**Princes Park Health Centre**

**Newsletter**

**www.princesparkhealthcentre.co.uk**

**Volume 3 Issue 3 June 2015**

***Electronic Prescribing has now gone Live!!***

***A new way to get your medicines and appliances,***

***“The Electronic Prescription Service” (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from. As of April 30th 2015 this service is available here at Princes Park, please nominate a Pharmacy at reception.***

***What does this mean for you?***

*If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.*

*You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.*

*You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.*

***Is this service right for you?***

*Yes, if you have a stable condition and you:*

* don’t want to go to your GP practice every time to collect your repeat prescription.*

* collect your medicines from the same place most of the time or use a prescription collection service now.*

*It may not be if you:*

* don’t get prescriptions very often.*

* pick up your medicines from different places.*

***How can you use EPS?***

*You need to choose a place for your GP practice to electronically send your prescription to. This is called nomination. You can choose:*

* a pharmacy.*

* a dispensing appliance contractor (if you use one).*

* your dispensing GP practice (if you are eligible).*

*Ask any pharmacy or dispensing appliance contractor that offers EPS or your GP practice to add your nomination for you. You don’t need a computer to do this.*

***Can I change my nomination or cancel it and get a paper prescription?***

*Yes you can. If you don’t want your prescription to be sent electronically tell your GP. If you want to change or cancel your nomination speak to any pharmacist or dispensing appliance contractor that offers EPS, or your GP practice. Tell them before your next prescription is due or your prescription may be sent to the wrong place.*

***Did you know?***

**30% of appointments are now pre-bookable up to two weeks in advance.**

***Did you know?***

**That Dr Andrews and Dr Rabuszko offer evening appointments that are also pre-bookable on a Tuesday and Thursday between 6.30 – 7.40pm.**

**“Boots”, the chemist next door, also stays open until 7.30pm on these evenings.**

**Dr Sorooshian and Dr Southward offer early morning appointments that are also pre –bookable on a Wednesday morning between 7.00-8.10am.**

**Farewell**

**We would like to**

**Say goodbye to one of our receptionists who has been at Princes Park for over two years now. We wish her all the best in the future;**

**Rebecca Woods**



***Did you Know?***

Last month **210** people forgot to turn up for their appointment!!! This is way too **HIGH!!**

Please, if you cannot attend your clinic appointment then make a cancellation. This then allows others waiting, to utilise the freed up place.



**Surgery Closure**

The surgery will be closed on Wednesday 17th June for staff training, from 12.30pm.

***Did you Know?***

**CQC – stands for**

**Care Quality Commission.**

 **Our latest inspection report was published on 4th December 2013 and shows us to be meeting all CQC national standards.**

**For a copy of the full report go to our website, or ask at reception to see a printed version.**

**Old Glasses**



Please note that you can leave old/unwanted glasses at reception or in the box under the Taxi Freephone. These are collected and given out to charities.

A note from the Eastbourne Lions Club about this charity work;

“Eastbourne Lions Club has provided a bin for your used spectacles. These are sent on to be sorted, recycled and graded in preparation for use in eye camps in Africa and India. Eastbourne Lions collect and send around 12,000 pairs a year.”

***Voice from the Patient Participation Group***

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**The purpose of this group is to gain views from the patients on how well the current surgery services are run and then feedback these comments constructively to the practice.**

**Ian Tulley is the current Chairperson and would like to hear views and suggestions from other patients on how best the PPG can operate. You can contact Ian by writing to him direct, ‘Care Of’ the surgery, or use the PPG suggestion box under the noticeboard.**

**“Why not visit the dedicated noticeboard for the PPG in the reception area.”**

**If you are interested in joining the group please contact Graham Hunt at the surgery for further details.**

**Date of the next meeting is Thursday 11th June at 1.00pm.**

**Zero Tolerance**

**This practice supports the Government’s NHS Zero Tolerance Campaign. We ask patients to treat GPs, PNs and all practice staff courteously, without a hint of either physical or verbal violence/abuse. Any patient found guilty of such actions will be removed from the surgery list straight away.**

**Princes Park is a very busy practice and at times the wait to see your GP or PN may be longer than is expected. All the staff are under increasing pressure, with patient expectations at a high, but they are doing their best and just ask for a little patience at times.**



**Car Parking at Princes Park Health Centre**

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**If there are no car parking spaces left please do not block the car park area by sitting in your car double parked. This causes problems for the delivery lorries/vans that then have problems with access. Please park on the road instead and remember the DISABLED BAYS are only for those with a blue badge, many thanks.**

**The NHS Friends and Family Test**

On 1st December 2014 the NHS Friends and Family Test went live across 8ooo GP practices in England. The aim is to drive service improvement in local healthcare by providing patients with the opportunity to give feedback on their experience. For the month of **May, 91.5% of our patients said that they would recommend our surgery to friends and family if they needed similar care or treatment.** Thanks you for your support.

