



THE PPG - SURGERY NEWS SHEET

The PPG would like to wish everyone Season's Greetings and a Happy New Year

News from the Surgery

We have been very busy recruiting additional members of staff to our clinical and non-clinical teams including the creation of a new 'urgent care team' (five paramedics) working alongside our duty doctor across the week. Once our paramedic team are fully embedded, this will create a significant increase in the number of 'on the day appointments' available and over time, this will also increase the number of routine pre-bookable GP appointments we have to offer. Historically, our GPs have supported the duty doctor with the management of on the day urgent conditions; however by having our urgent care team in place, this will preserve some of these appointments for non-urgent needs instead. Our paramedics are able to assist with a number of clinical conditions including, chest infections, tonsillitis, ear and urinary infections, rashes, etc. etc. So many things! Initial feedback from patients about our paramedics has been really positive and many of our patients are already seeing improvements in our access as a result of their recruitment.

We also welcome Kate, our new Lead Nurse, Jo Whittle, Practice Nurse and Dawn and Lucy our two new Healthcare Assistants. We have recruited several other members to our team recently however, we are only allowed a page 'here' and so need to keep this section brief! Whilst we haven't mentioned all of our new joiners in this space, we recognise and believe that every member of our team is as important as each other.

We have listened to patient feedback and are moving forward with the installation of a new telephone system which will be coming in to the surgery in mid-January. This is a really big exercise and we respectfully ask our patients for their patience whilst our team get to grips with the new system! The new system appears 'friendlier' and it will be far easier for us to change recordings on the phone systems.

We will soon be sending text messages out to specific patients who have chronic diseases such as asthma or diabetes encouraging them to book in for their annual reviews using a link available through the 'NHS app'. Using the link provided within the message or on their 'NHS app' will save time for our patients on the phone and will also speed up our invite process. We hope patients will find this option useful. For patients who don't wish to use the NHS app, they will still have the option for calling the surgery to book their annual reviews.

Email us at: behppg@live.com



Lastly, we are delighted to announce the results of our latest CQC inspection which took place in September. The practice was graded as ‘Good’ in each category which includes, caring, effective, well led, responsive and safe. Our inspection rating is an elevation of two levels and we are very pleased with our result. It is very rare for practices to rise two levels in one inspection. We recognise that as a practice we are still on our improvement journey and there are still improvements to be made; nevertheless we have taken huge steps forward and we hope that given some time, patients will see that themselves, if they haven’t already started to see the improvements. We thank our patients for their support in what has been a really difficult time in the past few years. General Practice is not an easy environment in any case but with a Covid Pandemic added to the mix, it has been an exceptionally challenging period. We thank our team for their continued dedication and the huge efforts they make to do what we can for our patients with the resources we have.

Charlotte Luck, Practice Director Buxted, East Hoathly and Manor Oak Surgeries

PPG Awareness Displays Return

The PPG is happy to announce that the Awareness Displays in the waiting room at Buxted will be returning to the surgery after Christmas. We are currently working out how best to display information at East Hoathly and Manor Oak.

Do take a look at Buxted when you are in the surgery or coming in to the pharmacy, there will be lots of useful information.

**Want to
have a say in how
your Surgery
works ?**



**Do you
have ideas to
improve
Patient Health ?**

The Buxted, East Hoathly and Manor Oak Medical Centres are combined in a medical partnership known as the Practice. The Patient Participation Group (PPG) represents the registered patients of the Practice. The PPG is run by a volunteer Committee who are registered patients of the Practice. The PPG seek to help improve the health of patients and make sure that the patient experience as is as good as it can be.

We are looking for new members. If you think you can help and would like to find out more about us please email: behppg@live.com

We need your help and ideas



Don't ignore your invite for a smear test

Find out more in the easy read leaflet at nhs.uk/cervicalscreening

Screening saves lives Help us help you

Ladies, Cervical Smear tests are important.

Cervical screening is one of the best ways to protect yourself from cervical cancer.

Cervical screening is not a test for cancer; it's a test to help prevent cancer.

Please do book an appointment when you receive an invitation.



“My cervical screening was nothing to worry about”



Email us at: behppg@liv

Screening saves lives Help us help you

Winter 2022



Support and help for carers

Carers UK's Coming out of Hospital Checklist

If you're caring for someone who has had to go into hospital, it's vital that you are consulted, involved and given the right information and support by health and social care professionals, so you can look after the person safely when they leave hospital.

Carers UK have put together a checklist to help summarise what the discharge process is, with prompts to help you know what to ask and expect. You can find the checklist here.

https://www.carersuk.org/images/Help_Advice/Hospital_discharge/Hospital_discharge_final.pdf?utm_source=Care+for+the+Carers+list+GDPR+2018&utm_campaign=204da71c8f-October22newsletter&utm_medium=email&utm_term=0_e3aded0710-204da71c8f-1239482668

[Some further support can be found here.](#)

https://www.carersuk.org/help-and-advice/practical-support/coming-out-of-hospital/coming-out-of-hospital-checklist?utm_source=Care+for+the+Carers+list+GDPR+2018&utm_campaign=204da71c8f-October22newsletter&utm_medium=email&utm_term=0_e3aded0710-204da71c8f-1239482668

East Sussex County Council's new Cost of Living webpage

East Sussex County Council has just launched a new webpage focusing on support with cost of living.

