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NEWSLETTER - SPRING 2025



It seems to have been a very gloomy winter, but at last the sun is putting in an appearance and the days are drawing out. In the last few months we made some changes to try and improve access to our appointment system. However, unexpected IT issues occurred and we found that far from improving everyone's ability to access appointments, things got worse for a lot of people. We are very sorry about this - we have been working behind the scenes to get this resolved and I hope things have improved a little in the last week or so. However, the long term solution will take a couple of months to fully implement, but when we have done this, then we hope the service will return to what you expect from us. We are grateful for your patience at what must have been a frustrating and worrying time for those of you having difficulty reaching us.

You will also may have heard that the management of the NHS is going to change. We hope this will be for the best and we will of course let you know if there are any changes that affect the services we offer.

Dr Martin Writer

New Site for Extended Access Appointments

If you are offered an appointment in the Extended Access Service, please be aware from the 16th of April 2025, these appointments will *no longer take place* at the Hampden Park Clinic in Brodrick Road (near Tesco). The new site for these appointments ONLY, will be at Hillbrow Health and Wellbeing, 1 Denton Road, Eastbourne, East Sussex, BN20 7SS. Vaccination services will continue at the Hampden Park site until the 30th of April 2025, when they will also be moved to Hillbrow Health and Wellbeing.

Staff Update

Congratulations to Dr Sophia Amjad, who passed all of her GP exams in February 2025. Sophia has been with us since February 2022. We are pleased to advise that she will be staying with us for a further twelve months as a qualified General Practitioner.

Friends and Family Results – We value your feedback!

We welcome all your comments, both positive and constructive, as this helps us to improve our services to you.

December 2024 – 97% patients said we were very good/good.

January 2025 - 97% patients said we were very good/good.

February 2025 – 95% patients said we were very good/good.

Some positive comments:-

“Very thorough assessment, friendly and professional”.

“The whole experience is quick and stress-free. GPs outstanding”.

“I felt listened to”.

Some constructive comments:-

“All the disabled bays were in use and also the whole of the car park was full as it appeared that David Lloyd people were using the car park. Monitor your car park as to who is using it”.

Unfortunately David Lloyd Club members were temporarily using our car park whilst their car park was being resurfaced. It is impossible to monitor who uses our car park without bringing in a company to monitor usage. We are also concerned this would negatively impact patients, if they forget to log their car details when attending the Practice for their appointment.



“My appointment was 3.40 pm and was over half hour late being called in. Be more punctual”.

Our appointment slots are 10 minutes long and if a patient has a complex condition, then unfortunately patients may have to wait to be seen. If you have been waiting more than 20 minutes in the waiting room, please ask the receptionist for an update of when you might be called in for your appointment.

“It was impossible to contact them”.

Our telephone system is open from 8.30 am to 6 pm, Monday to Friday. It has an option for us to call you back to save you waiting in the queue. You do not lose your position in the queue if you decide to use this facility. All patients who have agreed to receiving text messages from us, have been sent a text about these issues, which we are investigating and reviewing.

Patient Access – the NHS App

The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the Google Play or App Store. You must be aged 13 or over to use the NHS App.



What you can do with the NHS App:

- Order repeat prescriptions and nominate a pharmacy where you would like to collect them. View your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results).
- Book and manage COVID-19 vaccinations.
- Register your organ donation decision.
- Choose how the NHS uses your data.
- View your NHS number.
- Use NHS 111 online to answer questions and get instant advice or medical help near you.



Monthly Figures for Not Attending an Appointment at the Surgery

We would be very grateful if you could let us know if you can not keep an appointment, which can then be given to someone else who needs it. We have a cancellation option, when you ring our telephone number. Alternatively please reply to the appointment text reminder if you need to cancel the appointment.

Below are the number of appointments which were **not cancelled**:-

December 2024 – 198 appointments

January 2025 – 221 appointments

February 2025 – 172 appointments



We Need Your Unopened Medical Items!

We have joined an initiative that allows our patients to recycle the following unopened consumable items:-

- Bandages, Wound dressings, plasters
- Catheters, urine bags, leg bags, night bags
- Ostomy bags, stoma bags, urostomy bags
- Incontinence pads, pants, sheets
- Glide sheets
- Syringes
- Walking aids such as crutches, walkers and surgical boots (Zimmer frames from Eastbourne only) – Medi Tech Trust will collect these from you directly.

Medi Tech Trust are a small charity with their focus being on consumables so their storage capacity is limited. Items other than the above take up valuable space which they need to keep free for the many medical items they receive as donations for onward shipping to war-torn and low-income countries.

For larger items such as commodes, shower chairs etc they refer people to the Scope website which has a recycling page with details of other charities which may be able to help. Please see below link:

<https://www.scope.org.uk/advice-and-support/second-hand-disability-equipment#Recycling-disability-equipment-click>

Please deposit your items into the yellow bin by the front door. **Remember they must be unopened and unused!**

Christmas Jumper Day 2024

The staff at Park Practice wore their Christmas jumpers to work for one day in December, raising £89 for St Wilfrid's Hospice.

Closing dates for Easter

Please be aware we will be closed on Friday 18th of April 2025 for Easter and re-opening on Tuesday 22nd of April 2025.

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 or serious injury.

Remember to order your prescriptions in plenty of time before we close for Easter.

