

Autumn Newsletter

Staffing Update by Jess Yaxley, Practice Manager

There have been quite a few comings and goings at the Practice recently, so I thought it would be a nice idea to update all our patients on our new Practice staff members.



Dr Louise Cotter



Sarah Webster



Karen Hayward



Laura Guy



Lisa Wiltshire

As you may be aware, Dr Pippa Wilson and Dr Kath O'Hara left us in May and June respectively and since then we have been busy recruiting into our team. **Dr Louise Cotter**, will be joining in September. She has previously worked on the coast in Newhaven and we are very much looking forward to her joining the team. Louise will be with us 3 full days per week on Tuesdays, Thursdays and Fridays and until the end of October, when we welcome Sarah Burns back from maternity leave, she will also be working with us on Wednesdays. In August we will have two hospital Doctors with us, Dr Sophie Robinson and Dr Blair Dunlop. They will be working at the Practice for four months as part of their training modules for General Practice and will be working in parallel with their GP Trainers, Dr Harvey and Dr Gurner. You may be offered an appointment with them, and if you are this will be made clear with you. If you would rather see a different Doctor, then please do let the receptionist know. As I mentioned we will very soon be welcoming Dr Sarah Burns back to the Practice after her maternity leave, and you may well see Sarah in the Practice over the coming weeks as she will be coming in to do some 'keeping in touch' days with us.

Sarah Webster is our new Practice Nurse, who will be taking over from Chloe. She will also be starting with us in the middle of September will have clinics every day except Tuesdays. Sarah gained a First Class Honours degree in Nursing from Surrey University and will be bringing lots of experience with her gained from working at Redhill Hospital. We also have a new member of the reception team, **Karen Hayward**, who joined us at the beginning of July. Karen is fitting in really well with the team and is quickly learning the systems that we use. Karen will work from both The Vale site and Cuckfield, so I'm sure many of you will be meeting her soon. **Laura Guy** is our new Care Coordinator, Laura comes from a healthcare background and is also our lead for the new Accessibility Information Standard. If you have any questions regarding accessing care or if you think you may have a communication need, please do speak with Laura, she is there to help. Many of you will already have met **Lisa Wiltshire**, our new HCA by now. Lisa is a phlebotomist and also assists with the minor ops clinics that Dr Rob Harvey and Dr Angie Gurner have each month and can provide health checks.

We think our Practice has been extremely fortunate to attract such a high calibre of new recruits, especially as the current media trends appears to imply that recruitment within primary care is getting very difficult. I think our very good local reputation to provide a high calibre of service to our patients and our excellent friends and family feedback, has allowed us to both attract and retain excellent first-rate staff and we are delighted to welcome them to the team.

CQC Inspection

We had our routine CQC inspection in the second week of July. We will not receive our full report for another couple of months, but we were really pleased that the feedback we got from the Inspectors on the day was very good. Every patient that the Inspectors spoke to and the feedback cards they read through all made encouraging and positive comments about the Surgery, which we are delighted about. We are very happy that our patients recognise that we always put the Patient first in everything we do and we very much hope this will be reflected in our report when it is published. Special thanks to Emily from the Patient Participation Group for taking time out of her busy schedule to speak with the Inspectors as well.



Accessibility Information Standard



This is a new Standard, sponsored by NHS England to ensure that all health and social care providers take into account the communication needs of patients and their carers who have a learning disability, a sensory impairment or loss. It may be that it would be more helpful to you to have your letters from us in larger print, or that you would like us to arrange an advocate (someone to support you) to be present at your consultations. There could be many ways in which we could make your appointments and interactions with the Practice easier. If you think you do have a communication need, please ask to speak with our Care Coordinator Laura. Laura will be able to help identify what your communication need and to be able to source help for you. She will also ensure that a note is put on your records so that when you book an appointment, any additional assistance that you need, can be arranged in readiness for your appointment. For more information please see the posters in the waiting area or speak with Laura or a Receptionist.

Everyone is aware that healthcare is a hot topic at the moment. These hot tips should help when you need to access a healthcare professional:



Think before you dial. If your problem is a real emergency – such as chest pain, collapse, or a suspected stroke – dial 999. If it is not an emergency, call your surgery to discuss what you need, and if you are unsure who to call dial 111.

Please avoid busy times, particularly Monday mornings. If your problem isn't urgent, try not to call before 10.30am on any day as staff and lines are likely to be busy. However, if you are requesting a home visit, you are better off joining the morning rush as the earlier we know about a visit, the better.



Be realistic and think ahead. People expect to have to book an appointment with their dentist or hairdresser at least a couple of weeks in advance, and GP surgeries should be no different when it comes to **routine** appointments for things like smears, blood pressure checks, immunisations and blood tests.

The NHS is a valuable service – please don't waste it! If you have an appointment and can't make it, please phone and cancel so we can give it to someone else. Just last month we lost over 190 appointments because patients failed to arrive, and didn't let us know. That is over 2,750 minutes of precious doctor and nurse time that could have been used by someone else.



When you do see the doctor, be prepared. Have your symptoms clear in your mind and remember our policy of one appointment, one issue. This will help the Doctor help you in the most efficient way. If you have a complex need and think you will need a slightly longer or double appointment, discuss this with the receptionist – they are there to help you.

Do you actually need to see or speak to a doctor? If it is a simple problem like uncomplicated heartburn, hayfever or a cold, why not cut out the middle-man and go direct to your pharmacist? Over-the-counter medicines can be cheaper than prescription charges, and the pharmacist will always advise you to make contact with your Doctor if they are concerned about your symptoms.



Flu Clinic Drop-in Dates 2016

Please be aware that we will have the following flu clinics from 8:30am to 10:30am in October:

- **Saturday 8th October - Cuckfield**
- **Saturday 15th October - Cuckfield**
- **Saturday 22nd October - The Vale**

Drop in any time, but please note that first thing is usually our busiest time.

Flu Clinics for Children

We will be offering a Fluenz Nasal Spray for those children who need to be vaccinated for flu.

Your child is eligible for Fluenz if:

- They are 2, 3 or 4 years of age
- Or are in Year 1, 2 or 3 at school

Please bring your child along to any of the flu clinic drop-in dates or book an appointment with a Nurse.