The webpage features information on different areas people may be struggling with, such as costs in the home, transport, help with benefits and your mental health.

[You can view the webpage and find out more here.](#)

https://www.eastsussex.gov.uk/community/support-with-the-cost-of-living?utm_source=Care+for+the+Carers+list+GDPR+2018&utm_campaign=204da71c8f-October22newsletter&utm_medium=email&utm_term=0_e3aded0710-204da71c8f-1239482668



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NHS campaign urges residents to ‘Help Us, Help You’ keep well this winter

Using the right services if you need help, getting your winter vaccinations, keeping active, and having a well-stocked medicine cabinet at home are some of the things that can help you stay well this winter.

Residents are also asked to keep in touch with older neighbours, relatives, and friends that may need a bit of extra help this winter.

[Find out more about the campaign here.](#)

<https://news.eastsussex.gov.uk/health-and-care-news-east-sussex/2022/10/27/nhs-campaign-urges-residents-to-help-us-help-you-keep-healthy-this-winter/>



Council makes accessing cost-of-living resources easier with dedicated webpage

Accessing benefits and resources linked with rises in the cost of living has been made simpler following the launch of East Sussex County Council’s dedicated website page.



The ‘Support with the cost of living’ home page brings together key resources in one place to take the confusion out of finding advice, information and support to deal with increasing expenses.

[Find out more about accessing benefits and resources here.](#)

<https://news.eastsussex.gov.uk/health-and-care-news-east-sussex/2022/10/27/county-council-makes-accessing-cost-of-living-resources-easier-with-dedicated-webpage/>

Email us at: behppg@live.com



New funding will continue to support weekly respite breaks for unpaid carers

Unpaid carers across East Sussex will be able to continue benefitting from regular respite breaks after East Sussex County Council agreed to continue supporting the service with additional funding.

The service gives unpaid carers across East Sussex a free respite break from their role by providing a carefully selected and thoroughly vetted volunteer to spend time with the person they care for on a regular basis.



[Learn more here](#)

<https://news.eastsussex.gov.uk/health-and-care-news-east-sussex/2022/10/27/additional-funding-will-continue-to-support-weekly-respite-breaks-for-unpaid-carers/>

Warm Home Check

This free service for East Sussex residents offers telephone advice for anyone struggling to afford to keep warm at home, with money-saving advice and tips on how to stay warm for less. It also provides eligible households with a holistic home energy efficiency assessment.

This can include:

- advice on how best to keep your home warm and reduce energy costs
- advice on financial support available to help with heating costs
- small home improvement measures such as pipe insulation, draught-proofing or boiler service.

[Find out if you're eligible and apply here.](#)

https://warmeastsussex.org.uk/services-and-support/winter-home-check-service/?utm_source=Care+for+the+Carers+list+GDPR+2018&utm_campaign=27a005cd-b0-October22newsletter_COPY_01&utm_medium=email&utm_term=0_e3aded0710-27a005cdb0-1239482668

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Every Mind Matters - Mental Health Tools & Resources

Every Mind Matters is an initiative by the NHS that promotes doing small things to be kind to your mind, because they can make a big difference to how you feel.

The homepage of the initiative includes links to:

- free digital Mind Plan: Answer 5 questions and they'll email you a free plan.
- Anxiety-easing emails. Quick sign-up process.
- coping with money worries and job uncertainty: an article of 8 things you can do to feel more in control.

There's also information on Cognitive Behavioural Therapy (CBT), children & young people's mental health, and urgent mental health support.

[You can access these free resources here.](#)

https://www.nhs.uk/every-mind-matters/?utm_source=Care+for+the+Carers+list+GDPR+2018&utm_campaign=27a005cdb0-October22newsletter_COPY_01&utm_medium=email&utm_term=0_e3aded0710-27a005cdb0-1239482668

Self Care

What can we all do to improve our physical health and mental wellbeing?

Incorporating the practise of self-care into our everyday lives can help us to live as healthily as possible. There is evidence that suggests being as healthy as we can, also helps us to cope better with the challenges of life that come our way.



Knowing what to do and where to go for help is an important part of practising self-care for life.

Email us at: behppg@live.com



Winter 2022



The Self Care Forum also has some useful fact sheets you might like to download. <https://www.selfcareforum.org/fact-sheets>



It is not just the GP practice that can help, pharmacies are also health experts. They are at Buxted Surgery and on every High Street and can help with all sorts of ailments. Pharmacists can also signpost you to the right place for additional health advice or treatment.

Remember, *NHS 111 can also be a good resource for health advice for things that are not life-threatening. The NHS website has lots of information on what steps to take to look after yourself and your family.

<https://www.nhs.uk/>

Do you suffer with Asthma or a lung condition?



