

# THE SEASIDE MEDICAL CENTRE NEWSLETTER

Issue 22: Winter 2018



## PRACTICE NEWS



### CHRISTMAS OPENING HOURS

Mon 24th - Normal Opening Hours  
Tues 25th Dec - **Closed**  
Wed 26th Dec - **Closed**  
Thurs 27th Dec - Normal Opening Hours  
Fri 28th Dec - Normal Opening Hours  
Mon 31st Dec - Normal Opening Hours  
Tues 1st Jan - **Closed**  
Wed 2nd Jan - Normal Opening Hours

For advice during closure ring NHS111

Seasons Greetings from all of us at  
Seaside Medical Centre

### PARAMEDIC AT SEASIDE MEDICAL CENTRE

Guy Emery our paramedic has been working at Seaside Medical Centre on Mondays and Fridays carrying out home visits since July. We are now happy to say that Guy will be increasing his days with us and working on Tuesdays from December. Guy comes with a wealth of skill having over 30 years experience with the ambulance service; this will greatly strengthen the medical service we offer at Seaside Medical Centre.

### NEW MEMBERS NEEDED

We are actively looking for new members to join our Patient Participation Group. With the Groups input we endeavour to improve the service and quality of care the Centre provides patients. If are interested and have a few hours to spare 4 times a year contact Claire Matthews at the Surgery for a chat.



### SEASIDE MEDICAL CENTRE COMES OUT ON TOP AT 92.2%

If you have ever been worried about visiting your local GP Practice, knowing other patients have had a good experience can help to set your mind at ease. Thanks to data gathered in the National GP Patient Survey you can check how your GP surgery ranks in your area. Twice a year more than a million adults who are registered with a GP in England are sent this survey. Ratings are based on experience of access, making appointments, quality of care, patient health and experience of NHS services when a patient's GP practice was closed. Patients are also asked how likely they are to recommend their practice to others. As headlined in the Eastbourne Herald, Seaside Medical Centre has come out on top in this survey with an astounding 92.2% of patients who would recommend the surgery and the service they receive.

This information is available on the NHS Choices website. You can read this report also by visiting <https://www.gp-patient.co.uk/report?practicecode=G81017>. Or you can view your local surgery rankings by entering the location, town or postcode and filtering the list based on NHS Users Ratings, visit <https://www.nhs.uk/service-search/gp/locationsearchy/4>

### EXTENDED HOURS-TUESDAY EVENING CLINIC

Seaside Medical Centre will now be offering clinics on Tuesday evenings from 6.30pm-8.00pm. You can book an appointment with an Advanced Care Practitioner or a GP on the day should you require a routine appointment.

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## WINTER PREPARATIONS

### KEEP WARM, KEEP WELL THIS WINTER

Keeping warm over the winter months can help prevent colds, flu or more serious health conditions such as heart attacks, strokes, pneumonia and depression. The chances of these problems are higher if you are vulnerable to cold related illnesses due to one or more of the following:

- You are over 65
- You are on a low income (so can't afford enough heating)
- You have a long-term health condition, such as heart, lung or kidney disease
- You are disabled

Wrap up warm inside and out. Wear lots of thin layers, clothes made from cotton, wool or fleecy fibres are particularly good and help to maintain body heat. Wear shoes with a good grip to prevent slips and falls when walking outside.

If possible, stay inside during a cold period if you have heart or respiratory problems. Food is a vital source of energy, which helps your body keep warm. Try to make sure that you have hot meals and drinks regularly throughout the day and keep active in the home if you can. Check on older neighbours or relatives to make sure they are safe and well.

Make sure they are warm enough, especially at night, and have stocks of food and medicines so they don't have to go out during very cold weather. Icy pavements and roads can be extremely slippery.

Take extra care if you go out. The Met Office advises putting grit or cat litter on paths and driveways to lessen the risk of slipping. It is wise to try and avoid small roads that have not been gritted and stick to major roads taking straight forward routes.

If making long journeys and bad weather is expected it would be advisable to pack a warm blanket, a flask with a hot drink and a shovel in the boot just in case driving becomes treacherous due to adverse weather conditions.

You may be able to claim financial and practical help with heating your home. To find out if you are eligible for help to improve your heating or help with bills you can ring the **Warm Home Check Service** 03444 111 444, [warmeastsussex.org.uk](http://warmeastsussex.org.uk) or TEXT WARM to 81400.

### HAVE YOU HAD YOURS YET?

We still have flu vaccinations available. The purpose of the flu vaccination programme is to offer protection to those who are most at risk of serious illness should they develop flu or influenza. This year there will be three types of flu vaccine to the flu programme, they have all been specifically tailored to each age group. For patients over 65 the vaccine that is recommended is the Adjuvated Trivalent flu vaccine (aTIV) this is likely to give better protection against flu for this age group. For patients 65 and under the vaccine recommended is the Quadrivalent Vaccine (QIV) this is only given to patients that are at increased risk from flu because of a long term health condition, Asthma, COPD, Diabetic, Carer or because they need protection due to pregnancy. Children of the ages 2 and 3 will be given the Live Attenuated Influenza Vaccine (LAIV). This is a nasal spray and will be given at the surgery. All school aged children will have this at school.

