

# Grove Road Surgery PPG Newsletter

Volume 1 Issue 3

Winter 2019/2020

## Editor's Comments (David Bell, PPG Chairman)

Welcome to the winter edition of our PPG Newsletter. We wish all the staff and patients of Grove Road Surgery a Merry Christmas and a Happy New Year.

### CHRISTMAS & NEW YEAR OPENING



24<sup>th</sup> December 8am - 6.30pm

**25<sup>th</sup> & 26<sup>th</sup> December  
CLOSED**

27<sup>th</sup> December 8am - 6.30pm

**1<sup>st</sup> January 2020 CLOSED**

2<sup>nd</sup> January 8am - 6.30pm.

If you require emergency treatment during these closures then please telephone the NHS out of hours service 111.

### WINTER HEALTH



For advice and tips on winter health take a look at [www.nhs.uk/staywell](http://www.nhs.uk/staywell) which has lots of useful information on staying healthy and how to treat winter illnesses.

Minor coughs, colds, sore throat, stomach bugs, headaches and earache can all be treated with over the counter medicines. Contact your local pharmacy for advice and they will offer you the appropriate medication.

## Not had your flu jab?

It's not too late to have for free if you are eligible. Please ask at reception. You might even be able to have it there and then!

### PRESCRIPTIONS



**Wednesday 18 December will be the last day for submitting prescription requests if you need medication before Christmas**

You must always allow **3 working days** from when you submit a repeat prescription request before it will be ready to collect from the surgery or you can get your medication from your nominated pharmacy. Please note that if you have registered you may order repeat prescriptions on line and have it sent to your nominated pharmacy electronically.

To reduce congestion and delays at reception a new prescription area is being set up in the outer entrance lobby. Here there will be one box for repeat medication requests and a second for change of address notifications. These boxes will only be emptied once each day – first thing in the morning – so it is vital that you allow for the 3 working day turn around period.

## STAFF MATTERS



As advised last time Dr Nayak leaves us on 31 December 2019 with our thanks and best wishes.

We are delighted to welcome back Advanced Clinical Practitioner Stuart Rutland on 2 January 2020.

Stuart is a paramedic with over 20 years' experience, working in Brighton, Hove and Eastbourne at Grove Road as a paramedic practitioner. He has been working in the Emergency Department at East Surrey Hospital for the last year as part of his development and also examines for the Royal College of Surgeons of Edinburgh and for the College of Paramedics. Stuart will be offering on-day appointments for urgent care cases on Monday, Wednesday, Thursday and Friday.

As usual a big thank you to all the staff who do such a wonderful job.

### FACEBOOK



Grove Road Surgery now have a Facebook page for latest news about the Practice and health campaigns. Simply search for Grove Road Surgery and give us a like!

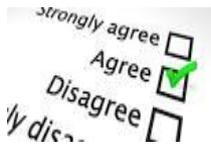
## NEWSLETTERS



You can have further newsletters sent to you via email, all you have to do is register on the website

[www.groveroadsurgery.co.uk](http://www.groveroadsurgery.co.uk)

## FRIENDS & FAMILY SURVEY



The surgery is required to conduct a patient survey on an ongoing basis and report the findings regularly. We would urge all patients to complete a survey form each time they have interaction with the surgery. Forms are available from reception and on the website.

## SELF CHECK-IN



### **Avoid the queue!**

If you have an appointment, please use the self check-in machine. This will cut down waiting time at the reception counter.

## DO YOU LOOK AFTER SOMEONE?



### **Let the surgery know if you are a carer.**

Carers are people who provide help and support to a family member, friend or neighbour who cannot manage on their own due

to physical or mental illness, disability, substance misuse or frailty brought on by old age.

The surgery needs to know if you care for someone to ensure you are supported effectively.

## EASTBOURNE FOODBANK



Please note there is a drop off point here at the surgery for those who wish to donate.

### **URGENTLY NEEDED FOOD ITEMS:**

UHT MILK  
TINNED MEAT  
TINNED FRUIT  
TINNED COLD MEAT - HAM  
ETC  
DEODORANT  
PASTA SAUCE  
PASTA  
TINNED RICE PUDDING

## Virtual Patient Participation Forum (VPPF)



The PPG is keen to communicate with and hear from as many patients as possible about their experiences (both good and bad) of using the services of the surgery and the wider NHS. Sign up by email to [ppfgroverd@outlook.com](mailto:ppfgroverd@outlook.com)  
**NB** Do not use this address to order prescriptions or submit blood pressure readings or other medical information.

## MISSED APPOINTMENTS



Missed appointments at GP practices cost an average of £30 which is wasted if a patient

does not attend. Nationally the total comes to more than £216 million each year – a staggering waste of money!

The PPG is very concerned about the number of our patients who fail to keep appointments without bothering to cancel (1433 in the last year). Amazingly some people are serial offenders. **Apart from the cost, this has an impact on other patients who are denied the opportunity of getting an appointment.**

Whilst there may be a good reason for people missing an appointment on some occasions, we believe that in most instances it is simply a lack of understanding of the cost and the impact on others or, in the case of serial offenders, a total lack of consideration. **We urge all patients to call in and cancel if unable to keep an appointment so that the slot can be freed up for someone else.**

If there are exceptional circumstances which prevent you doing so, please let the surgery know afterwards – so that we can explore if there is anything that the surgery can do to avoid a repeat.

**The PPG has requested that this message be sent to all those who have failed to keep an appointment without cancelling.**

## Telephoning the Surgery



Please note that with immediate effect only calls seeking same day appointments will be taken before 9 am each day. All other enquiries after that time. Options will change – please listen carefully.