

Grove Road Surgery Newsletter

Volume 11 Issue 1

April 2015

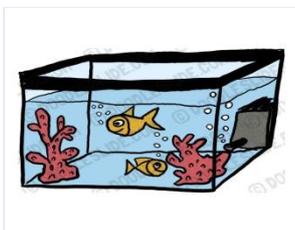
Editors Comments
(Kelly Hartland, Practice
Manager)



I hope you have all had a lovely Easter and enjoyed the recent sunshine. Let's hope it is here to stay.

We have been very busy here at Grove Road Surgery. We have been recruiting, reading (and, where possible, acting upon) your Friends & Family Survey suggestions and finding a new home for some of our pets (see below)!

Surgery Fish



You may have noticed that our fish have gone from the second reception. It was felt that the fish had got too big for the tank and have been kindly rehomed to a larger tank (with new friends).

Paramedic Practitioner



We welcome Stuart Rutland to the practice.

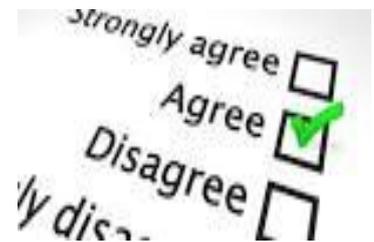
"I have worked as a paramedic for 20 years in both the Brighton and Eastbourne area. More recently I have moved into the education of paramedics particularly so that they can meet the needs of their patients more effectively rather than simply offering a trip to hospital when home treatment may be more beneficial. I still work part time for The South East Coast Ambulance Trust and Wednesdays and Thursdays for the surgery. I provide home visits where a patient requires a rapid assessment or is too unwell to attend the surgery and work closely with patients own GPs to ensure that we provide a reactive, safe and efficient service that meets the needs of the surgery and it's patients."

Text Reminder Service



We have reviewed our text appointment reminder service and, due to positive patient comments, will be continuing to offer this service. Please make sure we have your correct mobile phone number, as we have had a few failed message alerts.

Friends & Family Survey



Thank you to all our patients that have completed our short questionnaire so far.

We have collected a total of 112 since beginning the survey in January 2015 and, on the whole, we have had some lovely feedback for the doctors and surgery staff.

We also welcome any suggestions for improvements but unfortunately cannot do anything with regards to the parking situation which is sadly out of our hands. The surveys are located in both receptions and via our website:

www.groveroadsurgery.co.uk

If you haven't done so already, please complete one for us.

Thank you.

New Telephone System



As mentioned in our last newsletter, we are aware that some of you are still experiencing problems with interrupted calls etc. We have been looking into getting a new telephone system and new lines. We hope to have this in place in the near future.

Home Visits



Please be aware that house calls are for genuinely housebound patients. Doctors can see five or six patients in the practice compared to one housebound patient.

A&E



A gentle reminder of the other services to consider before attending A&E:

NHS 111 - Calls are free and the service is available 24 hours a day.

Walk-in-Centre located in Eastbourne Station.

A Telephone Consultation with your doctor.

On-Line Appointments



This service enables you to book appointments up to two weeks ahead.

If you are interested in signing up, please ask at reception for a user name and password.

Sprucing Up



We will be refurbishing the front of the building with a lick of paint and new signs.

Patient Participation Group



If you want to help us improve the surgery and give us your valuable feedback on our services, we would welcome more members to join our group. We are especially looking for a parent of a young child/children to ensure we have a good mix of patients representing you all.

We meet approximately 6 times a year for just 1 hour.

Please email

EHSCCG.groveroadsurgery2.nhs.net

If you could spare the time to join us.

May Bank Holidays



Monday, 4th May 2015
Monday 25th May 2015

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