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## HEALTH NEWS

### OASIS WOMEN'S RECOVERY SERVICE

#### WORRIED ABOUT YOUR DRINKING OR DRUG USE?

Oasis is a confidential, women only service. They offer one to one and group support for recovery from addiction, including relapse prevention. To access a group, you can self refer if you're over 18 years, contact the number below. They promise a non judgemental and inclusive service for all women, including LGBT. **Contact one of our project workers, email or check Facebook**

Karen: 07719 518 856 Maisha: 07426 514 235 Bea: 07125 528 501.

Email: [owrs@brightonoasisproject.co.uk](mailto:owrs@brightonoasisproject.co.uk). Check online: [www.oasisproject.org.uk/east-sussex-services/owrs](http://www.oasisproject.org.uk/east-sussex-services/owrs). The support group is held at **CAFE NORTH, Monday 10AM-12PM 1PM-2PM and Wednesday 10AM-12PM 12.30-2.30PM.**

### IF YOU NOTICE BLOOD IN YOUR PEE CAMPAIGN

If you notice blood in your pee, even if its 'just the once' tell the doctor. It could be an early sign of bladder or kidney cancer. Finding it early makes it more treatable, so tell your doctor straight away. **BE CLEAR ON CANCER.** [nhs.uk/bloodinpee](http://nhs.uk/bloodinpee)

### NEW BODY SCANNER

The 2018 Community Initiative by locally based charity, Medi Tech Trust is probably the first of its kind in the UK. Its two fold purpose involved the donation of medical equipment worth £70,000 to Eastbourne and Polegate surgeries. 14 surgeries each submitted their 'wish list' for £5,000 worth of urgently needed equipment that will assist their staff in carrying out their work more easily, safely and professionally, while ensuring that the equipment would be to the benefit of their patients. Nearly 90 items were requested and all were honoured.

A Presentation Evening was held on Wednesday, 20 June 2018 at the Eastbourne District General Hospital, when the Guest of Honour, the Lord Lieutenant of East Sussex, presented the items on behalf of the charity. The Mayor of Eastbourne was also in attendance.

Medi Tech Trust presented Seaside Medical Centre with a **Body Scanner**. The Body Scanner has been placed in the foyer next to the lift for all patients to use for **free**, to keep track of their health. The Body Scanner takes weight, height and blood pressure and calculates your BMI. The best reading is obtained if patients follow the instructions fully and rest for 10 minutes before using the scanner. The Scanner prints out a copy of the results and patients can write their name and date of birth on it and hand the recordings to a reception team member who can enter them on to their medical record. It's very easy to use, try it today!



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## PRACTICE NEWS

### DID YOU KNOW THAT EVERYONE CAN ACCESS FREE, IMPARTIAL AND CONFIDENTIAL BENEFITS AND DEBT ADVICE?

Every year over £13 billion of benefits go unclaimed by people who are entitled to them. Last year the Benefits & Debt Advice Project supported over 10,000 people with benefits and debt advice and helped them claim over £8 million in benefits they were entitled to but had not been receiving. Your local NHS fund the project to help people with any benefit issues, concerns or questions they may have. Our service is open to everyone. We help people whose personal circumstances have recently changed, who have recently suffered with an illness or disability, or who have a partner who requires looking after. All these situations and more can mean a person's entitlement to benefits can change. We also help a lot of people who have previously had a benefit application turned down.

The project supports a lot of people who have issues with their ill-health or disability benefits. Sometime it isn't always necessary to make an appointment with your GP about your benefit claim and we help many people to complete an accurate and successful benefit application. You can call us on 0333 344 0681 (03 calls cost no more than national rate calls to 01 or 02 numbers and count towards inclusive minutes). Or you can email us at [benefitseastsussex@harcuk.com](mailto:benefitseastsussex@harcuk.com). You can also come and speak to one of our expert advisers here at Seaside every other alternate Friday between 10am and 1pm. Ask at Reception or call us for more details.

### COMMUNITY CONNECTORS /WELLBEING SERVICE

Social Prescribing to improve mental health and wellbeing. Community Connectors can offer support to help you find practical solutions to everyday issues and refer you to specialist agencies for: Health/Wellbeing, Social Networks, Education/Training, Leisure Activities, Finance/Debt, Housing, Employment and Volunteering.

If you think they could help, come and speak to your Community Navigator at Seaside Medical Centre. Your GP can refer you or you can refer yourself. They are based at the Practice every Tuesday.

### EVENING AND WEEKEND APPOINTMENTS

Evening and weekend GP appointments are now available. Seaside Medical Centre now has access to an Extended Access Service. This service is for patients that need more flexibility to see a GP in the evening or at the weekend. Appointments can be booked as normal through Seaside Medical Centre, although you will be seen at a different surgery and not by your own GP. When booking with this service you will be asked by our receptionist if you consent to the GP having access to your full medical records. Unfortunately if you do not consent to this, the service would not be available to you. We hope our patients will find this additional service beneficial to them as we appreciate it may not always be convenient to access a GP during week days.

