

# Princes Park Health Centre Newsletter

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

Volume 4 Issue 3

July 2016

*A Good Luck message  
from  
Dr Jonathan Andrews,  
Partners and Staff.*

**HAPPY  
RETIRE  
MENT**

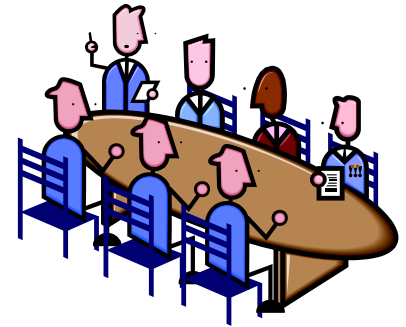
*We would like to take this  
opportunity to wish Gill  
Blackie and Linda Jenkins all  
the best upon their retirement.*



*We would like also like to  
take this opportunity to  
wish a warm welcome to  
Dr Saada Radhi, who joins  
us from this month to  
cover the period of Dr  
Suliman's maternity.*



## *Voice from the Patient Participation Group*



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.

The current Chairperson would like to hear views and suggestions from other patients on how best the PPG can operate. You can make contact by writing to the PPG direct, 'Care Of' the surgery, or use the PPG suggestion box under the noticeboard.

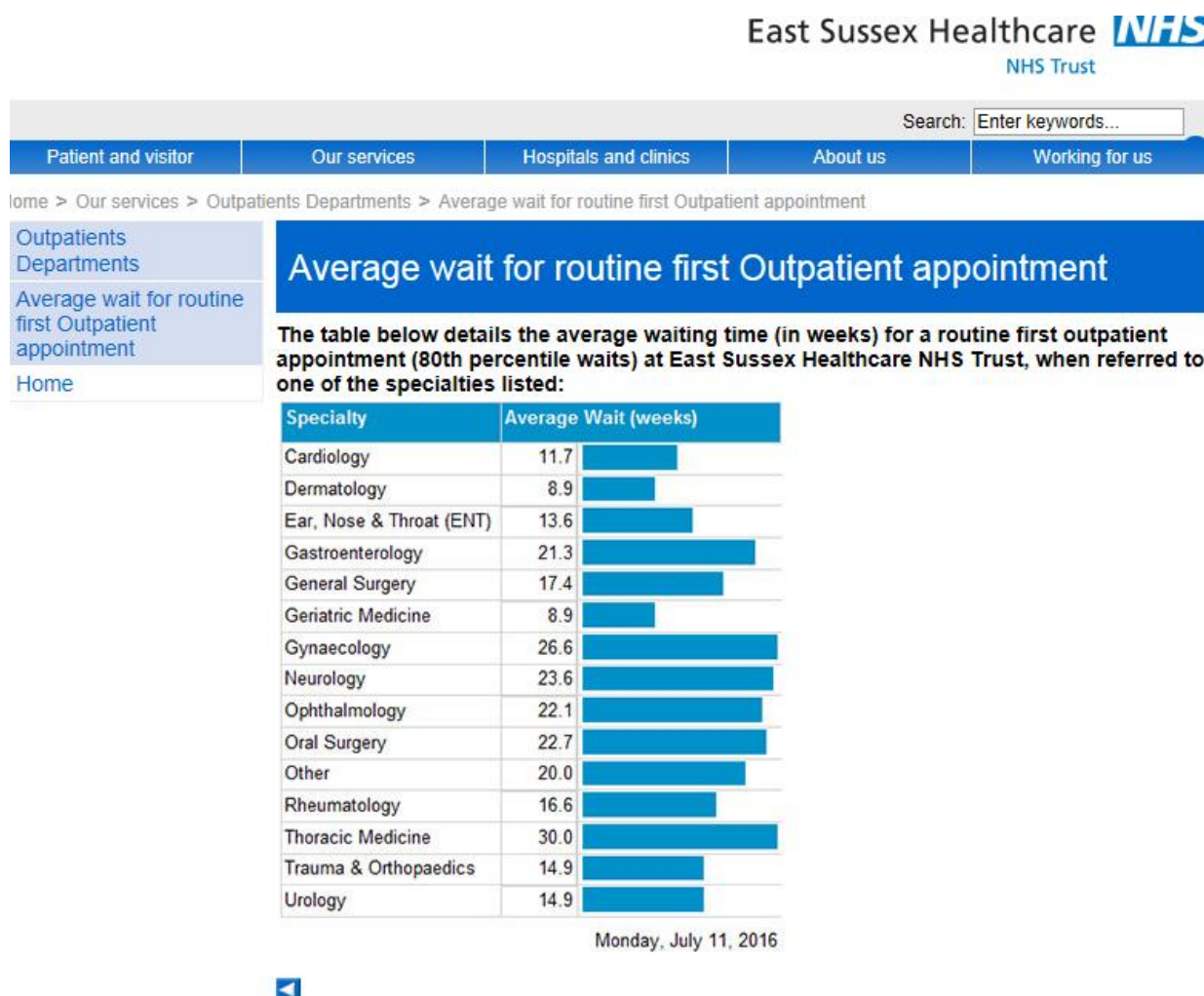
**"Why not visit the dedicated noticeboard for the PPG in the reception area."**

If you are interested in joining the group please contact Graham Hunt at the surgery, or ask at reception for further details.

