

### Practice Team Updates

We are delighted to welcome our new Practice GP Dr Niranjana Kumar. Dr Kumar is working with us on Monday's and Tuesdays.

In October we said our goodbyes to Dr Woodall and wished him well in his new venture. It has been a pleasure working alongside Dr Woodall over the past 7 years, our staff and patients will undoubtedly miss him.

### Practice Toilet Facilities

We would like to sincerely apologise for the ongoing disruption to our toilet facilities caused by a major drainage issue. We understand this has been inconvenient and we truly appreciate your patience and understanding while we work through it.

Repairs are scheduled for the New Year and we are doing everything possible to ensure the matter is fully resolved as quickly as possible. Thank you again for your continued support and cooperation.



### Christmas & New Year Closure dates at the Practice

**CLOSED: Thursday 25<sup>TH</sup> & Friday 26<sup>TH</sup> December 2025**

**Reopen: Monday 29<sup>th</sup> December 2025**

**CLOSED: Thursday 1<sup>st</sup> January 2026**

**Reopen: Friday 2<sup>nd</sup> January 2026**

For urgent problems that will not wait until we are next open, please call NHS 111

**REPEAT PRESCRIPTIONS:** Please allow the usual **3 working days** for any prescription requests and note that this may mean you will need to request your medication slightly earlier this month.

## Super Flu Surge

Flu hospitalisations have surged by more than half in just one week, plunging the NHS into a “worst case scenario” situation for December, new figures reveal today (11 December 2025).

An average of 2,660 patients per day were in a hospital bed with flu last week – the highest ever for this time of year and up 55% up on last week. It means there are enough flu patients each day to fill more than three whole hospital trusts. NHS chiefs have warned the total has already increased sharply since the week covered by the data, with no peak in sight.

### FLU cases are on a sharp rise, get yours if you are eligible:

- those aged 65 years and over;
- those aged 18 years to under 65 years in clinical risk groups (as defined by the [Green Book, Influenza chapter 19](#));
- those in long-stay residential care homes;
- carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person;
- close contacts of immunocompromised individuals frontline workers in a social care setting without an employer led occupational health scheme including those working for a registered residential care or nursing home, registered domiciliary care providers, voluntary managed hospice providers and those that are employed by those who receive direct payments (personal budgets) or Personal Health budgets, such as Personal Assistants.

## DNA Figures for November

The percentage of patients who DNA'd (did not attend) their appointments in November was 6.4%. There were 3276 appointments booked in November and 211 of these were DNA'd, this equates to about 49 appointments on average a week and 12.9 hours wasted in appointments. We request that patients please cancel their appointments in advance.

## Free, same-day video consultation for a select number of conditions

You are entitled to free online video consultations, prescriptions and fast, free prescription delivery with NHS Pharmacy First & **my local surgery**\*

[Book a free appointment](#)

- 1 Book a free online video consultation with a Pharmacist
- 2 Only pay for your NHS Prescription if you normally do
- 3 Fast, free, prescription delivery - guaranteed next day if you prefer

Impetigo  
Infected Insect Bites  
Shingles  
Sinusitis (Sinus Infection)  
Sore Throat  
UTIs  
& Contraception

**NHS**  
Pharmacy  
First

## NHS Extended Access Service – how it works

The [NHS Extended Access Service](#) (now often called Enhanced Access) works by offering pre-bookable, routine GP appointments including weekends, providing more flexible access outside normal surgery hours through a local hub, accessed by contacting your own GP practice as usual to book. These appointments can be face-to-face or remote, with professionals who can access your records and issue prescriptions, making it easier for busy patients to get care.

### How it works for patients:

**Contact your GP:** You still contact your regular GP surgery to book an appointment, just like you normally would.

**Request an Extended Access slot:** When booking, you ask for an appointment during the extended hours.

**Book the appointment:** Your surgery books you into a slot at a nearby hub.

**Attend the appointment:** You see a GP or other healthcare professional at a different location or remotely, potentially with access to your notes.

