

Grove Road Surgery Newsletter

Volume 12 Issue 1

Winter 2016/2017

Editor's Comments

(Sam Bridgewater, Acting Practice Manager)



Welcome to the winter edition of our practice newsletter, and apologies for the delay in producing this. Eddie Thomas, Practice Manager, left us in July and since that time I have been acting as Practice Manager.

There have been a number of changes and challenges that have affected the surgery and, as I am sure you are aware from your TVs and Newspapers, the wider NHS is also facing a challenging time at present and we as a surgery are not immune from all that. However, as a Practice Team, we are committed to do the very best for our patients in these difficult times.

PERSONNEL CHANGES

There have been a number of changes which have taken place.

Dr David Grant, Salaried GP, left us in January for pastures

new, and we thank him for his service over these past few years, and wish him well in the future. So far, we have been unable to find a replacement for Dr Grant, which adds to the pressure on the existing GPs who are covering his workload for the time being. In due course, we will advise patients previously registered with Dr Grant, who their new GP is.

Dan Rouncivell, Paramedic Practitioner, has left the Practice, but we have been fortunate to replace him with **Paul Dine,** who now works alongside Stuart Rutland, and between them they undertake the majority of home visits on behalf of the GPs. In the Reception Team, **Rhodri Corner** has left us to pursue an alternative career, but we have been fortunate in finding a replacement in **Vanessa Aleseyed.**

SATURDAY SURGERIES



Because of the pressure on the GP's, following the departure of Dr Grant, it has been regrettably decided that we can no longer offer Saturday Morning

appointments, which ceased from the end of January. This is not a decision we have taken lightly, and we appreciate that for those who work Monday – Friday, this has been a very useful service, however due to the overall pressure on the GP's time, we have reluctantly taken the decision to stop Saturday appointments.

LIST CLOSURE

Again, because of the inability to replace Dr Grant, and with the support of our CCG, it has been agreed that we will no longer register new patients for the time being- the situation will be reviewed at the end of April. Obviously this does not affect new family additions for existing patients. All other local surgeries have their lists open to register new patients, at the present time.

PRACTICE BOUNDARY



Historically, the Practice has always registered patients from the whole of Eastbourne, and surrounding villages. We are applying to the CCG to be

given permission to reduce the Practice Area, which would enable us to register patients from central Eastbourne only (When our list re-opens). I would stress that it is not the intention to ask existing patients to re-register elsewhere, and this measure only affects patients seeking to register for the first time.

NEW COMPUTER SYSTEM



In the last newsletter, we advised patients that we were changing our Clinical System, in order to use the same system in use by the vast majority of Eastbourne Practices already. I am pleased to say that the transition has been completed- not without a certain amount of pain- and I would like to thank our patients for bearing with us through this difficult time.

HOME VISITS



Home visits are for patients who are housebound either because they are unable to leave the house due to frailty or mobility problems, or because they are too ill to leave the house safely. If you need to request a home visit PLEASE TRY AND DO SO BY 3 PM. If you request a visit after this time it may well be postponed for the working next day, unless it is medically urgent.

PATIENT PARTICIPATION GROUP



We are grateful to this small group of patients, who meet regularly with Practice Representatives, to provide feedback and offer suggestions about our work. The ideal arrangement is that the group is fully representative of the demographics of the Practice, and at the present time we would like to recruit some 'young/ middle aged' patients of either sex to make the group more truly representative. Please email EHSCCG.groveroadsurgery2.nhs.net if you could spare the time to join us.

PPG SUGGESTION BOX



Very little use is made of the Suggestion Boxes, situated in both waiting rooms, which are under the control of the PPG. The absence of suggestions, leads us to think that everybody is very happy with the service we are providing!!.

PATIENT ACCESS



You can now book appointments, order repeat prescriptions and see some of the information in your GP records, including medications and allergies online.

If you would like to register for Patient Online Services, please come along to the surgery to pick up a registration form which you can complete in the surgery, if you bring a form of identification with you.

When you register to use GP online services, the surgery will email you a username and password, which you will use to log in. You should not share your login details with others. Each family member will need to have their own individual email address in order to use this service.

FLU INJECTIONS

So far there has been little evidence of flu being a major problem this year, but there is still time! It is not too late to have a flu jab- please ask any clinician or at Reception, if you are interested.



Friday 31st March 2017
(Doctor Training Afternoon)
Good Friday 14th April 2017
Easter Monday 17th April 2017

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