

THE SEASIDE MEDICAL CENTRE NEWSLETTER



Issue 23: Spring 2019

PRACTICE NEWS

NEW SERVICE LAUNCH - EVENING AND WEEKEND GP APPOINTMENTS

Access to a GP could not be easier — evening and weekend GP appointments are now available with the Extended Access Service. This service has been established for patients that need more flexibility to see a GP in the evening and at the weekend.

The appointments can be booked during normal office hours at Seaside Medical Centre. The appointments that are booked will be located at a different surgery called THE HUB and not with your own GP. When booking with the Extended Access Service you will be asked by our reception team if you consent to the GP you will be seeing having access to your full medical record for that appointment. Understandably if you do not consent to this, the service would not be available to you.

The Extended Access Service Hubs are currently located at The Harbour Medical Centre and Park Practice in Eastbourne. Appointments are also available to you in Bexhill and Seaford.

Seaside Medical Centre also has appointments on Tuesday evenings from 6.30pm-8.00pm. You can book an appointment with an Advanced Care Practitioner or a Health Care Assistant on the day should you require a routine appointment.

We hope this service is beneficial to all our patients especially those who work during the day or work away from Eastbourne and find it difficult to access a GP during weekdays.

WE NEED YOU!

Seaside Medical Centre is lucky to have an active Patient Participation Group that meets at the Surgery every 4 months to discuss the service at Seaside Medical Centre.

We are now seeking new members for the Patient Participation Group, young people, workers, retirees, anyone with a few hours to spare. With the Patient Groups input we endeavour to improve the service and quality of care Seaside Medical Centre provides patients.

If you are interested in joining the group or would like more information regarding what's involved in being a member please contact Claire Matthews at the Surgery.

TIME TO SAY GOODBYE!

We are sad to be saying farewell to Lesley who after 16 years has decided to start her new adventures in retirement. Lesley will be greatly missed by all her work colleagues and no doubt by many of our patients. We wish Lesley well and we are sure this new chapter will be a really good one.

We are also saying goodbye to Emily who after a short time at Seaside Medical Centre will be relocating to another surgery closer to home, we wish her well in her new role.

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ARE YOU ONLINE?

With our *Patient Online Service* you can:

- ◆ **Book and cancel appointments online**
- ◆ **Order repeat prescriptions online**
- ◆ **View your medical record online**

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 register 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 another person, the system will only accept one email address per person registering for online services.

There is a separate form for patients that wish to view their medical record online. This form once completed will be sent to the registered GP; the GP must approve the patient's request to view their record.

Only you will be given access to your record, your personal information will not be shared with anyone else unless you choose to let them see it.

DON'T IGNORE YOUR INVITE LETTER

“Cervical Screening saves an estimated 5,000 lives per year but still two women die every day from cervical cancer.”

We need to reduce this number!

Cervical screening/smear tests can stop cancer before it starts. Cervical screening is a regular check for everyone with a cervix, which is most women and many trans people between the ages of 25-64. Cervical screenings are routine health checks which are carried out every 3 years for those aged 25-49 and every 5 years for those aged 50-64. Every eligible person receives an invitation letter through the post to remind them to make that all important appointment.

The screenings are not a test for cancer, having regular cervical screenings can stop cancer before it starts. The symptoms of cervical cancer are not always obvious, and it may not cause any symptoms at all until it's reached an advanced stage. That is why it's important that you attend all your cervical screening appointments.

The number of eligible women attending their tests is at a 20-year low and coverage is at its lowest amongst women aged 25-35 as they are the least likely to currently book their cervical screening test.

Cervical screening/smear tests can be booked with any of our Practice Nurses and with Shirley Colvin our Advanced Care Practitioner. A smear test only takes a minute or two. The whole appointment usually takes about 10 minutes. The sample is then sent for analysis and results are available within a few weeks.

It's not unusual for women to feel uneasy about having their cervical screening test, however the thought is worse than the reality of cancer. Do the right thing today, book that important appointment, it could help save your life.

