

Patient Newsletter

Spring 2017

WHAT'S NEW?

Following a prolonged consultation process which has involved meetings of all partners of River Lodge, St Andrews and School Hill there has been a unanimous agreement to proceed to a merger of all 3 practices.

The agreement has been made in principle as there is an acknowledgement we need to seek further expert financial and legal advice, a public consultation process and we need to confirm the backing of the CCG to support the process.

We are aiming to move into a single building in Lewes and retain a branch surgery at Ringmer. The hope is that the new Lewes site will be part of the North Street Quarter Development which is due to be completed in Spring 2019.

The merger of the practices is not dependent upon this building as we see the benefits of a merger even in our existing buildings. We are making a commitment to merging our staff but are looking at ways of maintaining and improving patient continuity by using patient clusters based on existing patient groups and corresponding clinical and administrative sub-teams. We aim for this work to be completed before we move into a new building.

SOME INTERESTING FACTS

No of patients currently registered

Age	Male	Female	Total
0 - 5	276	254	530
6 - 15	750	698	1448
16 - 25	573	551	1124
26 - 50	1415	1619	3034
51-65	1102	1153	2255
66+	751	973	1724
<i>Total</i>	<i>4867</i>	<i>5248</i>	<i>10115</i>

No of patients currently registered for online services

Age	Male	Female	Total
0-5	9	13	22
6-15	31	32	63
16-25	39	99	138
26-50	290	614	904
51-65	379	526	905
66 +	307	367	674
<i>Total</i>	<i>1055</i>	<i>1651</i>	<i>2706</i>

Patient contact with a GP in an average week = 1055

Number of routine and recall appointments available = 765
Available to book on the day = 520 (68%)
Available to book in advance = 245 (32%)

Average number of appointments made using online booking = 61 (8%)

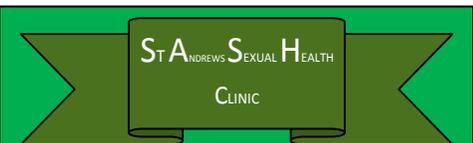
Average number of emergency appointments seen = 14

Number of telephone calls available to book on the day = 40 (25%)

Number of telephone calls available to book in advance = 120 (75%)

The average number of "urgent on the day telephone calls" requested with the Duty Dr = 116
Of these the average number of patients seen by the Duty Dr following triage = 38 (33%)

All the appointments are/or become available to book either online or on the telephone at the same time.



We offer a free **CONFIDENTIAL** service to all you **do not** need to be registered at the surgery

STI screening and treatment

Chlamydia screening

HIV Testing

Implants & coils

Free condoms

Specialist Information and Advice

Symptoms or no symptoms

DROP IN to the SASH clinic or phone and prebook

Every Wednesday from 3.00pm to 6.00pm 01273 476216

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Do you have difficulty Getting in to the surgery?

CTLA Dial-A-Ride

Lewes Area Community Bus (Dial-a-Ride) is a door to door transport service for people living in the Lewes area (Lewes Town and surrounding villages in the Lewes District Council area) who find it difficult to use ordinary bus services.

Services can be used by anyone unable to easily access public transport. This could be due to unsuitable scheduled times, mobility issues, additional need requirements, location and more.

Registration for the service is FREE and trips can be booked (subject to availability) up to the day before travel.

Look for a leaflet in the surgery or go to <http://www.ctla.org.uk>

PATIENT'S STORIES :

THANK YOU TO A MEMBER OF THE PATIENT REFERENCE GROUP FOR SENDING US THIS STORY

Last autumn, it had gone quiet about my referral to an audio specialist to correct my poor hearing. Several weeks had gone by, and I had heard nothing.

I happened to be in St Andrews Surgery on a Wednesday morning, when I saw our Community Navigator Kirat Randhawa coming into work. Before she had even removed her coat, I told her of my difficulty and asked her help.

Kirat explained that there had been a change, and now Action for Deafness is the charity who runs clinics from the Phoenix Centre. They are the organisation commissioned by the CCG for audiology and the sole place to which St Andrews Surgery can refer.

She said that she would check for me, and Action for Deafness would be in contact. Sure enough, after 48 hours I had an appointment with Mark who would test my hearing. A week after my test, I was fitted for a digital hearing aid. It was simplicity itself to work, and on my return home from the Phoenix Centre, I was amazed at the difference it made.

As I reached my front door I was surprised by a CRASH - it was a single leaf falling to the ground by my side! Impressed !

COMMUNITY NAVIGATOR



People miss out on services and activities for many different reasons but one of the main reasons is not knowing what is available. There is growing evidence to suggest that social, community and voluntary services have resources which

can help people improve their wellbeing. Your Doctor and Sussex Community NHS Trust think so to and have made the **Community Navigator Service available in your GP Practice.**

The aim of the service is to:

Meet with you.

Listen and help identify what your needs are.

Provide information.

Help you access non-medical services, groups or activities which can help you improve how you feel and what you can do.

Support you to attend groups, activities or services which can support you to have your needs met.

If you would like an appointment with the Community navigator please let the receptionist know.

Community Navigators are trained workers who will be checked by the Disclosure & Barring Service to ensure safety.



We are very excited to announce that Quit51 your local free stop-smoking service will be holding clinics here every Friday.

Developed by experts and delivered by specially trained and highly experienced professionals, this completely free service provides advice, support and encouragement to help you stop smoking for good. With help from Quit51 you're up to 4 times more likely to quit than if you go it alone. 100% of smokers who have used the service would recommend it.