



Newsletter – Winter 2023



With the end of the year approaching and the cough and cold season very much here, it is always worth thinking about protecting yourself from illness. If you are eligible for a Covid booster, this can be organised through the NHS website. <https://www.nhs.uk/nhs-services/covid-19-services/covid-19-vaccination-services/book-covid-19-vaccination/> For 'flu, we still have some vaccinations available, so just get in touch and we can sort this for you.

We appreciate how difficult getting to see one of us can be and we are always grateful when people understand this. We are working very hard to improve how quickly we can help people, but we will always have more requests than we can deal with. Please try and remember that the reception team are never the ones to feel upset with, when you are disappointed and they all work incredibly hard to try and help.

I hope everyone can have a break at the end of the year, and we look forward to continuing to care for you next year.

Dr Martin Writer

Have you been referred to the Hospital?

If you have been referred to Eastbourne District General Hospital, and would like to find out when your appointment is, please call them directly on:

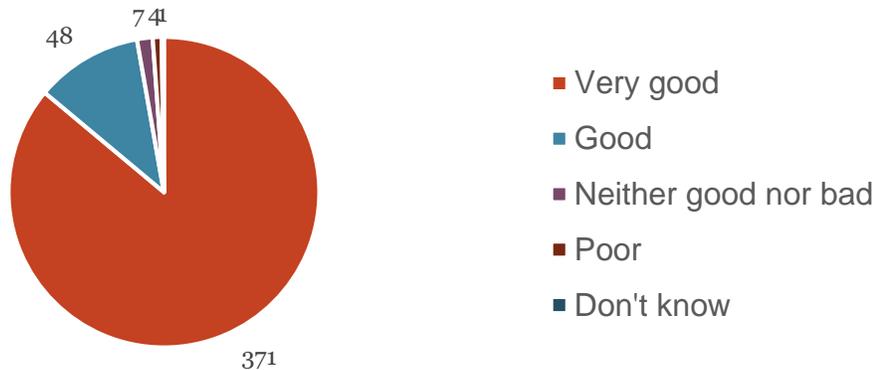
0300 131 4500 and ask for the Appointments Department.

The Friends and Family Test

"We need your feedback"



Thank you to everyone who completes the Friends and Family Test after seeing a clinician or nurse at our Surgery. We read all the comments, which helps us to identify what is working well and what can be improved. Please be aware all responses are anonymous, so we are unable to reply to comments such as "contact me about this". October's results are below:-



Some of the comments were:

- ❖ "Very quick and caring"
- ❖ "Friendly approach"
- ❖ "I was treated with dignity and understanding"
- ❖ "It was thorough and my opinion was valued"
- ❖ "Our Surgery makes the flu jab day so easy and pleasant"



"Waiting in a phone queue for 45 minutes" – we are currently looking into a system, where we can call you back to save you waiting in the phone queue.

"If I had known beforehand the gates close at 6 pm, I would not have taken a late appointment" - we have amended the text message which is sent to patients when reminding them of their appointment, that the pedestrian gate is locked at 6 pm.

"Want more seats in the waiting room" – More chairs have been put into the waiting room.

New Features on the NHS App

The NHS wants to give people better ways to see their personal health information online. We know that people want to be able to access their health records. It can help you see test results faster. It also lets you read and review notes from your appointments.

For most patients, all prospective information has been set up within your health record automatically; however, there are a small number of patients where this is not automatic and would need to be applied for. This means all information added to your health record from *4th October 2023* onwards is available to view. If you are over 16 and have an online account, such as through the **NHS App** or the **NHS website**, you will now be able to see all future notes and health records from your GP.

You will be able to see notes from your appointments, as well as test results and any letters that are saved on your records. This only applies to records from your GP, not from hospitals or other specialists. You will only be able to see information from *4th October 2023*. For most people, access will be automatic and you won't need to do anything.

Your GP may talk to you to discuss test results before you are able to see some of your information on the app. Your GP may also talk to you before your full records access is given to make sure that having access is of benefit to you. There might be some sensitive information on your record, so you should talk to your doctor if you have any concerns.

These changes only apply to people with online accounts. The NHS App is very secure, so no one is able to access your information except you. Don't share your password with anyone as they will then have access to your personal information.

If you do not want to see your health record, or if you would like more information about these changes, please speak to reception staff.

Change Grow Live (CGL)



Would you like advice and support for your drug and alcohol use? You can now self refer to CGL East Sussex, to access specialist support and treatment by calling:
Tel: 0300 303 8160

Their website is: www.changegrowlive.org

Are you Ex Armed Forces?

Please let the surgery know so we can attach this information to your medical notes.

All veterans are entitled to priority access to the NHS hospital care for any condition as long as it is related to their service.

Dry January 2024 – Are you in?

31 days alcohol-free, a break and a total rest for the body and mind with Alcohol Change UK. Some benefits include:-

- ❖ Better sleep and more energy
- ❖ Improves your mental health and concentration
- ❖ Lowers blood pressure
- ❖ Lowers cholesterol
- ❖ Reduces levels of cancer-related proteins in the blood
- ❖ Reduces diabetes risk
- ❖ Saves money
- ❖ Feel an amazing sense of achievement!

For more info go to: [Dry January | Alcohol Change UK](#)



We are seeing a significant increased amount of abuse to our staff in primary care. We are all working very hard to help patients receive the care they need.