CARE FOR THE CARERS

30 YEARS SUPPORTING CARERS IN EAST SUSSEX

Seaside Medical Centre is proud to support “Care for the Carers” and promote the essential service that they provide for unpaid carers. This year, 2019 is a big anniversary for the organisation as they celebrate 30 years since they were formed.

1 in 10 people have identified themselves as an unpaid carer in East Sussex, though the figure is probably a lot larger, this will certainly continue to grow as our society is relying more on the valuable contribution of unpaid carers.

Are you an unpaid carer or do you know someone who is?

An unpaid carer could be someone looking after a relative, friend or neighbour, this could be on a full time basis or caring for someone around employment. Caring can take many forms and many people don't see themselves as a carer.

Caring, however, can have a big impact on a person's physical and mental wellbeing, as well as affecting them financially. As a community it is vital that we help identify carers so that they have the opportunity to access the information and support that's available to them.

“Care for the Carers” offers free practical and emotional advice either face to face, by telephone, or online.

They can provide a carers assessment, which can identify individual needs for health, wellbeing, advice about benefits that may be available, rights at work and other services that may be suitable to offer respite and breaks.

They can arrange a “**Carers Card**” which is a valuable tool to set up; it has three functions:

- It can offer an emergency care plan which is set up by the holder if they were to become ill or had an accident
- It also offers reduced car parking for Eastbourne District General Hospital and The Conquest Hospital in Hastings
- It offers discounts from various local businesses.

You can contact “Care for the Carers” by using their Gateway service to arrange an appointment or to ask for advice and support.

Tel 01323 738390, email: info@cftc.org.uk, or text 07860 077300.

Please remember to inform your GP surgery if you are an unpaid Carer so that this information can be added to your notes. There are forms at the reception desk to fill in with the carer's information and consent to add to the patient's notes. Doing this allows the surgery to provide more flexible health care for you.

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CONSENT FOR TEXT MESSAGE REMINDERS AND E-MAILS FOR HEALTH PROMOTIONS AND DEVELOPMENTS

For new patients joining the Practice from 25th May 2018

Due to the General Data Protection Regulations that were introduced on May 25th 2018 we require your consent to contact you with information that isn't directly related to your own medical care. This could be for example changes in practice services, opening hours, invites to use new services and health promotional talks and information. If you would be happy to consent to this service then please see the team at reception who will provide you with a form to complete; patients who joined the practice prior to 25/05/2018 can easily opt out.

APPOINTMENT REMINDER/CANCELLATION TEXT SERVICE

We now have the facility to send SMS appointment reminders. To benefit from this service, please ensure you have given us an up to date mobile number.

The service will remind you of your appointment and also give you the opportunity to cancel your appointment by replying with the word '**cancel**'. You will be charged at your normal network rate for your reply.

Please do not include any other text with your message as this will not be recognised by the system and will result in the appointment not being automatically cancelled.

ACCESSIBLE INFORMATION STANDARD

The Accessible Information Standard says that people who have a disability, hearing or visual loss should get information in a way they can access and understand.

If you have a disability, hearing or visual loss and need us to communicate with you in a particular way, please let any of the team know.

For more information about the Accessible Information Standard, please visit <https://www.england.nhs.uk/ourwork/accessibleinfo/>

Please contact the reception team if you require a translator for your appointment.

HEALTH AND SOCIAL CARE CONNECT (HSCC)

Health and Social Care Connect is the point of contact for adults and carers with health, care and support needs to access information, advice and community services in East Sussex. The service is available if you or the person you care for is aged 18 years or over. HSCC can:

- **Provide information and advice**
- **Point you to other services or organisations**
- **Take applications to assess your needs**
- **Consider whether you would benefit from daily living equipment or telecare**
- **Provide support to carers**
- **You can raise safeguarding concerns with HSCC**

You can contact HSCC on 0345 60 80 191, 7 days a week, 8.00am-10.00pm