

Newsletter – Winter 2025

Park Practice, 9 Broadwater Way, Eastbourne, East Sussex, BN22 9PQ

Tel: 01323 502200

Website: www.parkpractice.co.uk

As we enter the winter months in Eastbourne, local GP practices, including ours, are seeing a marked increase in flu and other seasonal respiratory illnesses. National surveillance shows that flu activity is rising earlier than usual this year, particularly among older adults and young people.

We encourage all eligible patients to attend for their flu vaccination as soon as possible. The flu vaccine remains the most effective way to reduce the risk of serious illness and to help protect vulnerable members of the community. High vaccine uptake also helps reduce pressure on local NHS services during the busiest period of the year.

Like many practices, we are experiencing significant demand for appointments. We are actively working to improve access by including expanding capacity, reviewing our appointment system, and streamlining triage processes but these changes will take several months to deliver fully. We appreciate that delays and limited availability can be frustrating, and we thank you for your patience while we put these improvements in place.

Throughout the winter we will continue to share updates on flu prevention, self-care advice and how to access support from the practice.

Thank you for your understanding.

Dr Martin Writer

Flu Vaccination Programme Update

Over the past three months, we have successfully delivered our annual flu vaccination programme, ensuring protection for patients across all age groups. During this period, we administered:

- **1,772 flu vaccinations** to patients aged **65 years and over**
- **784 flu vaccinations** to patients aged **18 to 64 years**
- **118 intranasal flu vaccinations** to patients **under 18 years of age**

Please contact us if you are eligible for a flu vaccination and have not yet had the vaccine.

We would like to extend our sincere thanks to all patients who attended the vaccination sessions. Your cooperation and preparedness helped the clinics run efficiently and contributed to the overall success of the programme.

Zero Tolerance For Abuse

Our staff are here to help you, and we aim to care in a safe and respectful environment. Please remember that abuse or aggression towards our team will not be tolerated – whether in person, on the phone or online.

We understand that health issues can be stressful, but shouting, swearing or threatening behaviour makes it harder for us to support you. Patients who act in this way, may be asked to leave, receive a formal warning or be removed from the practice list.

Thank you for your understanding

Would you like to join our Patient Participation Group?

Our Patient Participation Group (PPG) meets quarterly to ensure patients have a voice in how our practice operates and develops. The group plays an important role in helping us improve our services and ensure they meet the needs of our patient community.

We aim for the group to reflect the make-up of our practice population by age, gender, background and health needs, so that it represents all our patients.

Meeting details:

- **Frequency:** Every 12 weeks.
- **Day/Time:** Mondays 3 pm-4 pm. This time has been chosen as it is convenient for most members. However, if you would like to take part but find this time difficult to attend in person, we can organise for members to input remotely.
- **Duration:** Meetings last up to 1 hour.

Interested in joining?

If you would like to become part of our PPG, please email admin.parkpractice@nhs.net. Please type "PPG" into the subject line and include your full name, email address and a contact number. The aims of the PPG are:-

- To offer constructive opinions and ideas on behalf of patients.
- To improve the provision of healthcare.
- To strengthen communication between the practice, patients and the wider community.
- To assist in the development of new services.
- To encourage a spirit of self-help and mutual support among patients to improve health and wellbeing.

Welcome to the Team!

Dr Sophia Amjad who was with us, when she was a trainee, has now qualified as a GP and will be working on a Monday and Tuesday at Park Practice. She is currently taking on new patients.

We also welcomed Dr Tracey Foy, who started with us in early November for a three month period. She will be working on a Monday and Tuesday.

Staff Spotlight – Paramedic Practitioners

Paramedics are often associated with emergencies and ambulances. However more and more they are diversifying into different workspaces, one of those being GP practices. At Park Practice, our two paramedic practitioners are Dave Phillips and Adam Eales. Before joining the surgery, they both worked for a number of years within the ambulance service.

Both have also completed extended training and exams to be able to support the team of Doctors and Nurses by undertaking face to face consultations, telephone consultations, home visits and prescribe medications. They see a wide range of conditions such as on the day emergencies, minor illness and patients with long term conditions.

They have access to the GPs for advice and support when required and often work hand in hand with the other professionals in the surgery to ensure the best care is delivered. They are both keen to support the surgery in providing a familiar face for home visits and providing seamless and optimal care for the patients they see.



Friends and Family Feedback

Thank you to everyone who has completed a Friends and Family Test (FFT) Survey recently. Patients who are signed up to receive appointment reminders, will receive an SMS following their appointment giving them the opportunity to complete the survey. Alternatively, it can be completed online via our website or we have paper copies of the survey at reception which can be passed to our reception team.

The FFT is a valuable tool to enable us to see when we are getting things right and equally highlights areas where improvement is needed. We read all of your comments every month and take your suggestions seriously.