We understand that patients have frustrations and fears around their own health though it doesn't help anyone if they are abusive. It affects everyone, though it is particularly unfair that frontline workers who are doing their absolute best take the brunt of this.

We are all humans and need to do our bit to be reasonable and kind.

Have you set up your NHS App?

No log-on needed from us; the app is managed by you. You can:

- order repeat prescriptions
- view your test results
- securely view your medical record
- check your symptoms using the [health A-Z on the NHS website](#)
- find out what to do when you need help urgently using [NHS 111 online](#)
- register as an organ donor

Download the NHS App on “App Store” or “Play Store” on a mobile device

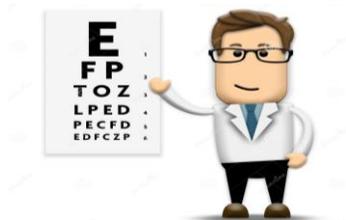


Referrals for Cataract Surgery

If your optician recommends cataract surgery, you now have a choice of being referred to Eastbourne District General Hospital or SpaMedica for NHS treatment.

SpaMedica is based in Bexhill, so it is important you can arrange transport as you will not be able to drive yourself due to the eye drops causing blurred vision.

Just let your optician know where you would like to be referred to, if you need cataract surgery.



One You Service

One You is a service to help you get healthier and feel better with free tips, tools and support. Whether it is moving around, eating more healthily, reducing alcohol intake or stop smoking.

One You can help you make small, practical changes which fit in with your life.

Please see this website for further information:-

www.nhs.uk/oneyou/



We were sorry to say goodbye to Liam Stephens, Advanced Nurse Practitioner, in August, who had been working at Park Practice for 10 years. He is now working in a surgery closer to his home.

Dr Sophia Amjad joined us in the Summer. She is a GP Registrar and will be with us for twelve months. She enjoys cooking and spending time with her children. Sophia says "I am fortunate to be surrounded by a team of wonderful individuals at Park Practice. As a health care professional, I am passionate about providing excellent care to my patients".

We also welcomed Caroline and Marta to our nursing team, who joined us in November 2023.

Mental Health Support Coordinator

Every Friday, we now have a limited number of appointments with the Mental Health Support Coordinator. He can support you to:

- Improve your mental wellbeing
- Feel more in control of your mental health
- Become more connected with others
- Build your self-esteem

He is unable to diagnose mental health conditions, prescribe medications or work with anyone currently in crisis.

Antibiotic Awareness Week 18-24 November 2023

The aim of the week is to raise awareness about antibiotic resistance and to highlight the correct use of antibiotics. Antibiotics are used to treat infections caused by bacteria. They DO NOT treat infections caused by viruses.

Taking antibiotics when they are not needed allows bacteria to develop a resistance to the antibiotic. Bacteria can adapt and find ways to survive the effects of an antibiotic. They become 'antibiotic resistant' so that the antibiotic no longer works when it is needed. The more we use an antibiotic, the more bacteria become resistant to it. Antibiotic resistance is a particular threat to children, older people and those with weakened immune systems, but it can affect everyone as most of us belong to vulnerable groups at some stage in our lives.

Without effective antibiotics many routine treatments and operations will become increasingly dangerous. Antibiotic resistance is one of the biggest threats facing us today; routine treatments and operations such as setting broken bones, bone, heart and bowel surgery and chemotherapy all rely on antibiotics to work.

Winter is coming and so we can expect coughs and colds to make an unwelcome return. It's important to understand however that most coughs, colds and sore throats are caused by viruses, which antibiotics will not help with. Antibiotics cannot help you recover from infections caused by viruses, because they are only effective against bacterial infections. Mild infections with bacteria may also get better without antibiotics. The table below gives a useful guide on how long some common illnesses and symptoms usually last:

Common Illnesses	Most people are better by
Earache (middle ear infection)	8 days
Sore throat	7-8 days
Sinusitis (adults only)	14-21 days
Cold	14 days
Cough or bronchitis	21 days

If you have difficulty breathing you should seek immediate medical attention but if your symptoms are mild, the best advice is to first check with a pharmacist. Community pharmacists are medicines experts, and can help advise how to treat cough and cold symptoms with over the counter treatments. Obviously if you experience any warning signs such as difficulty with breathing or sharp chest pain please contact **111 for urgent advice**.

Remember if you are prescribed antibiotics by a health professional it is important that you always take them as directed; a lower dose or twice instead of three times daily may not clear the infection and will encourage antibiotic resistance to develop. Please never share your antibiotics with anyone else – they are for you only.

Christmas Arrangements

- We will be closed on Monday 25th December 2023 and Tuesday 26th December 2023, re-opening on Wednesday 27th of December 2023.
- We will be closed again on Monday 1st of January 2024.
- Due to the Bank Holidays, please remember to request your repeat prescriptions in plenty of time.
- If you have a health concern whilst we are closed, you can contact NHS 111 for free 24 hours a day by dialing 111 or going online to www.111.nhs.uk. They can advise, support and direct you to the most appropriate service for your needs.
- Please only go to A&E if it is an emergency such as severe bleeding, breathing difficulties, chest pains etc.
- For an immediate, life threatening medical emergency, please call 999.
- If you need mental health support over the Bank Holiday, the Sussex Mental Healthline offers crisis care for people in urgent need of help with their mental health. It is available 24 hours a day, seven days a week on 0800 0309 500.

All the partners and staff wish you a Happy and Healthy 2024.



We hope you have found the information relevant and useful to you.

If you have any feedback, please let us know.

