

# Grove Road Surgery Newsletter

Volume 7 Issue 1

March & April 2012

## Editors Comments

( Stephen Fowler, Practice Manager )



Welcome to first edition of 2012. I can only apologise to our readers for the lateness of this edition, many of you have been asking for weeks now when is the next newsletter out or it is overdue. As regular readers will know, right from the off, I said we would aim at 3 or 4 editions a year. Believe it or not but March represents the 6<sup>th</sup> birthday of our surgery newsletter, which I started very shortly after arriving here at the surgery. As they say, better late than never. The year is almost 25% over - where has it gone? It seems like only last month it was Christmas, with snow falls, icy roads and pavements. Now the daffodils are letting us know that spring is here and Easter is looming.



In case you didn't know, we are quite a sweet toothed practice, so if you have any unwanted Easter Eggs, we are quite happy to take them off your hands!

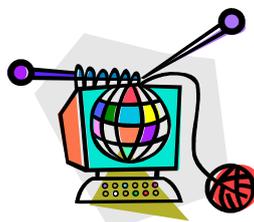
One piece of sad news was the recent death of one of the surgeries patient group founder members, RIP Peter old friend.

## Opening Times During the Easter Holiday



We will be open for normal working until 6pm on Thursday 5<sup>th</sup> April. We will then be closed, re-opening our doors at 8am on Tuesday 10<sup>th</sup> April. Between these dates and times, South East Health, the out of hours doctor service will take over. They can be reached by phoning the surgery, where your call will be automatically diverted. Please note that the walk-in-centre will also be open from 8am to 8pm throughout this period.

## Practice Website



I am re-running this article to try to get the message out to those who may not have seen the December Newsletter. The practice now has a website which started in January and the website address is:- [www.GroveRoadSurgery.co.uk](http://www.GroveRoadSurgery.co.uk) Comments and feedback received so far have been extremely positive and we thank you for those. I would encourage you to keep a regular eye on the website, especially the surgery news section.

## Patient Participation Group (PPG) Recruitment



We are always looking to recruit new members to the PPG, and with a recent death of a group member, it is even more important to expand the current numbers. The group is made up of voluntary members – both male and female - from a variety of ages, cultures and religion. We also have disabled members so no-one is excluded. At present we do not have a young mum on the team nor do we have any teenagers. The group meets on a Wednesday morning, every 6 – 8 weeks at 10:30 here at the surgery. Meetings last approximately 1½ hours, so if you have some spare time and think you can be of help we would like to hear from you. There is a feature on our surgery website about the group and you can contact them via the website or write to the PPG c/o the surgery.

## Your Changing NHS

A the recent PPG meeting of 29<sup>th</sup> February an overview was presented to the PPG of my thoughts and concerns on the current situation, regarding the changes within the NHS. If you go to the surgery website you can look at the minutes of the PPG meeting which contains these facts and snippets. From

1<sup>st</sup> April 2012, all GP surgeries become commissioners and everything that entails. PCT's and surgeries are working together in shadow format for 1 year, when on the 1<sup>st</sup> April 2013 PCT's throughout the land will disappear and GP surgeries will be running a massive part of the NHS for the good of us all.

### Correct use of NHS Services



We have had a recent rise in attendances at A&E and we are looking at these more closely. You may or may not be aware that the surgery is charged when our patients attend Accident and Emergency with conditions that could have been treated by another NHS service. You may not be aware that attendance at A&E via an ambulance call also attracts an additional £200 fee, to cover specialist transport costs. Everyone naturally assumes the NHS is free but this is not always the case. Our recent figures show that the average cost to the practice for each A&E attendance is **£ 650:00**.

We are not saying do not call out an ambulance or do not go to A&E, what we ask is that you consider is an ambulance really needed or can I get to the hospital by car, taxi or some other means. Equally, do I need to attend A&E or can I go to the surgery when it is next open, or go to the Walk-in-Centre at Eastbourne Station. Should I contact South East Health (SEH) the out-of-hours doctor service on 0300 242424. Can I obtain advice from NHS Direct or from the pharmacist regarding my medicines. All of these services are free and we are simply asking that you use the NHS services appropriately.

A&E is there to deal with health matters that cannot be dealt with by the above mentioned services.



This includes broken bones, severe cuts requiring sutures and life threatening illness / accidents. Many of us have been to A&E and find it really busy and much of the work they do is being demanded inappropriately. All this does is result in long delays for patients who have genuine A&E emergencies. This article is not designed to scare you, by putting you off going to A&E or calling out an ambulance, but simply to try to educate you on what services are available for you to call upon when we are closed.

### Dr Andrew Baldwin Departs



We shall shortly be saying goodbye to our registrar, Dr Andrew Baldwin, who leaves us on the 3<sup>rd</sup> April 2012 and will be going to his next rotation in the Cardiology Department at the DGH. Dr Baldwin has been a massive hit with many of you, who have sung his praises since his arrival. He has also fitted in very well with staff and doctors alike. We shall all miss him immensely and I know many of you would like to thank him for his help over the last 4 months and I do so on your behalf via this article. I know when he reads this he will be embarrassed but I am equally confident that it will please him enormously.

### Repeat Prescriptions



You have been able to order your repeat medications via email for almost a year now, but we are conscious that many of you are still unaware of this facility. In addition we now have a practice website and so you can also order on-line. To take advantage of either of these methods e-mail your repeat medication requests to us at :- [repeats.groveroad@nhs.net](mailto:repeats.groveroad@nhs.net) or go to our website [www.GroveRoadSurgery.co.uk](http://www.GroveRoadSurgery.co.uk) and order them from us that way.

### Doctors Footnote

We would just like to send out our thanks, to Peter for his dedication towards the surgery and the PPG and our deepest sympathy to his family for their loss. We would also like to add our thanks to Dr Baldwin and to wish him well in the next step of his GP training. Finally to our newsletter on its 6<sup>th</sup> Birthday.

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