

We will be holding our

Flu Clinics

On
Saturday 29th September
and
Saturday 13th October
8.30-11am

Please speak to a receptionist to book your appointment.

Thank you to patients who came to the surgery last year for their flu vaccination; by supporting us you are contributing to the running of your local practice.

There are many myths surrounding flu. At the back of this newsletter are some of the most common and the truth behind them.



Closures for Training



There will be a further training afternoon where we will be closing at 12:30pm: 11th September 2018.

Bank Holidays

We will be closed on the following bank holiday:

Monday 27th August

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



Newsletter Autumn 2018

New Telephone System

Good news! Following a number of issues that have been reported to us by patients, we will be having a new telephone system installed on 11th September, which will enable us to provide you with a better service. We do not know how much 'downtime' there may be on this date so please bear this in mind if you are looking for an appointment on this day.



Closure of Cross Levels Way



At the time of printing this newsletter, East Sussex Highway have scheduled resurfacing works on Cross Levels Way between 9.30am and 4pm on 28th, 29th and 30th August, with Rodmill Roundabout to Sainsbury's Roundabout being closed for Phase 1 and Sainsbury's Roundabout to Lottbridge Roundabout closed for Phase 2. These dates are subject to change but if you have an appointment on these dates, please allow extra time to get to the surgery.

Booking Appointments

Don't forget that you can book appointments to see your GP and order repeat prescriptions online, once you have completed a Patient Online Access registration form, available at Reception or on our website.



Self-testing Kits

It is recommended that everyone between the age of 18 and 25 years old is tested for chlamydia at least once a year or when you get a new partner. You can now collect a chlamydia self-testing kit for males or females from our patient toilets.

HIV self-testing kits are also available upon request from our reception.

There is information on the nearest emergency contraception service and where to access free condoms as part of the C-Card scheme available on the following website:

www.eastsussexsexualhealth.co.uk

or you could call: 01232 416100

Are your details correct?



Do you receive a text message from us to remind you of your appointments? If not we are asking all of our patients to check with us that the contact details we have for you are correct. It is very difficult when we need to reach you if the details we have for you are incorrect. To check your details are correct please give us a call or pop in to our reception and we can confirm and change any contact details we need to.

Speak to the receptionist



You might think your surgery's receptionist is just being nosy when they ask you why you need to see the doctor, but they're just trying to make sure you see the right person. If you need a repeat prescription, a blood test or a flu jab, the practice nurse or another member of staff may be able to help. If you're

uncomfortable saying what the problem is, you don't have to but answering helps us prioritise who really needs urgent help and who might be able to wait a bit longer for an appointment.

Test Results

Test results can be obtained from reception after 2.15pm. Blood results should be available after 1 week. It is the patient's



responsibility to contact the surgery for their result. If we receive a result from the lab and they are abnormal, the GP will be informed and may contact you if they have urgent concerns, but you should always ensure that you contact us for your results. Swabs should be available to us after 48hrs, as well as urine/sputum/faeces. Nail clipping results can take up to 6 weeks to come back.

Third Party Access Requests



If you wish to give access to your medical records and information to a named third party, please print the 'Consent form – third party access' form from our website and return it to the surgery. We are unable to take requests in any other format.

Did you know?

As part of efforts to save money within the NHS, we encourage you to buy treatments for minor ailments rather than have them prescribed. Some ailments can be dealt with effectively by a pharmacist. You will not necessarily need to be seen by the Doctor for minor ailments and treatment preparations can be bought over the counter at a reasonable cost.

Everyone is aware that healthcare is a hot topic at the moment. These hot tips should help when you need to access a healthcare professional.



Please avoid busy times, particularly Monday mornings. If your problem isn't urgent and you do not need an appointment for that day, try not to call before 10.30am on any day as staff and lines are likely to be busy.



The NHS is a valuable service – please don't waste it! If you have an appointment and can't make it, please phone and cancel so we can give it to someone else.



People expect to have to book an appointment with their dentist or hairdresser at least a couple of weeks in advance, and GP surgeries should be no different when it comes to routine appointments for things like smears, blood pressure checks, immunisations and blood tests.