***Eastbourne Food bank***

***Princes Park supports the Eastbourne Food Bank through the generosity of you the patient. The scheme is on-going throughout the year. Please continue with your donations whenever you can.***

**Eastbourne, Hailsham and Seaford CCG Update**

 East Sussex Better Together

A briefing for staff, local people, service providers and other stakeholders

East Sussex’s four health and social care commissioning organisations (the three CCGs and the County Council) are working together with local people and stakeholders to transform local health and care services. Our shared ambition is that within three years there will be a fully integrated health and social care system locally that will ensure every patient or service user enjoys proactive, joined up care that supports them to live as independently as possible and achieve the best possible outcomes. East Sussex Better Together is our 150 week transformation programme to achieve this bold ambition.

The East Sussex Better Together partners are busy working together with patients, clients, providers and other local stakeholders to deliver integrated health and social care services locally. To date several areas of work have been established to deliver the 6+2 box model of care:

Progress on our 150 week plan from 1 August 2014 – 110 weeks to go…

Here are the key highlights and progress since our last update in March 2015:

**Patient and Public Engagement**

We recently carried out some research to understand levels of awareness of East Sussex Better Together amongst local people. Of the 1004 people we asked, 50% were aware of our programme and over a third had heard about the programme from this briefing. Whilst we’re delighted with this result which is testament to how much local people want to be involved in shaping their services. There’s clearly more we can do and we will continue to ensure we are reaching out and engaging with local residents so everyone can have their say on how we transform local services. In the meantime, we’d really appreciate your help. Please do share this briefing with your friends, family and colleagues. Together we can deliver better joined up care for everyone.

**Co-designing integrated community health and care teams**

Through ESBT, we want to develop integrated health and care teams that support local people in specific communities or localities. We want to design how these teams work with the communities they will be supporting, so they can understand how best to work together and make the most of existing local networks and resources. We’re testing our approach with the Eastbourne community and are holding a workshop from 10:00 – 13:00 on 3rd June 2015 at Sovereign Harbour Yacht Club.

This workshop is aimed at patients, carers, health and social care providers, independent sector providers and third sector (voluntary and charity) providers from the Eastbourne locality. Together we will explore how we can shape these teams so they best meet the needs of a specific community. To book your place please contact Jenny Watson on 01323 639373.

**How are we working to improve access to urgent care and emergency services?**

We have now held two workshops with health and care professionals and members of the public to consider the challenges we face with our urgent and emergency care services in East Sussex. Together we’ve developed a set of core standards that we want all urgent and emergency care services in East Sussex to work to. We’ve also identified several clinical and patient experience outcomes that we want our urgent and emergency care services to deliver for local people.

We’re now reviewing existing urgent care models both nationally and internationally so we can consider the best way for services to be designed for people here in East Sussex. One of the ideas we are exploring is for urgent care multidisciplinary hubs where a range of health and care professionals including mental health and social services can support people alongside experienced doctors and nurses.

**The enablers – getting the right building blocks in place**

Our ‘enablers’ are absolutely critical to our programme’s success. Updates this month include:

**Financial planning**

In order to deliver better integration of health and care services at a national level, the Government has established a Better Care Fund. In East Sussex, we are delivering the Better Care Fund through East Sussex Better Together. Together we have pooled £42m of our budgets for 2015/16 so we can fund the service transformations being planned and agreed with local people. We are pleased that the Department of Health has approved our shared budget which means we have the necessary systems in place to support much needed service improvements.

**Provider landscape**

Through East Sussex Better Together, the commissioners are keen to work together and strengthen the strategic role and contribution our local voluntary and community sector (VCS) can make to the health, care and wellbeing of local people. We recently held a participative workshop with senior representatives from the local VCS where we were able to discuss and explore how we can work better with them to plan and develop more integrated services for local people. We have agreed to develop a clear framework that sets out the future strategic role of the VCS by April 2016 and are already identifying how we can ensure this is reflected in our future planning, commissioning and delivery of local services.