August 2025 – 97% of patients said we were good/very good

September 2025 – 97% of patients said we were good/very good

October 2025 – 95% of patients said we were good/very good

November 2025 – 97% of patients said we were good/very good



HELPFUL

FRIENDLY

PROFESSIONAL

“The nurse that took my blood left a bruise and it is painful”

After a blood test, it's quite common to notice a small bruise or feel some tenderness where the needle went in. The bruise may look dramatic and some people find this worrying.

Usually, the bruise is harmless and fades within a few days. Applying gentle pressure after the test and keeping the arm still for a short time can help reduce the chance of bruising.

“Stop constantly texting reminders for appointments more than once – once is enough”

We will send you two text reminders about your appointment. These are sent automatically, so we're not able to change it to just one reminder.

“Would prefer not to receive Friends and Family Questionnaire after every single visit for the same wound care over several weeks”

After your appointment, you'll automatically get a quick feedback text. This helps us meet our contract requirements and improve our service. If you'd rather not receive these texts, you'd need to opt out of ALL text messages from us.

COVID-19 Vaccinations

The COVID-19 vaccination programme is managed by South Downs Health and Care (SDHC). Please note we do not administer COVID-19 vaccinations at Park Practice.

Appointments can be booked via the National Booking Service – www.nhs.uk/nhs-services/vaccination-and-booking-services/book-covid-10-vaccination or by calling 119 free of charge. You do not need to wait for an invitation before booking an appointment.

*****Please make an appointment prior to attending your COVID-19 vaccination*****

Our local COVID-19 vaccination sites include:-

- ❖ Osborn Pharmacy in Cavendish Place, Eastbourne, BN21 3TZ
- ❖ Tesco In-store Pharmacy in Hampden Park, Eastbourne, BN22 9NG
- ❖ Day Lewis Pharmacy, Furness Road, Eastbourne, BN21 4EY
- ❖ Arlington Road Pharmacy, 1 Arlington Road, Eastbourne, BN21 1DH
- ❖ Eastbourne Library, Grove Road, Eastbourne, BN21 4TL
- ❖ Kamsons Pharmacy, 7c Bolton Road, Eastbourne, BN21 3JU
- ❖ Kamsons Pharmacy, 46 Meads Street, Eastbourne, BN20 7RG
- ❖ Hillbrow Health and Wellbeing, 1 Denton Road, Eastbourne, BN20 7SS
- ❖ Princess Park Health Centre, Wartling Road, Eastbourne, BN22 7PG

You are eligible for the COVID-19 vaccination if you are:-

- Aged 75 years or over (including those who will be 75 by 31st January 2026).
- People living in care homes for older adults.
- People aged 6 months and over who have a weakened immune system. This includes conditions such as:-
 - Organ, bone marrow or stem cell transplant patients.
 - Those undergoing chemotherapy or radiotherapy.
 - People with a history of certain cancers, ie chronic leukaemia or lymphoma.
 - People with genetic disorders affecting the immune system.
 - People on long-term treatment with systemic steroids or receiving immunosuppressive therapy.
 - Those living with HIV.

If you have been coded as housebound by a member of our team, a member of the SDHC vaccination team will contact you to arrange a home visit for vaccination administration.
Please do not call 119 if you are housebound.

Keep Warm and Well This Winter

As the weather turns colder, it's important to stay warm to protect your health. Cold temperatures can increase the risk of colds, flu, and other illnesses — especially for older adults or those with long-term conditions.

Top tips:

- **Keep your home warm:** Aim for at least 18°C (65°F) indoors. Close curtains and block draughts.
- **Dress in layers:** Several thin layers keep heat in better than one thick one. Don't forget warm socks, slippers and a hat when outside.
- **Eat and drink well:** Have regular hot meals and drinks to stay warm and boost energy.
- **Stay active:** Gentle movement, even indoors, helps keep you warm and improves circulation.
- **Look out for others:** Check in on elderly or vulnerable neighbours and friends.

If you feel unwell, contact the surgery, pharmacy, or NHS 111 for advice.

Christmas Arrangements

Please note our open and closing times below for the Christmas period:-

Wednesday 24th of December 2025 – doors open at 8 am and close at 6 pm

Thursday 25th of December 2025 – closed

Friday 26th of December 2025 – closed

Monday 29th of December 2025 – doors open at 8 am and close at 8 pm

Tuesday 30th of December 2025 – doors open at 8 am and close at 6 pm

Wednesday 31st of December 2025 – doors open at 8 am and close at 6 pm

Thursday 1st of January 2026 – closed

Friday 2nd of January 2026 – doors open at 8 am and close at 6 pm

If you have a health concern whilst we are closed, you can contact NHS 111, 24 hours a day by dialling 111 or going online to www.111.nhs.uk. They can advise, support and direct you to the most appropriate service for your needs. ONLY attend A&E if you have a life-threatening emergency.

If you need mental health support over this period, 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 Christmas and Healthy 2026.