Do you actually need to see or speak to a doctor? If it is a simple problem like uncomplicated heartburn, hay fever or a cold, why not cut out the middle-man and go direct to your pharmacist? Over-the-counter medicines can be cheaper than prescription charges, and the pharmacist will always advise you to make contact with your Doctor if they are concerned about your symptoms.



Think before you dial. If your problem is a real emergency – such as chest pain, collapse, or a suspected stroke – dial 999. If it is not an emergency, call your surgery to discuss what you need, and if you are unsure who to call dial 111.



When you do see the doctor, be prepared. Have your symptoms clear in your mind and remember our policy of one appointment,

one issue. This will help the Doctor help you in the most efficient way. If you have a complex need and think you will need a slightly longer or double appointment, discuss this with the receptionist – they are there to help you.

Medi Tech Trust

We are very grateful to the Medi Tech Trust for providing Park Practice with a minor ops coach, light and hyfrecator.



The Lord Lieutenant of East Sussex and The Mayor of Eastbourne, together with Medi Tech Trust Trustees, volunteers and surgery representatives

'Tell us what you need'

The 2018 Community Initiative by locally based charity, Medi Tech Trust, is probably the first of its kind in the UK. Its two-fold purpose involved the donation of medical equipment worth £70,000 to Eastbourne and Polegate surgeries. 14 surgeries each submitted their 'Wish List' for £5,000 worth of urgently needed equipment that will assist their staff in carrying out their work more easily, safely and professionally, while ensuring that the equipment would be to the benefit of their patients. Nearly 90 items were requested and all were honoured.

A Presentation Evening was held on Wednesday, 20 June 2018 at the Eastbourne District General Hospital, when the Guest of Honour, the Lord Lieutenant of East Sussex, present the items on behalf of

the charity. The Mayor of Eastbourne was also in attendance.

Medi Tech Trust was founded by Bob Lewis in 2002, who invited Graham Watson to be the chairman and co-founder, with the aim of purchasing state-of-the-art medical equipment to reduce or eliminate invasive surgery. The third Trustee, Jonathan Payne, has acted as Treasurer for several years. They receive no remuneration.

The charity also arranges training visits abroad as well as the advancement of health care education in the community. Over £1 million worth of medical equipment has been donated to date and a further 750,000 surgical items distributed overseas.



Dr Harvey with the Lord Lieutenant of East Sussex

Flu Myth Busters

◆ **Flu is just like having a heavy cold.**

A bad bout of flu is much worse than a heavy cold. Flu symptoms come on suddenly and sometimes severely. They include fever, chills, headaches and aching muscles, as well as a cough and sore throat. You're likely to spend two or three days in bed. If you get complications caused by flu, you could become seriously ill and have to go to hospital.

◆ **The flu vaccine gives you flu.**

No, it doesn't. The injected flu vaccine given to adults contains inactivated flu viruses, so it can't give you flu. Your arm may feel a bit

sore where you were injected, and some people get a slight temperature and aching muscles for a couple of days afterwards. Other reactions are very rare.

◆ **Flu can be treated with antibiotics**

No, it can't. Flu is caused by viruses – antibiotics only work against bacteria.

◆ **Once you've had the flu vaccine, you're protected for life**

No, you aren't. The viruses that cause flu can change every year, so you need a vaccination that matches the new viruses each year. The vaccine usually provides protection for the duration of that year's flu season.

◆ **I'm pregnant, so I shouldn't have the flu jab because it will affect my baby**

You should have the vaccine no matter what stage of pregnancy you're in. If you're pregnant, you could get very ill if you get flu, which could also be bad for your baby. Having the jab can also protect your baby against flu after they're born and during the early months of life.

◆ **I've had the flu, so I don't need the vaccination this year**

You do need it if you're in one of the "at risk" groups. As flu is caused by several viruses, the immunity you naturally developed will only protect you against one of them – you could go on to catch another strain, so it's recommended you have the jab even if you've recently had flu. Also, what you thought was flu could have been something else.