**Key features:**

**When:** Early mornings, evenings (e.g., 6:30pm-8:00pm weekdays), and Saturdays/Sundays.

**Where:** South Downs Health & Care (SDHC) Hub, Hillbrow, Denton Road, Meads.

**Who:** GPs, nurses, pharmacists, healthcare assistants and ACP's.

**Type:** Pre-bookable routine appointments, sometimes same-day or urgent slots.

**Services:** GP, ACP and phlebotomy appointments.

**Access:** You can often get remote (phone/video) or in-person care.

**Example in Eastbourne:**

For patients in Eastbourne, services like the South Downs Health & Care (SDHC) Hub at Hillbrow, Denton Road in Meads offer these extended hours, with appointments booked via your own practice.

## Engage Consult

There are many things that can be dealt with online at Seaside Medical Centre now through 'Engage Consult'. The Engage Consult online consultation system can be used through your smartphone, tablet or PC.

- request help about a non-emergency medical problem
- order repeat prescriptions
- request a sick note
- ask about test results
- contact us about an admin request

**Engage Consult is NOT appropriate for medical emergencies. Patients should either continue to ring the Practice on 01323 725667 or 999 if there is a threat to life.**

## A New and Improved Phone System Is Coming in the New Year

We're upgrading our phone system to bring you clearer communication, faster service and a smoother overall experience. While we make this transition, there may be brief periods of minor disruption. We truly appreciate your patience and understanding as we work through the final steps.

Thank you for bearing with us - we can't wait to share the improved system with you in the New Year!

## Ear Irrigation (Syringing)

Ear syringing can be performed after a 1-week application of ear drops to soften the ear wax; we recommend olive oil drops, twice daily. In many cases adequate treatment with drops alone can be sufficient to restore normal hearing, if this is not the case then please contact the surgery and book an appointment with a Practice Nurse for our Ear Irrigation service.

## HPV Catch Up Campaign

### Did You Miss Your HPV Vaccine in School?

Everyone eligible aged between 16 years and 25 years are being invited into the Surgery to catch up on their missed HPV vaccine from when they were in school. The HPV vaccination is given to boys and girls in year 8 at school, but some may have missed it at the time. If you were offered the vaccine in school and missed it, you can catch up anytime until your 25th birthday.

The HPV vaccine helps protect against a common infection called HPV, that in some cases can lead to some types of cancer, such as cervical, head and neck. Please speak to our team to check you have had your vaccine, and if you missed it, you can book your appointment to catch up.

For more information on HPV and the HPV vaccine see the [NHS website](#)

## Providing Practice Feedback

The Practice would like to thank everyone who has completed a Friends and Family Test. This feedback is a valuable tool to enable us to see when we are getting things right as well as highlighting areas we can improve on. Patients who have received an appointment reminder will automatically receive a feedback link following their appointment. Patients are also automatically sent a feedback link once they have completed an Engage Consult. The Friends and Family Test is also accessible to patients on our website and in the Practice located on the first floor patient landing.

## NHS Health Check

An NHS Health Check is a free check-up for adults in England aged 40-74, offered every five years to people without existing conditions like heart disease, stroke, diabetes, or kidney disease, aiming to spot early signs and provide lifestyle advice to prevent these conditions and dementia. It involves measuring blood pressure, cholesterol, BMI, and waist size, alongside a chat about your lifestyle, to assess your risk and help you stay healthy.

### Who is eligible?

- You're between 40 and 74 years old.
- You haven't been diagnosed with heart disease, stroke, kidney disease, type 2 diabetes, or dementia.
- You haven't had a health check in the last five years.

### What happens during the check?

A nurse or healthcare professional will:

- Discuss your medical history, family history, and lifestyle.
- Take your blood pressure, cholesterol (blood test), height, weight, and waist measurement.
- Calculate your risk of developing heart disease, stroke, kidney disease, or diabetes.
- Give you personalized advice on diet, exercise, and other lifestyle changes to reduce your risk.

### Why is it important?

It helps catch potential problems early, before they cause serious damage.

It's a chance to get support for healthy habits like eating well, being active, or stopping smoking.

It can help prevent major health issues, as vascular conditions are a leading cause of preventable deaths in the UK.

### How to get one:

You should automatically receive an invitation from your GP surgery every five years.