

Grove Road Surgery Newsletter

Volume 11 Issue 5

Summer 2016

Editor's Comments

(Eddie Thomas, Practice Manager)



Welcome to the summer edition of our newsletter. I took over from Kelly Hartland (who has moved to another practice) in April. Previously I was Practice Manager in Crowborough, and before that Uckfield and London.

As you will see over the page, we are changing our clinical computer system on 7 September, to bring us into line with the vast majority of practices in Eastbourne. This will bring a number of benefits and improvements to both the surgery and patients but there will be some disruption during the changeover so please bear with us.

Our next newsletter will be in the Autumn.

Hopefully this summer will not be a washout, so please enjoy it!

DR SARGANT

As you may already know, Dr Nicholas Sargant sadly passed away in March this year. Dr Sargant worked at the surgery for over 30 years until his retirement in 2007. We have opened a book of condolence that you are very welcome to sign, please ask at reception.

PPG SUGGESTION BOX



If you have any comments or suggestions that you would like the Patient Participation Group (PPG) to bring up on your behalf at our regular meetings, please use the red suggestion boxes located in the first and second reception. Do ask reception for some paper and a pen if necessary. The boxes will be emptied periodically by members of the PPG and discussed during the meetings. You can find the minutes of these meetings on the pinboard in the stairwell between first and second reception.

CARE QUALITY COMMISSION



The Care Quality Commission (CQC) is the independent regulator for health and social care in England. It makes sure services such as hospitals, care homes, dentists and GP surgeries provide people with safe, effective, compassionate and high-quality care, and encourages these services to improve.

We recently had CQC inspectors visit to report on the quality of care we provide here in the surgery. We are awaiting the report, the result of which will be available to view on our website www.groveroadsurgery.co.uk It will also be available on the CQC website www.cqc.org.uk

DR BRUUNS

Dr Bruuns is taking a short sabbatical this summer over the month of July and will be on holiday leave from 20th June 2016 returning on 15th August 2016. During July Dr Bansal will be covering and is able to give joint injections.

NEW COMPUTER SYSTEM



In September we will be changing over our computer system. During this time there will be a short period whereby the system will not be 'live'. In order to minimise any inconvenience, as from 1st August, we will be issuing a 2 months supply for regular monthly prescriptions. There will be posters displayed in the surgery to notify you of this nearer the time. We apologise for any inconvenience this may cause, but we will work hard to minimise any disruption.

HOSPITAL REFERRALS



During your consultation it may have been discussed to refer you on to a specialist. Please ensure that all the details that we hold for you on our computer system are correct including contact telephone numbers such as mobile numbers and a correct postal address. It is your responsibility to make every effort to attend your appointment.

Unfortunately there does appear to be a wait for these appointments so if you have not been contacted by the hospital, please ring the hospital direct who will be able to advise you when the appointment is most likely to be.

SUMMER SUN



Whilst we all hope for sun and fine weather over the summer this also means that we need to take extra care to protect ourselves and our children against the sun.

Protecting ourselves is more than just putting the nearest sunscreen on. Remember to:-

- check you've got a high enough protection (at least SPF 15 for kids)
- Use a 'broad-spectrum' sunscreen that protects against UVA and UVB. (UVA is measured by a star rating system from 0-5).
- Make sure your sunscreen is in date (not over 2 years old).
- Re-apply sunscreen after washing, or after you've been in the sun for the same time as it normally takes you to burn.

If you do unfortunately suffer sunburn then the following actions might help alleviate the discomfort, although for more serious cases you may need medical advice and support:

- Go indoors or into shade as soon as you can
- Drink lots of water
- Use cold compresses and after sun lotion to soothe

Hay fever is a common allergic condition that affects up to one in five people at some point in their life. It is caused by an allergy to airborne substances such as grass or hay pollen. Hay fever can often be controlled using over-the-

counter medication from your pharmacist. However, if your symptoms are more troublesome it's worth speaking to your GP, as you may require prescription medication.



Bank Holiday Monday 29th August 2016

The next all local practices half day closing afternoon is Wednesday 14th September 2016 at 1pm.

These events are for all practice staff to attend jointly organised training events. Our surgery website is now showing these dates to advise patients well in advance.

In This Edition **Page 1**

Editors Comments

Dr Sargant

PPG Suggestion Box

Care Quality Commission

Dr Bruuns

Page 2

New Computer System

Hospital Referrals

Summer Sun

Closed