



Issue 24: Summer 2019

summertime

EVENING, WEEKEND AND BANK HOLIDAY APPOINTMENTS

Seaside Medical Centre now has access to an Extended Access Service. Appointments with a GP are now available on Saturday, Sunday and Bank Holiday mornings and also on evenings during the week. This service is great for patients that require more flexibility to see a GP at a time that is convenient to them.

Appointments can be booked as normal through Seaside Medical Centre, although you will be seen at a **different surgery and not necessarily by your own GP.**

At the present time the locations of these clinics in Eastbourne are Park Practice, in Hampden Park next to the David Lloyd Centre and The Harbour Medical Practice on Barrier Reef Way, at Sovereign Harbour. There are also appointments in the Extended Access Clinics in Bexhill, Hailsham and Seaford, if these would be more convenient for you. Please make the receptionist aware where you would prefer to be seen when booking.

When booking with this service you will be asked by the receptionist if you consent to the GP having access to your full medical record. Unfortunately if you do not consent to this, the service will not be available to you.

We hope our patients will find this additional service beneficial, as we appreciate it may not always be convenient to see a GP during the day when you are working, have child care or other responsibilities.

Seaside Medical Centre will still continue to offer patient appointments every Tuesday evening from 18.30-20.00. Patients can book with either of our Advanced Care Practitioners who can prescribe and refer, and our Health Care Assistant for dressings, injections and health checks.

PARAMEDICS AT SEASIDE MEDICAL CENTRE

Guy Emery our paramedic has been working alongside the doctors at Seaside Medical Centre for 1 year carrying out visits to patients who are ill and housebound in their homes on a Monday, Tuesday and Friday.

We are now pleased to say Guy will be joined by Paul Farmer. Paul will be carrying out home visits on a Monday and Tuesday with Guy seeing patients on a Wednesday, Thursday and Friday.

Guy and Paul come with a wealth of knowledge, skill and experience having worked with the ambulance service, this will develop and improve the medical service we offer at Seaside Medical Centre.

THE SEASIDE MEDICAL CENTRE NEWSLETTER

POLICY ON CHANGING BETWEEN DOCTORS AT SEASIDE MEDICAL CENTRE

All patients registered at Seaside Medical Centre are allocated a named GP. Patients are informed at the time of registration and a registration appointment is made with that GP. The named GP is responsible for the patient's overall care at the Practice. Should you not be aware who your named GP is, please contact our reception team and they will be happy to inform you of this.

Patients can make appointments to see any GP working in the practice, however we do encourage patients to see their allocated GP wherever possible for continuity of care. The allocated GP remains responsible for all telephone calls and correspondence concerning their patient unless they are on annual leave in which case the doctor on duty will cover this work.

With regard to requesting a change of allocated GP, Seaside Medical Centre has a policy in place that restricts patients transferring from their allocated GP to another GP within the Practice.

This is for the following reasons:

All GPs at the practice offer a high standard of care and follow the same models of clinical care and guidance, which includes decisions on referring and prescribing of medication.

The benefits of continuity of care help both the patient and the doctor when it comes to keeping you as healthy as possible. Anything which increases or enhances the doctor's understanding of all that's gone on before is invaluable when it comes to dealing with the onset or the prevention of medical conditions.

It is important that you are happy to see any clinician at the practice. This is because we use care navigators and run a daily duty doctor system; which is done on a rota basis. Therefore it is likely that you will see different clinicians at times throughout your registration at the practice.

All patients dissatisfied with any aspect of care at their current surgery have the right to register at a different surgery at any time by filling in a registration form. This can be found on our website or at the new surgery and you are not required to inform your GP. A request will then be made for your medical records to be transferred to the new GP surgery.

