

Bank Holidays

Monday 24th December and Monday 31st December, we are normally open till 8pm but on these two dates but due to Christmas we will be closing at 6pm. Wednesday 3rd January we will be open till 8pm as normal.

We will be closed on the following bank holiday:



Christmas Day:

Tuesday 25th December

Boxing Day:

Wednesday 26th December

New Year's Day:

Tuesday 1st January.

Roadworks

On Monday 26th November, Cross Levels Way, Eastbourne will be closed for 2 nights from 8pm-6am for roundabout repairs. This information is accurate at the time of printing.



Whilst we are closed

If you need medical advice whilst we are closed you can:

- * Speak to a Pharmacist
- * Contact the Walk in Centre on 01323 726650
- * Call NHS 111



New Telephone System

Good news!

Following a number of issues that have been reported to us by patients, we have had a new telephone system which was installed on the 11th September, and this enables us to provide you with a better service. Our new phone system will only allow 15 people in a queue at one time so if you hear an engaged tone whilst trying to get through to us then just hang up and redial the number until you can access the queue. In order for you to speak to the right person listen carefully to the options that are available these are:

Option 1 - Appointments (Opens up at 8:30am)

Option 2 - Test Results (Opens up at 14:15pm)

Option 3 - Prescriptions (Opens up at 9:30am)

Option 4 – Dermatology.



Hello and Goodbye

Our Practice Nurse **Jan** will be retiring from Park Practice on 1st February 2019 having completed 22 years and 8 months of dedicated service with us, we all wish her well and she will be missed by the staff and her patients.

We would also like to welcome our new nurse **Karen** who started on the 3rd September 2018; Karen will be available on Monday, Tuesday, Thursday, and Friday all day and Wednesday mornings.

Missed appointments



This year there have been a staggering **2511** missed appointments at the surgery.

Missed appointments are wasteful and deny other patients the opportunity to see a Doctor or a Nurse. If you can't keep your appointment, or even if you forget until the very last moment, let the Surgery know as soon as you are aware that you won't be able to attend, there is often an opportunity for us to fill an appointment, even at short notice, by offering it to another patients.



Your NHS and what it costs...

Did you know that it can cost your NHS approximately...

At least £124 for a single visit to A&E

£32 for an appointment with your GP

£16 to call NHS 111

£0.46 to click onto NHS choices website.



Do you want to have a say in your local healthcare services?

Do you want to help shape your local healthcare services? Did you know that you can join your local Patient Participation Group? The meetings at Park Practice are held in the evenings and in the daytime on a rotational basis and we would welcome some new members to get a true cross-representation of opinions across all age ranges.

Working in partnership with your local GPs and practice staff, Patient Participation Groups ensure that the patient's voice is at the heart of your local healthcare services.

PPGs give patients a chance to feed back their views, influence services and help raise awareness of the variety of health and social care which is available locally.

If you would like to get involved and have your say then please leave your contact details with one of our Receptionists and we will be in contact with you.

Getting Help in East Sussex...

Who to contact...



Age Concern Befriending
(face to face) Service:
01323 749 034

Alzheimer's Society: 01424 773 687

Antenatal Pregnancy Care (referrals
to a Midwife without seeing your GP):
01323 514 366

British Pregnancy Advisory Service:
03457 304 303

East Sussex Sexual Health Clinic:
01323 444 167

Website:

www.eastsussexsexualhealth.co.uk

Health in Mind (Mental Health
Service): 0300 0030 130

Minor Eye Conditions Services (this
service is run locally by Specsavers in
the Arndale): 01323 649 767

Emergency Dental Line (After
18:30pm): 01323 449 170

Keeping warm in winter:

As we are almost in winter we need to
start wrapping ourselves and keeping
ourselves warm as cold temperatures



can raise blood pressure
and increase the risk of
flu. It's so important to
look after yourself during

the winter period. Here are 5
important points to follow to keep you
warm and healthy this winter:

- 1. Keep Moving:** By keeping moving, this will not only help you to stay fit and healthy but will also generate heat in order for you to keep warm during the winter.
- 2. Eat and Drink well:** Eating and drinking well is one of the most important things to follow during winter, always make sure that you eat at least one hot meal at day and also to have hot drinks throughout the day.
- 3. Have the Flu jab every year if entitled to it:** The flu is not only unpleasant to have but it can develop into something more serious, like Pneumonia. Flu viruses are always changing so it's important to have the injection every year. Find out through our Receptionists if you are entitled to a free flu jab.
- 4. Check you've had the 'pneumo':** The Pneumo jab is a one-off jab that helps protect against Pneumonia, Meningitis and Septicaemia (type of blood poisoning).
- 5. Organise your medications:** It's important that you don't run out of any of your medications during winter. Make sure you order prescriptions ahead of time.

Repeat Prescriptions:



Due to the size of our Surgery, we have thousands of

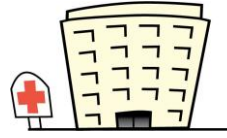
prescriptions to process each week. Just recently, the number of calls we receive from patients asking if their prescription is ready is taking up a huge amount of our time, delaying the actual processing of the prescriptions. Please contact your Pharmacy in the first instance to find out if your prescription is ready allowing us 48 hours to process it. Please only contact us if your prescription is not with your Pharmacy after this time.

Also we do not do repeat prescriptions over the phone, if you want a repeat prescription then please fill out a repeat prescription form at the front desk or always leave it between 2-3 working days in order for the prescription to be collected. If you are unable to get to the surgery then you can do it online by going to our website and going onto the prescriptions option.



Calling 111:

If you need medical help fast but it's not a life-threatening situation, you can call the NHS 111 number.



Depending on the situation, the NHS 111 team can connect you to a Nurse, emergency Dentist or even a GP. NHS 111 advisors can also assess if you need an ambulance and can call one if necessary.

When do I use it?

You should call 999 in an emergency but you can call 111 if you need medical help fast but it's not life-threatening for example:

- Call if you need to go to Hospital.
- Don't know who to call for medical help.
- Need medical advice or reassurance of what to do next.

**We would like to
wish all our
patients a very
Happy
Christmas and a
healthy New
Year!**