To find out more please visit:

www.eastsussex.gov.uk

www.eastbournehailshamandseafordccg.nhs.uk

www.hastingsandrotherccg.nhs.uk

www.highwealdleweshavensccg.nhs.uk

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**A note to our Readers**

**If anybody would like to contribute an article and be included in the next newsletter, then please leave your comments at reception or email;** **grahamhunt@nhs.net**

***Princes Park Website***

**Finally you can find a copy of this newsletter on our website plus lots of other useful information.** [**www.princesparkhealthcentre.co.uk**](http://www.princesparkhealthcentre.co.uk)

 **On-line Appointment booking and a Repeat Prescription Ordering System**

Firstly a reminder that it is possible to pre book appointments with your GP over the phone.

We are now implementing a secure on-line booking system which will allow you to book in advance with your registered Doctor at any time of the day. This means you will not have to phone in at 8.30 and 2.15 to book a routine appointment.

Secondly you will be able to order you repeat medication on line so stopping the need for a note, phoning in or a repeat slip.

You will need to access the website *https://patient.emisaccess.co.uk* and register on line.

(You do not need a password or pin from the practice it is possible to register on-line so answer ***no*** to the first question)

Once you have registered the practice has to accept your on-line registration so it will not work straight away please wait 24 hours.

Please phone in if you have any problems registering and leave your contact details and someone will phone you back to help you.

Hopefully you will find this a useful service and feedback on using the website will be appreciated.

**Medical Corner**

This month we are focusing on Dementia. ‘National Dementia Awareness Week’ has just passed’ so here is a quick introduction to the disease;

**About dementia**



If you're becoming increasingly forgetful, particularly if you're over the age of 65, it may be a good idea to talk to your GP about the early signs of dementia.

As you get older, you may find that memory loss becomes a problem. It's normal for your memory to be affected by age, stress, tiredness, or certain illnesses and medications. This can be annoying if it happens occasionally, but if it's affecting your daily life or is worrying you or someone you know, you should seek help from your GP.

**How common is dementia?**

According to the [Alzheimer's Society](http://www.alzheimers.org.uk/infographic) there are around 800,000 people in the UK with dementia. One in three people over 65 will develop dementia, and two-thirds of people with dementia are women.

The number of people with dementia is increasing because people are living longer. It is estimated that by 2021, the number of people with dementia in the UK will have increased to around 1 million.

**What is dementia?**

Dementia is a common condition that affects about 800,000 people in the UK. Your risk of developing dementia increases as you get older, and the condition usually occurs in people over the age of 65.

Dementia is a syndrome (a group of related symptoms) associated with an ongoing decline of the brain and its abilities. This includes problems with:

* memory loss
* thinking speed
* mental agility
* language
* understanding
* judgement

People with dementia can become apathetic or uninterested in their usual activities, and have problems [controlling their emotions](http://www.nhs.uk/Conditions/dementia-guide/Pages/dementia-behaviour.aspx). They may also find social situations challenging, lose interest in [socialising](http://www.nhs.uk/Conditions/dementia-guide/Pages/relationships-and-dementia.aspx), and aspects of their personality may change.

A person with dementia may lose empathy (understanding and compassion), they may see or hear things that other people do not ([hallucinations](http://www.nhs.uk/conditions/psychosis/pages/introduction.aspx)), or they may make false claims or statements.

As dementia affects a person's mental abilities, they may find planning and organising difficult. [Maintaining their independence](http://www.nhs.uk/Conditions/dementia-guide/Pages/staying-independent-with-dementia.aspx) may also become a problem. A person with dementia will therefore usually need help from friends or relatives, including help with [decision making](http://www.nhs.uk/Conditions/dementia-guide/Pages/dementia-diagnosis-plan.aspx).

Your GP will discuss the possible causes of memory loss with you, including dementia. Other symptoms can include:

* increasing difficulties with tasks and activities that require concentration and planning
* [depression](http://www.nhs.uk/conditions/depression/pages/introduction.aspx)
* changes in personality and mood
* periods of mental confusion
* difficulty finding the right words

Most types of dementia can't be cured, but if it is detected early there are ways you can slow it down and maintain mental function.

**Why is it important to get a diagnosis?**

An early diagnosis can help people with dementia get the right treatment and support, and help those close to them to prepare and plan for the future. With treatment and support, many people are able to [lead active, fulfilled lives](http://www.nhs.uk/Conditions/dementia-guide/Pages/living-well-with-dementia.aspx).

You can find out more information by going on to their website at alzheimers.org.uk they also have a helpline number which is 0300 2221122.