

Patient Newsletter

Summer 2017

WHAT'S NEW?

Further to the agreement in principle for the three Lewes Practices to merge:

All staff are now involved in projects that have either begun or will take place over the next two years to look at systems and protocols to ensure **best practice** across all of the services we provide. We 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 are also working with other health and social care professionals to provide a cohesive approach to our patient's health and wellbeing. This includes working closely with the Minor Injuries Unit at The Lewes Victoria Hospital.

There have already been some engagement events including a very successful "drop in" session in May. We plan to hold another similar event in Ringmer at the AnchorField Surgery in September. The date for this, when confirmed will be sent out via email and text message and advertised in the waiting room and on our website. This will be another opportunity for you ask us questions and to give us your thoughts and

suggestions with regard to the proposals. Plans are underway to develop a website to keep everyone informed of progress and future events.

SURGERY OPENING HOURS FOR COMMUTERS AND WORKERS

Dr Helen Price returns from maternity leave in the middle of September. We are pleased to inform you that her current locum Dr Alice McDonnell will be staying on so that we can increase the number of GP sessions we can offer every week. They will both continue to care for our diabetic patients. This has prompted a slight change around in working days which will affect the days on which we can offer extended access to the services outside of core hours.

From 18th September :

An early clinic for workers and commuters on Monday mornings at 7.30am will be available as well as on Friday mornings. This will mean that we will no longer be offering late appointments with a GP on Thursday evenings, although you may still see our Health



Care Assistant. The clinics on Tuesday evenings and Saturday mornings will continue as normal.

WHY DO WE KEEP INVITING YOU IN TO THE SURGERY?

If you have a condition such as asthma, diabetes, high blood pressure, or one that affects your heart, lungs, kidneys, thyroid or mental health, we will contact you once a year for a review. This may be an appointment with our Practice nurse, GP or both and you will be invited to come in to the surgery in the month in which you have your birthday. We would encourage you to attend this appointment as we want to ensure your condition is managed by the Clinicians and for you to stay healthy. We may ask you to have a blood test before or during this appointment and the Doctor will review your medication if applicable.

LET'S GET TALKING

Do we have the correct details to contact you?

Please help us stay in touch with you and keep you updated on the services available, remind you when your appointment is or when your next review is due. The easiest way to do this is by making sure we have your mobile telephone number if you have one and an email address.

St Andrew's Surgery

Tel: 01273 476216

Patient Newsletter

Summer 2017



LET'S GET WALKING

Walking is free, and just 10 minutes a day can help keep you healthy and happy. 10 minutes brisk walking a day can lower your risk of serious illnesses like heart disease and type 2 diabetes over time.

It doesn't matter where you're walking, just make it brisk and it'll improve your health and happiness.

The free Active 10 app will help get your out walking every day. Just 10 minutes a day is enough to make a difference to your health and happiness.

<http://po.st/Active10> East Sussex



Do you have difficulty Getting in to the surgery? 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>

ST ANDREWS TRAVEL CLINIC

Our Practice nurses offer a travel advice and immunisation service. They will check your records for past immunisations and illnesses and obtain current information on the diseases that are prevalent in areas where you are travelling. You will be required to complete a questionnaire and then allow 5 days before phoning after 2pm to arrange an appointment at least 4 weeks before travel. **Please note there is a charge for some vaccinations. Please ask for more details at reception.**



A GENTLE REMINDER

Please remember your appointment with the Doctor is for 10 minutes which includes allowing them time to write up your notes / referrals etc. Be assured our Doctors will give you the time you need but unfortunately the following are not valid reasons to keep the Doctor longer and delay the next patient's appointment.

"I am saving the Doctors time by dealing with more than one thing and so saving an appointment"

"It is only 3 SMALL things"

"I don't come often so I have earned the right to a longer appointment"

"I had to wait for a long time to be seen when I last saw a doctor"

"I had difficulty making an appointment"

This could cause the Doctor to rush the consultation and may result in important information being missed. There is no issue that is ever small -for example a 'quick look' at a mole may be identifying possible cancer so needs to be done properly.

ST ANDREWS SEXUAL HEALTH CLINIC

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