Date of the next meeting is;  
Thursday 18<sup>th</sup> August at  
1.00pm.

## Outpatient waiting times now online

ESHT have added their average waiting times to their website, in order for all to understand their current position. The link is here: <http://www.esht.nhs.uk/our-services/outpatients/average-wait/> It will also be included in all patient correspondence sent by ESHT.





## Midnight walk raises over £76,000 for Chestnut Tree House

On Saturday 14<sup>th</sup> May around 700 ladies took to the streets of Eastbourne at midnight to walk in aid of 'Chestnut Tree' the children's hospice for East Sussex.

A team of nine brave souls from Princes Park took part and led by HCA Julie Izzard, raised the grand sum of over £700.00, congratulations on a job well done.

Lisa Weeks, Jacky Moffatt, Julie Ranger, Val Moore, Tina Barrow, Annette Underdown, Julie Izzard, Sally Smith and Katie Elphick.



Julie Izzard, Jacky Moffatt and Julie Ranger.



### *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 Southward offers early morning appointments that are also pre – bookable on a Wednesday morning between 7.00– 8.10am.**

### *Did you Know?*

Last month in June there were **210** missed appointments!!! This is way too **HIGH!!!** and wasted over **34 hours of SURGERY time!!!!** So please, if you cannot attend your clinic appointment then make a cancellation. This then allows others waiting, to utilise the freed up place. Remember appointments can also be cancelled online if you are registered.

## **NHS HEALTH CHECKS**

An NHS Health Check helps to identify potential risks early and by having this check and following the advice of your health professional you improve your chances of living a healthier life.

This check is part of a new national scheme to help prevent the onset of heart disease, strokes, type 2 diabetes and kidney disease.

Everyone between the ages of 40 and 74 who has not been diagnosed with the conditions mentioned is entitled to a free health check every five years. The check is to assess your risk of developing any of the above conditions and they take about 20 to 30 minutes where you will be asked some simple questions about your family history and any medication you are taking, a blood test to check cholesterol levels and your blood pressure.

If you are outside the age range and are concerned about your health, you should contact your GP.

## **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.”

## **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.





## Chestnut Tree House

Chestnut Tree House is a registered charity based in Sussex. We first opened our doors in 2003. Today, we currently care for 300 life-limited children, both at the hospice and in families' own homes.

Our goal is to provide the best quality of life for children, young people and their families, and to offer practical, social and spiritual support throughout each child's life, however short it may be.

There are numerous ways you can support Chestnut Tree House through [fundraising](#), [volunteering](#) at the hospice or at community events, taking part in a [challenge event](#) or visiting one of our [charity shops](#).

Chestnut Tree House costs well over £3.5 million each year to run. Without donations, we would not be able to provide care and support for families across Sussex.

There are many different ways you can support Sussex's only children's hospice...

Eastbourne office: 01323 725095

### **Chestnut Tree House**

**East Sussex office**  
Unit 4 Pacific House  
Sovereign Harbour  
Innovation Park  
1 Easter Island Place  
Eastbourne  
East Sussex  
BN23 6FA

Chestnut-tree-house.org.uk is the website



### Car Parking at Princes Park Health Centre



If there are no car parking spaces left please do not block the car park area by sitting in your car double parked, or worse just park up blocking in other patients!! 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 1<sup>st</sup> December 2014 the NHS Friends and Family Test went live across 8000 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, **June, 95.2% of our patients said that they would recommend our surgery to friends and family if they needed similar care or treatment.** Thank 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.*

# New website and app to help people know where to go for treatment



Eastbourne, Hailsham and Seaford CCG have launched an innovative new website and mobile phone app to help people in East Sussex to understand where they should go for treatment, especially when they are not sure what to do or who to contact.

The Health Help Now web app can be found online at [www.healthhelpnow-nhs.net](http://www.healthhelpnow-nhs.net) and is free to everyone who lives and works in East Sussex. It functions like a mobile phone app and helps people check their symptoms and find the best place for treatment – showing which services near them are open. It will help people to know when to go to A&E, and when not to.

It breaks down symptoms by age – baby, child, teenager, adult and older adult. This is to make it easier for people to find the right treatment for them.

Health Help Now has been developed with input from local GPs, hospital doctors, paramedics and other health professionals. It is thought to be the most detailed and sophisticated local NHS web app in the country.

After clicking on age, symptoms and location, people are presented with a list of suggestions for treatment. The most suitable choice for most people is listed first and the other suggestions follow in order. It shows the nearest services and is time sensitive so details whether services are open or closed and provides a map of their location.