CLINICAL PHARMACIST AT SEASIDE MEDICAL CENTRE

We are pleased to announce that from June we have Komal, a clinical pharmacist working alongside our clinical team at Seaside Medical Centre. Her role is pivotal to improving quality, care and ensuring patient safety. Having clinical pharmacists in GP practices means that GPs can focus their skills where they are most needed, for example in diagnosing and treating patients with more complex conditions. The clinical pharmacist will resolve day-to-day medicine issues alongside the GP and eventually will consult and treat patients directly.

Clinical pharmacists are increasingly working as part of general practice teams. They are highly qualified experts in medicine and can help people in a range of ways. This includes carrying out structured medication reviews for patients with ongoing health problems, improving patient safety, outcomes and value through a person-centred approach. We welcome Komal to the team and hope that our patients appreciate the changes that Seaside are making to continually develop and improve patient care.

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. 2019 is a big anniversary for them as they celebrate 30 years since they were formed. There are 1 in 10 people who 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 and 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:-

1. It can offer an emergency care plan which is set up by the holder if they were to become ill or had an accident.
2. It also offers reduced car parking for Eastbourne District General Hospital and Conquest Hospital, Hastings.
3. 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. This allows your surgery to provide more flexible health care for you.

RECRUITING NEW MEMBERS

Seaside Medical Centre is lucky to have an active Patient Participation Group (PPG) that meets at the surgery every 4 months to discuss the business at Seaside Medical Centre. We are seeking new members for the PPG, 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 their patients. If you would be interested in joining the group or would like more information regarding joining the group then please contact Claire Matthews at the surgery.

THE SEASIDE MEDICAL CENTRE NEWSLETTER

EASTBOURNE *i-Rock* SERVICE NOW OPEN

YOUTH MENTAL HEALTH DROP-IN FOR 14-25 YEAR OLDS

No referrals, no appointments just drop in!

Following a successful third year for the award winning *i-Rock* youth mental health service in Hastings, a new service has now opened in Eastbourne. The service is funded through Local Transformation Plan money and provided by East Sussex County Council and Sussex Partnership NHS Foundation Trust in partnership with local youth providers.

Young people aged 14-25 are welcome to drop-in with no referral, appointment or minimum threshold: they will be seen immediately by an experienced member of the team and supported to choose the pathway that best meets their needs. Young people can seek support regarding their mental health, relationships, housing, education, employment or wellbeing.

**The service is open on Mondays, Tuesdays and Thursday 11am-6pm and is based at DC1, 67-69 Seaside Road, Eastbourne BN21 3PL.
You can email *i-Rock* at irockeastbourne@gmail.com**

CONTRACEPTIVE PILL CHECKS

From 1st April 2019 the way the surgery will be issuing repeat supplies for your contraceptive pill is changing and you will no longer need an appointment with a GP, ANP or nurse. What you need to do: Approximately 7-10 days before you will run out of the contraceptive pill, please attend the surgery to have your blood pressure checked on our new self-check machine in the reception area. Record the results and answer some simple questions about your current health on a pill check form, available from reception. Hand the completed form to the receptionist and further supplies of your contraceptive pill will be sent to the chemist of your choice within the 3 working days*. ** If your blood pressure readings are felt to be too high or if your GP feels that you ought to be seen by a medical professional before further supplies are issued, the surgery will be in touch with you.*

TRY THE NEW NHS APP

If you're a patient at our practice you can now use the new **NHS App**, a simple and secure way to access a range of NHS services on your smartphone or tablet. You can use the **NHS App** to check your symptoms and get instant advice, book appointments, order repeat prescriptions, view your GP medical record and more. If you already use Patient Access you can continue to use it. You can use the **NHS App** as well.

For more information go to www.nhs.uk/nhsapp

THIS PRACTICE IS LGBTQ+ FRIENDLY

We are committed to improving access to and experience of healthcare for LGBTQ people across Eastbourne.

- ◆ We will not discriminate against any patient regardless of their sexuality or gender orientation.
- ◆ We will provide information and signpost to further resources whenever possible.
- ◆ We will strive to use inclusive language in all communication.
- ◆ We will respect your confidentiality.