

THE SEASIDE MEDICAL CENTRE NEWSLETTER



Issue 17: Spring 2017

PRACTICE NEWS

DR MATHIAS IS RETIRING

We regret to inform our patients that Dr Mathias has made the decision to retire from general practice on 31st March 2017. It hasn't been an easy decision for him to make but he feels that after 27 years he is not getting any younger and is running out of stamina!

As you are aware, recruitment is a difficult problem for general practice across the country. We have been trying to recruit a replacement for some time and we are pleased to inform you that a new GP Dr Masi will start working at the practice in August.

We are hoping to fill the gap between April and August with additional locum doctors and we would ask that you are patient and understanding during this difficult time. The practice reception team will help you to access a doctor or nurse in the usual way however the clinical team will be busier this year due to the shortage of GPs.

Patients of Dr Mathias will be informed of their new named GP from April 1st.

Dr Mathias would like to thank his patients for all their understanding and support over the years. The Seaside Medical Team wish Dr Mathias all the best in his retirement, he will be greatly missed by all.

NEW ARRIVALS AND DEPARTURES

We are pleased to announce that Alison Wilkins has joined the nursing team. Nurse Wilkins is our new Practice Nurse and she will be working alongside Lucy on a Monday, Tuesday, Wednesday and Friday. In late March she will be joined by Practice Nurse, Kate Stephens who will work 2 days per week on a Wednesday and Thursday. We warmly welcome them both to our team.

Dr Katsoni will be leaving us at the end of March to work at other General Practices in the area and move forward in her GP career with special interests. Dr Katsoni's patients will have a new named GP which the practice will be in a position to confirm from April 1st. We wish Dr Katsoni the very best for the future.

APPOINTMENT BOOKING

We recognise that trying to book an appointment with a doctor of your choice is not always easy. We would like to remind patients that it is possible to book an appointment **2 months** in advance as well as ringing at 8.30am in the morning for that day.

When we are fully booked, urgent appointments are for patients that need **urgent medical attention** that cannot wait, and these appointments last 5 minutes which the doctor will fit in at the end of morning or afternoon clinic.

TELEPHONE CALLS

Patients need to be aware that there is a limit to the amount of phone calls that the doctor can deal with each day, this is due to the number of patients that the doctor needs to see including visits to patients homes and nursing homes. If a patient finds that the quota has been met that day, they are required to ring back the following day.

We offer a telephone triage service every morning from 8.00am-9.00am when you can ring the practice and request a call back from the doctor before 9.00am.

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ARE YOU ONLINE?

With our *Patient Online Service* you can:

- ◆ **Make appointments online**
- ◆ **Order repeat prescriptions online**
- ◆ **View your medical record online, this is called Summary Access (currently this consists of your medications on repeat prescription, your allergies and adverse reactions).**

Online services will allow you to book and cancel appointments or request repeat prescriptions at a time that is convenient to you, day or night, using a computer, tablet or smart-phone.

To get registered for these services you will need to bring proof of your identity and complete a registration form at the surgery. You will then be provided with codes and details on how to access the service. You will need to set up a password to use the system; your email address must not be an email that is shared with a partner, the system will only accept one email address per person registering for online services.

There is an information leaflet available for patients regarding the Summary Access (medical records online). At the present time Summary Access will only include repeat medications, allergies and adverse reactions that you have had however it will include additional information from your medical record in the future should you wish to see it. When the Enhanced Summary Access becomes 'active', your request will be passed to your GP for authorisation, as this is not automatically enabled without a GPs consent. Only you will be given access to your record, your personal information will not be shared with anybody unless you choose to let them see it.

FASTER PRESCRIPTIONS

The Electronic Prescription Service (EPS) has been operating for some time and patients have commented on how much more convenient the service is. Not only is it faster but it is more reliable, secure and confidential. Instead of picking up a paper prescription, your GP will send it electronically to the pharmacy that you choose, saving time. All you need to do is let us know what pharmacy or appliance contractor you would like to use. In the future if you wish to change your nominated pharmacy you can, just let the pharmacy team or the practice reception team know.

eastsussex.gov.uk/benefits



Baffled by benefits?

If you need advice on benefits please call The Welfare Benefits Helpline. Our expert advisers can meet you in your local area. Call 0333 344 0681

The helpline is open Monday to Friday 9am – 5pm. Calls cost no more than a national rate call. Or you can email your enquiry to benefitseastsussex@harcuk.com



**A Benefit Advisor will be at Seaside Medical Centre on Alternate Fridays.
Call 0333 344 0681 to book an appointment.**