

Patient Newsletter

Spring 2016

WHAT'S NEW?

St Andrew's Surgery are pleased to announce that Dr Hannah Burrage joined the partnership on 1st February this year. Dr Burrage was previously employed as an Associate GP at the surgery since 2011.

Dr Helen Price will be taking leave for a while at the end of May. Her baby is due in June and we wish her the very best. We welcome Dr Alice McDonnell who will be covering her maternity leave having successfully completed her Registrar training with us.

WHY IS IT SOMETIME S DIFFICULT TO GET AN APPOINTMENT?

The results of the recent national survey showed that our patients voted us the second highest of the 20 Surgeries in the CCG for "Overall experience and level of service". We look constantly at ways to ensure we maintain this position. We have installed a new clinical IT system, changed our phone system, improved online access and introduced an all-day "Duty Doctor" to deal with situations that require attention by a Doctor the same day, including liaising with The District Nurse, Adult or Children's Social Care, The Mental Health Team as well as seeing patients who are medically urgent.

However we feel there are things you could do to help us.

When you ask for an emergency appointment please be sure that it really is a medical emergency.

What is NOT an emergency?

Letters for schools/ employers

Medical reports / sick notes

Forgotten prescriptions

While we understand you may have a request which you feel needs immediate attention this is not always appropriate for the Duty Doctor to deal with. The Receptionists will always endeavour to find an alternative solution but this may not be on the same day.

Please remember the appointments are for 10 minutes which includes allowing Doctors 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



**PLEASE USE THE BIKE
RACK AT THE FRONT
OF THE BUILDING**

Between Sept and Dec 2015

No. of pts seen by a GP **7728**

No. of pts seen by a Nurse **2489**

No. of patients seen by an HCA* **2253**

*Health Care Assistant

No. of patients who did not turn up for their appointment with a GP **125**

No. of patients who did not turn up for their appointment with a Nurse **214**

No. of patients who did not turn up for their appointment with an HCA **174**

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.

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**EAST SUSSEX BETTER
TOGETHER HEALTH
HELP NOW**



The Health Help Now web app can be found online at healthhelpnow-nhs.net and is free to everyone who lives and works in East Sussex. It functions like a mobile phone app and helps people check their symptoms and find the best place for treatment – showing which services near them are open. It will help people to know when to go to A&E, and when not to.

It breaks down symptoms by age – baby, child, teenager, adult and older adult. This is to make it easier for people to find the right treatment for them.

Health Help Now has been developed with input from local GPs, hospital doctors, paramedics and other health professionals. It is thought to be the most detailed and sophisticated local NHS web app in the country.

Health Help Now also offers advice – such as where to buy children's medication when pharmacies are closed - and links to other useful websites.

The easy-to-use web app works on smartphones, tablets, laptops and desktop computers. Anyone who doesn't have internet access is advised to dial NHS 111 for urgent healthcare advice 24 hours a day.

HAVE YOU SEEN OUR WEBSITE?

We pride ourselves on keeping our website up to date with everything that you need to know about the surgery. Please add : www.thestandrewssurgery.co.uk to your favourites to order your repeat prescriptions and keep informed of any changes in the services we provide. The website also has a number of links to other resources and advice on simple illnesses and ailments.



Despite carrying out 90% of all NHS patients contacts, general practice only receives 8.39% of the NHS budget in the UK.

The recent survey of practices across England and Wales reflects the challenges faced by general practice, from managing workload to recruiting new GPs and other staff.

Your GP and practice team care about the current situation and want to work with patients and government to find solutions and provide a better service.

If you have concerns regarding any of the following:

- Practice workload
- Quality of service practices are able to deliver to patients
- Demand for appointments
- Long-term vacancies
- Finding locum cover
- Retirement from general practice
- Financial viability of the practice

Then why not express those concerns to your local MP?

The Urgent Prescription for General Practice is a great opportunity for you to engage with your MP and to raise the challenges facing general practice.

The Member of Parliament for Lewes is:

MARIA CAULFIELD

House of Commons, London, SW1A 0AA

Tel: 020 7219 5946

Email: maria.caulfield.mp@parliament.uk

PLANNING FOR YOUR FUTURE CARE

There may be times in your life when you think about the consequences of becoming seriously ill or disabled.

This may be at a time of ill health or as a result of a life changing event. It may simply be because you are the sort of person who likes to plan ahead.

You may want to take the opportunity to think about what living with a serious illness might mean to you, your partner or your relatives, particularly if you become unable to make decisions for yourself. You may wish to record what your preferences and wishes for future care and treatment might be or you may simply choose to do nothing at all.

One way of making people aware of your wishes is by a process of advance care planning.

What is Advance Care Planning?

Advance care planning is a process of discussion between you and those who provide care for you, for example your nurses, doctors, care home manager or family members.

During this discussion you may choose to express some views, preferences and wishes about your future care.

Aspects of Advance Care Planning

- Opening the conversation
- Explore your options
- Identify your wishes and preferences
- Refusing specific treatment, if you wish to
- Ask someone to speak for you
- Appoint someone to make decisions for you using a Lasting Power of Attorney
- Let people know your wishes.

Below is the link to a guide about Future Care Planning. Please read this and book in to speak to your GP if you would like to discuss things further.

http://www.nhs.uk/Livewell/Endoflifecare/Documents/Planning_your_future_care%5B1%5D.pdf



If you are aged between 40 & 74 and have not been diagnosed with a pre-existing condition, the [NHS Health Check](#) is your chance to get your free midlife MOT. We will be inviting eligible patients in over the next five years