

Patient Newsletter

Summer 2016

WHAT'S NEW?

We said a fond farewell to Dr Helen Price at the end of May and wish her all the best during her maternity leave. We welcome Dr Alice McDonnell who will be covering her maternity leave having successfully completed her Registrar training with us. Dr McDonnell will be working with Nurse Wendy providing care for our diabetic patients as well as seeing regular patients on Thursdays and Friday.

WHAT HAPPENS WHEN THINGS AREN'T QUITE RIGHT?

At St Andrew's Surgery all our staff aim to be as helpful and cheerful as they possibly can be. We have 2 Managers, 6 members of the Nursing team, 8 Doctors (5 Partners) and 13 Receptionists / Administrators.

They reserve the right to go about their work without fear of inappropriate behaviour.

There is a misconception that receptionists do nothing more than answer the phone and type names into a computer. In fact, the job requires a high degree of emotional awareness and maturity. Whilst we understand that patients may, on occasions, wish to raise complaints, concerns or feel frustrated there is a correct and appropriate way to raise these. The receptionist may not be able to answer your concerns and so you may ask to speak to one of the

management team. We are always happy to work with patients to identify areas of improvement and resolve problems.

The surgery supports the Governments "Zero Tolerance" policy and will not tolerate slamming down phones, sarcastic tone, aggression, swearing, inappropriate demeanour or any other unacceptable behaviour towards staff or other persons present on the premises. Patients are given warning and may be removed from the surgery list.

We appreciate all feedback so please do let us know when we get it right too as this gives us encouragement to continue to provide the best possible service we can.

HOW IS YOUR BLOOD PRESSURE?



Checking your blood pressure regularly is the only way to know if you have high blood pressure (hypertension).

Hypertension almost never causes any symptoms, so people will not know that they have it unless they check. It is not necessary to check your blood pressure every day, but checking it a few times a year is easy to do and will identify hypertension. We have installed a blood pressure machine in our waiting area so you no longer require an appointment but can pop in to the surgery at any time to check yours. The machine prints out your reading and if you are in the surgery for

Between Feb and April 2016

No. of pts seen by a GP	8496
No. of pts seen by a Nurse	1787
No. of patients seen by an HCA*	2546

*Health Care Assistant

No. of patients who did not turn up for their appointment with a GP	189
No. of patients who did not turn up for their appointment with a Nurse	120
No. of patients who did not turn up for their appointment with an HCA	198

an appointment you may wish to take this in to the Doctor or Nurse that you are seeing. Alternatively you can give the reading to the Receptionist who will record it on your records and refer to the Nurse or GP should it require any further action.

PARKING FOR BLUE BADGE HOLDERS

Due to an increase in staff to cope with the expansion of our services we are no longer able to offer a parking space for disabled patients in our staff car park. This space will now be reserved for our Duty Doctor who may need to visit a patient at any time during the day. We appreciate this is inconvenient for some but it allows us to provide a more flexible service and meet the demands. You may still be dropped off in the car park but please do not obstruct the Duty Doctor's vehicle. If you have a blue badge you may park on single or double yellow lines for up to three hours but in general not where there are restrictions on loading or unloading – indicated by yellow kerb dashes and/or signs on plates.

East Sussex County Council have confirmed plans to create a Disabled parking bay in Southover Road opposite the surgery.



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.

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Carers Week 6-12

June 2016

Carers Week is an annual campaign to raise awareness of caring, highlight the challenges that carers face and recognise the contribution they make to families and communities throughout the UK.

YOU MIGHT BE A CARER

Do you look after a relative, friend or neighbour who couldn't manage without your help?

If you provide unpaid support to a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems, you are a carer. You might feel that you're doing what anyone else would in your situation; looking after your mum, son, or best friend and just getting on with it.

Care for the Carers is here to support you in your caring role.

The first step is to let us know.

Please come and speak to our receptionist and we will make sure you receive an offer of help and support as soon as possible.



What can the Care for the Carers Team do for you?

Practical Help & Advice

Guidance through the health and social care system, help to find out about welfare rights, training, and development opportunities.

Carers Card

This helps to identify carers in the event of an emergency, and offers exclusive retail discounts.

Carers' Groups

Spend time with other carers at a wellbeing group, and share common interests and experiences.

Carers' Voices

Support to get your views across – at meetings, conferences, and through social networking.

When there is a crisis

Expert advice on hospital issues, respite, and carers' rights.

Care Passport

Helping you to share information on the needs of the person you care for when they are in hospital.

Time to Talk

A counselling programme is tailored to help carers manage the feelings and challenges caring can bring. Carers' Forums

Take care of yourself

Tips and techniques on looking after your own health and wellbeing, and support to take time out from your caring role.

Information and advice

Expert advisers can help you to identify the support you need and how to access it.

Looking After Me

Work with a volunteer mentor to make positive changes in your life and prioritise your health and wellbeing.

Carer Representatives

Influence the planning and development of health and social care services, representing the voice of local carers and sharing your expertise.

Quit 51

Quit 51 is an exceptional stop smoking service that uses the latest research, evidence and licensed medication to support you to achieve your goals.

All their staff are highly qualified, very experienced advisers, many with other relevant qualifications such as nurses and midwives.

Quit 51 is one of only 4 services in the whole country to be awarded Approved Provider status, which gives you confidence that the service you are getting is effective and evidence based.

We work with leading academics in the field to make sure that we are delivering cutting edge services that lead the field.

You may self refer to Quit51

By Phone : 0800 622 6968

By Text : smokefree to 66777

By email contact.quit51@nhs.net

Alternatively please ask at the reception desk

STUDENT NURSES

Training is important at St Andrew's Surgery. Dr Heath and Dr Wallek are GP trainers and learning and education is a valuable part of what we do and reflects our ethos of lifelong learning. As you know we already have regular GP Registrars in the surgery. Commencing June 2016 we will also have a Student Nurse being trained by our Practice Nurses. The students will mainly be learning by observing clinics and possibly asking questions. We hope you will assist us in making their experience positive.

YOUR PATIENT REFERENCE GROUP NEEDS VOLUNTEERS

- Would you like to have a say about the services provided at your surgery?
- Would you like to be involved in the decisions about the quality and range of services we provide?
- Do you want to be involved with deciding what new services could be provided in the future?

The Patient Reference Group meets every two months with the Practice Manager and communicates mainly via email.

It is an opportunity for you to provide valuable feedback on the practice. If you would like to become involved please fill out the form on our website: www.thestandrewssurgery.co.uk