OUR ADVICE



We're here to help

Our brilliant helpline team are made of up of specialist nurses and expert Healthcare Advisors, who can help you live well with your asthma. As well as advice on your symptoms and tips on managing your asthma, we can advise you on welfare benefits, and help you to access support with heating costs and food.

Get in touch - <https://www.asthma.org.uk/advice/resources/helpline/>

Email us at: behppg@live.com

Watch out for dust mites

Dust mites are a common asthma trigger. They're tiny insects that live in dust and can cause symptoms such as itchy eyes, a runny nose and wheezing. You can't get rid of them altogether but there are ways you can reduce them.

[Read more](#)



<https://www.asthma.org.uk/advice/triggers/dust-mites/>

Watch out for mould on your walks

Mould spores can be a problem for people with asthma. If you are allergic to mould spores, breathing them in can trigger your asthma symptoms. It's not easy to avoid them when you're out and about, but there are ways you can cut your risk of mould spores affecting your asthma.

[Read more](#)



<https://www.asthma.org.uk/advice/triggers/moulds-and-fungi/#outandabout>

Have you had your flu vaccine yet?

[Read more](#)

<https://www.asthma.org.uk/advice/inhalers-medicines-treatments/other/flu-vaccinations/>

Protect yourself from colds

[Read more](#)

<https://www.asthma.org.uk/advice/triggers/colds-and-flu/>

Email us at: behppg@live.com



Pharmacy Christmas and New Year Opening

Buxted Medical Centre, Dispensary & Pharmacy

CHRISTMAS & NEW YEAR OPENING HOURS

Day	Date	Opening Hours
	Dec	
Friday	23rd	8.00 - 6.30
Saturday	24th	Closed
Sunday	25th	Closed
Monday	26th	Closed
Tuesday	27th	Closed
Wednesday	28th	8.00 - 6.30
Thursday	29th	8.00 - 6.30
Friday	30th	8.00 - 6.30
Saturday	31st	Closed
Sunday	1st Jan	Closed
Monday	2nd Jan	Closed
Tuesday	3rd Jan	8.00 - 6.30

The Pharmacy
closes for lunch
daily from
1.00-1.30

Surgery phone lines
are closed between
1pm and 2pm every
day

East Hoathly Surgery & Dispensary

CHRISTMAS & NEW YEAR OPENING HOURS

Day	Date	Opening Hours
	Dec	
Friday	23rd	8.00 - 6.30
Saturday	24th	Closed
Sunday	25th	Closed
Monday	26th	Closed
Tuesday	27th	Closed
Wednesday	28th	8.00 - 6.30
Thursday	29th	8.00 - 1.00
Friday	30th	8.00 - 6.30
Saturday	31st	Closed
Sunday	1st Jan	Closed
Monday	2nd Jan	Closed
Tuesday	3rd Jan	8.00 - 1.00

Manor Oak Surgery, Horam

CHRISTMAS & NEW YEAR OPENING HOURS

Day	Date	Opening Hours
	Dec	
Friday	23 rd	8.30 - 6.00
Saturday	24 th	Closed
Sunday	25 th	Closed
Monday	26 th	Closed
Tuesday	27 th	Closed
Wednesday	28 th	8.30 - 6.00
Thursday	29 th	8.30 - 6.00
Friday	30 th	8.30 - 6.00
Saturday	31 st Jan	Closed
Sunday	1 st Jan	Closed
Monday	2 nd Jan	Closed
Tuesday	3 rd Jan	8.30 - 6.00

The surgery is closed for lunch between 1.00 and 2.00

Buxted Pharmacy Buxted & East Hoathly Medical Centres Dispensaries & Horam Pharmacy

CHRISTMAS ORDERING

Please can you order your repeat medication in plenty of time for Christmas and the New Year.

The cut-off date for placing orders is:

Friday 9th December 2022

This is to avoid possible supply difficulties over the very busy period.



Email us at: behppg@live.com

Horam Pharmacy and Chemist

CHRISTMAS & NEW YEAR OPENING HOURS

Day	Date	Opening Hours
	Dec	
Friday	23 rd	9.00 - 6.00
Saturday	24 th	9.00 - 4.00
Sunday	25 th	Closed
Monday	26 th	Closed
Tuesday	27 th	Closed
Wednesday	28 th	9.00 - 6.00
Thursday	29 th	9.00 - 6.00
Friday	30 th	9.00 - 6.00
Saturday	31 st	9.00 - 6.00
Sunday	1 st	Closed
Monday	2 nd	Closed
Tuesday	3 rd	9.00 - 6.00

The chemist is closed for lunch between 1.00 and 2.15

Don't forget!!

If you are in the any of the surgeries, take time to look at the screen. If you use Facebook, follow the PPG page at 'BUXTED, EAST HOATHLY AND HORAM PATIENT GROUP'. Lots of useful information is posted that you may not see anywhere else. You will find this newsletter on our Facebook page, but it is much easier to read your own copy than try and read it from the Facebook posts. Please sign up for this newsletter if you are reading this on Facebook.

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