother, Eastbourne, Seaford & Hailsham.

Am I eligible?

Our service is available to people aged 16 and over, who are experiencing issues affecting their mental health and wellbeing and live in Hastings, Rother, Eastbourne, Seaford or Hailsham.

How do I apply?

We accept self-referrals and referrals from GPs and health professionals.

To self-refer please download our referral form from our website and email this to us. See below for our web address and email.

GPs can access our referral form via DXS.

If you would like more information, please get in touch:

Phone: **01323 340151** (option 2)

Email: **social.prescribing@nhs.net**

You can also find us on Facebook, Twitter and Instagram as **@SouthdownCC**

www.southdown.org

Community Connectors work in partnership with GPs in Hastings, Rother, Eastbourne, Seaford and Hailsham to help you access local services and

activities that can help you.



Eastbourne, Hailsham and Seaford CCG
Hastings and Rother CCG