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NEWSLETTER SUMMER 2024

Update from Dr Martin Writer

With the season officially changing to Summer, despite the continued changeable conditions, we are also very likely to have a new Government at the beginning of July. The NHS is always a key area which all political parties try to get right. However, very few realise before they come to power, how difficult this is and that there is no simple task which will improve everything for everyone. Having worked with politicians over the years, they all strive to do the very best they can, with varying success.

I sincerely hope the new Government will be able to improve the experience which many of us currently have of the NHS and how we deliver care. However it will not be a quick fix, and we will need to give any changes time to work. As a practice we will continue to do the very best we can to help and support your needs, and I know that you will do everything you can, both to help yourself and to help us.

New QR code for booking in

To help speed up your 'booking in' process, we now have a quick QR code to scan for those with smartphones. The QR code poster is in the reception area.

Alternative ways to book in are using the touch screen board opposite the desk, from the link on your appointment reminder text or speak to one of our Receptionists at the reception desk.

New call back system for our telephones

We recognise that our telephone lines are particularly busy, such as first thing in the morning, so we have introduced a call-back process.

This allows the caller to keep their position securely in the queue and we can call you back once you reach position one in the queue.

Please remember to listen to all the options before making your selection, as these have recently changed. This ensures your call is dealt with by the correct team.

Initial feedback from patients is very positive and saves patients continuing to hold.

Test Results

The results of most tests performed at Park Practice, take approximately 2-5 working days to come back to us, although some results *can take longer*.



Please leave at least 7 days before contacting us for the result.

It is important that you contact us for your test results, **after 2.15 pm**.

If you are waiting for a test result which has been arranged by the **hospital**, please contact the relevant department there, who will be able to advise you accordingly and **not** Park Practice.

Privacy screen in reception

We have placed a blue screen alongside our Reception desk for those patients who wish to have a more private conversation with a member of staff.

If you need to discuss something in confidence, please let the staff member know and we can easily arrange this for you.

Requesting Medication Earlier than Planned

If you are putting in a repeat prescription earlier than planned, for example if you are going on holiday, please put the reason for this early request on your repeat prescription slip, or in the note section on the NHS app.



The Prescription Team will then note why the early medication has been requested, and proceed with the request.

Do you have a young adult approaching 16 years of age?

Once a patient reaches 16 years of age, we are unable to speak to their parents, regarding their medical issues.

It will be necessary for the patient to complete a Third Party Consent form which can be picked up from our reception desk. The patient will need to return the form to us with identification. The nominated person/s can then speak to us, on their behalf.

Ear irrigation

Our Nurses have new instructions for applying olive oil prior to an ear irrigation appointment. This is now 3-5 days as any longer and it can make the wax too soft and harder to come out!

Pre-autism assessment information

If you have concerns about your child's health and wellbeing as they grow up, there is a document on our website, under the Services tab, which brings together contact information for a range of support services.

Our website address is:-
<https://www.parkpractice.co.uk>

The use of antibiotics

We have a few extra calls requesting antibiotics to have, just in case, when someone has just developed a sore throat or in an otherwise healthy person with a cough.

It is understandable that people are calling for these, as over the last 2-3 years we have done things very differently particular prescribing antibiotics often doing this over the phone without seeing people.

During winter, when Group A Throat infection was more common, the Government lowered the threshold for prescribing and we were doing this when we would not normally do so.

Antibiotics are very powerful drugs and if we use them they may well stop working when we really need them. They also have side effects such as diarrhoea and thrush, so unless we feel you would benefit from them we will not prescribe them for you, as most sore throats and coughs will get better on their own.

Monthly Figures

Thank you to all of the patients who have used the appointment reminder link to cancel their appointment. This enables us to offer appointments to other patients, who need to be seen.

If you pre-book an appointment but then phone up for a sooner appointment for the same condition, please remember to cancel the pre-booked one.

The number of consultation appointments at Park Practice were:-

- ❖ April 2024 - 7,844
- ❖ May 2024 - 7,789

We are still saddened by the amount of patients who do not attend for their booked appointment at Park Practice:-

- ❖ April 2024 - 184 appointments
- ❖ May 2024 - 206 appointments

Please can we remind those who do not need their appointments, to let us know, as these can be offer to others.

Medication Used For Fear of Flying

Please refer to the Park Practice website for MORE information regarding this. This can be found under the Prescription Tab.

Our website address is:-
<https://www.parkpractice.co.uk>

The guide on our website, outlines the issues surrounding its use with regards to flying and why the surgery no longer prescribes such medications for this purpose. Diazepam in the UK is a Class C/Schedule IV controlled drug.

People often come to us requesting the doctor or nurse to prescribe diazepam for fear of flying or assist with sleep during flights. Diazepam is a sedative, which means it makes you sleepy and more relaxed. There are a number of very good reasons why prescribing this drug is not recommended.

Flight anxiety does not come under the remit of General Medical Services as defined in the GP contract and so we are not obliged to prescribe for this. Patients who still wish to take benzodiazepines for flight anxiety are advised to consult with a private GP.

For further information:

<https://thefearofflying.com/programs/fly-and-be-calm/>

<https://www.fearlessflyer.easyjet.com/>

<https://www.britishairways.com/en-gb/information/travel-assistance/flying-with-confidence>

<https://www.flyingwithoutfear.com/>

Patient feedback – we listen



We find receiving feedback, good or bad is great for helping us monitor our services and change anything that needs to be reworked.

Recent comments were:

“Wi-fi would be good. So we can do stuff on our phones whilst we are waiting”.

Our free guest NHS Wi-Fi is available and the code is displayed at Reception.

“Appointment was good, telephone was very poor, it took nearly an hour to get through”

We have now have a call back system, so we can call you back, when your position reaches number one in the queue.

“Your check in machine wasn’t working”

Please inform our reception team if the check in machine is not working. The reception team can book you in, you can scan QR code using your smartphone in the reception area or you can check in from the link on your appointment reminder text.

“I was seen on time by the nurse and treated quickly and efficiently”

“Good layout and everyone works hard”

Pharmacy First Service

The Pharmacy First Service will enable community pharmacists to complete episodes of care for patients without the need for the patient to visit their general practice.

When requesting an appointment to be seen at the surgery, our receptionists may direct you to see the pharmacist if appropriate.

Alternatively, you can ask to speak to a pharmacist in your local chemist without a referral from us.

Please see the flyer below for symptoms they can help with, plus they can now prescribe antibiotics for these conditions only.

Summer Bank Holiday Closure

Please note we will be closed on Monday 26th of August 2024.

Whilst we are closed, if you have a medical emergency, please call 111 and they can direct you to the best place to get help. **Only** attend Accident & Emergency if you have a life-threatening emergency.

