



Spring Newsletter



New Initiative for Housebound Patients by Dr Sarah Burns

Improving medical care for patients over the age of 75.

We want to let you know about a new project, led by Dr Burns, to improve the medical care and access to medical services for patients over the age of 75.

General Practice has changed over the years and finding time to see patients who are housebound has become much more difficult, often leading to patients being seen as an emergency when they are acutely unwell. We know that when patients find it challenging to get into the surgery they see their doctors less frequently. As a result the local commissioning group have funded this project to improve the care we provide in general practice. We have been reviewing our patient appointments and have already started to invite patients whom we have not seen over the past year into the surgery for a review. In addition to this we have been visiting patients we know are housebound or in local nursing or residential homes that tend to be seen less frequently.

By seeing patients proactively we are hoping to optimise the care patients receive by recognising and diagnosing conditions at an earlier stage. Often patients who are housebound or find it challenging to attend surgery have multiple diagnoses and therefore are more medically complex. We hope that by seeing patients more frequently we can pre-empt the challenges patients may face and also discuss future care planning and put systems in place to support them as much as possible.

If you are housebound or find it difficult to get into surgery and wish to discuss a routine review with Dr Burns please contact the surgery on 01444 458738 and we may be able to arrange this with you. If you are over the age of 75 and are able to get into the surgery but have not seen your GP for a year and would like a review please contact us. In addition, if you know of any patients registered with us that are housebound, it is important that we know this and keep as up to date records as possible. Please do let them know of this service and that they may want to call to arrange a review.



Staff News



New Partner

Dr Susan Ferrier joined the Practice 12 months ago and we are delighted to announce that she will become a GP Partner from 1 April. Susan has settled into the practice readily, has become popular with patients and is very supportive of our hard working staff. She has worked closely with the management team over the past year and we look forward to our new team moving forward in the future.

Celebrating Long Service

We have celebrated long service this month as Dr Rob Harvey has been in the practice for 25 years and has seen more changes than he cares to remember. Two members of the reception team, Diane Lehwald and Denise Ward, have been part of the Practice team for 10 years this year and we celebrated their dedication on a recent Practice away-day.



New Practice Manager

We are excited to announce that we have appointed a new Practice Manager. Jess Yaxley (pictured left) has 15 years running the out of hours service in Brighton. Jess will start with us on 13th April and will introduce herself properly in the next edition of our Newsletter.

Contraception Choices

Contraception can feel daunting to patients in view of the number of options available; we are aware that this is the case and therefore want to ensure you are informed about the support and services we provide.

We offer a full range of contraceptives including longer acting reversible contraceptives such as Coils, Implants and Depot Injections. We are also involved in the [C-Card scheme](#) in Mid-Sussex for those between 14-25. If you do not have a C-Card then you can book in with our practice nurses who will be able to discuss this with you. If you are prescribed any regular contraceptives then we will always aim to have an annual review appointment with you to ensure this is safe to continue prescribing and also to ensure your requirements have not changed. It is possible to book routine appointments with any GP to discuss the different types of contraceptive choices available or to have your annual review.



Dr Burns and Dr O'Hara have more specialist training in family planning and are able to insert Coils and Contraceptive Implants at The Vale Surgery. If you wish to consider discussing a Coil or Contraceptive Implant then please book an appointment with any GP to discuss this. Coil and Implant Clinics are run separately from routine appointments and a specific appointment is required which any of the Doctors can facilitate. We have at least one coil clinic per month and therefore aim to provide this follow-up within four weeks of your initial discussion.

Further information is available on the different types of contraception online at www.patient.co.uk

Care Co-ordinator at Cuckfield Medical Practice & The Vale Surgery by Emily Payne

My name is Emily Payne and I am your Care Co-ordinator, which is a new role within the GP practice. I will be providing information and guidance for patients with multiple caring needs about the services that are available to them and how they can be accessed.

You may be visited in your home, or you may come to either Surgery for an initial assessment. I will spend time with you to work out what services would benefit you the most and how they can be adapted to suit your needs, and also to review any other care that you already have in place. After this assessment the appropriate referrals may be made or contact information will be left with the you and your family to arrange for any services to be put in place. There are many services available through the NHS and voluntary organisations and my role should ensure an understanding of what is available and who can benefit from each service. I will also be able to liaise with the services on your behalf to make sure that you receive the care that you need. My hours are 9am to 5pm Monday and Wednesday on 01444 458738.



Summary Care Records by Samantha Shearman

Summary Care Records

As of 1st April 2015 you can have access to your Summary Care Record (SCR) as part of your online access. If you currently use online services to book appointments and make medication requests then you will also be able to look at your SCR if you contact us to ask for it to be added to your account.

Your [Summary Care Record](#) contains and sensitivities and allergies, any acute medication issued in the last 12 months, current repeat medication and any past repeat medication. This record can then be viewed by yourself if you are using your online account, it can also be requested as a paper copy from our Receptionists and it can be shared with other care providers (hospices, hospitals, out of hours) to provide you with the best care possible. For more information go to www.cuckfieldmedicalpractice.co.uk

If you would like to have access to your SCR and you have online services: please either call us on 01444 458738 or 'ask a question' through online services directly and we will add it to your online account. If you do not have online services and would like to sign up, please ask at Reception.

Friends & Family Test

We now have our first quarter of data from our Friends & Family Test (a link to the text is sent out via SMS text or we have paper copies in the surgeries).

The results are as follows:

Of the **388** patients who completed the Friends and Family Test between Jan-Mar 2015, **93%** of our Patients were Extremely Likely, or Likely to recommend us to their Friends & Family.

You can access the Friends & Family Test and information via our website.