Health Help Now also offers advice – such as where to buy children's

medication when pharmacies are closed – and links to other useful websites.

The ground-breaking, easy-to-use web app works on smartphones, tablets, laptops and desktop computers.

Dr Martin Writer, chair of Eastbourne, Hailsham and Seaford CCG, said: "Health Help Now means our local community will be able to find the most appropriate help fast when they need it.

"We hope people will find this easy-to-use web app helps them to determine when to go to A&E and when to go elsewhere. Around 40 per cent of people who attend A&E leave without any treatment. We hope that by using this web app, patients will become more aware of other services better able to meet their needs. This may save them a long wait in A&E and should help to take the pressure off A&E, especially over the busy winter period."

The web app is available via the website [www.healthhelpnow-nhs.net](http://www.healthhelpnow-nhs.net) and can be saved to your phone, tablet or computer for easy use. Anyone who doesn't have internet access is advised to dial NHS 111 for urgent healthcare advice 24 hours a day.

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## How to add Health Help Now to your mobile device or tablet

The mobile web app can be used just like a native (download) mobile app on your device. Below are instructions to add icons using the three most popular mobile platforms.

### iOS

Open Safari and go to [www.healthhelpnow-nhs.net](http://www.healthhelpnow-nhs.net). Click on the share icon and select the "Add to Home Screen" icon. An icon will then be placed on your home screen.

### Windows Phone 7/8

Open Internet Explorer and go to [www.healthhelpnow-nhs.net](http://www.healthhelpnow-nhs.net). Click on the "... options icon and select "pin to start", the web page will appear on the start menu although windows will not use the standard icon but a screen shot for the icon instead.

### Android

Open Chrome and go to [www.healthhelpnow-nhs.net](http://www.healthhelpnow-nhs.net). Click on the add bookmark icon and click save.

Open up the bookmarks tap and hold the icon and select "add to home screen". The icon will now be added to your tablet or phones home screen.

Android devices are available in various different hardware and software combinations. Whilst every effort has been made to cater for as many Android devices as possible some older versions of the Android OS may experience problems when using the application. If you are experiencing problems it is recommended that you first upgrade your device to the latest release of the Android operating system.

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## How to add Health Help Now to your computer

### Google Chrome

To create a bookmark, click on the white star icon in the location bar. The star will turn yellow and a bookmark for the page will be created in the bookmarks toolbar.

### Mozilla Firefox

To create a bookmark, click on the star icon in the Location bar. The star will turn yellow-blue and a bookmark for the page you're on will be created in the Unsorted Bookmarks folder.

### Internet Explorer

If you are on a site that you want to make a favourite, click the Favourites button, and then click Add to favourites. You can rename the favourite and choose a folder to save it in, and then click Add.

For sites that you want quicker access to, save it to your Favourites bar by clicking the Add to Favourites bar button. If the Favourites bar isn't visible, right-click the Favourites button, and then click Favourites bar.

### Opera

Save a webpage as a bookmark by clicking the star in the address field and choosing "Add to bookmarks".

### Safari

Open [www.healthhelpnow-nhs.net](http://www.healthhelpnow-nhs.net). Click on "Bookmarks" on the toolbar at the very top, then click "Add Bookmark", the second option on the list. Click "Add".



### 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](mailto: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)

## Finally an Urgent Request

**Your Patient Participation Group (PPG) Needs You**



Please ask at the Reception Desk for Details or contact [grahamhunt@nhs.net](mailto:grahamhunt@nhs.net)



## Eastbourne Healthy Walks

**Hampden Park,  
Tuesdays, 10.30am meet  
outside the Lakeside Tea  
Chalet, Hampden Park  
Drive**

**Shinewater, Fridays,  
10.30am meet outside  
the Co-op, Milfoil Drive**

**Hailsham,  
Thursday's,  
10.30am, meet at  
the War Memorial**

**Free, friendly  
walks.  
Every week, just an  
hour  
Please wear  
suitable shoes and  
dress for the  
weather conditions  
on the day**

**Contact: Paula  
Hubens, Healthy  
Walks Project  
Officer**  
**07740 899559/  
p.hubens@tcv.org.uk**

### **About Healthwatch East Sussex**

East Sussex Community Voice (CIC) is commissioned by East Sussex County Council to deliver Healthwatch East Sussex, which is your independent local consumer champion for health and care services.

This means that we:

- Gather views and understanding the experiences of patients and the public
- Make peoples' views known
- Promote and support the involvement of people in the commissioning and provision of local care services and how they are scrutinized
- Recommend investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC)
- A steer to help it carry out its role as national champion.

In summary Healthwatch East Sussex will act as the Consumer Voice for health and social care in East Sussex.



For more information call us on **0333 101 4007**, text **07826 021 114** (we can call back) or email [enquiries@healthwatcheastsussex.co.uk](mailto:enquiries@healthwatcheastsussex.co.uk)

- Thursday 28th July, Rye Market, Rope Walk – 8am – 4pm

CCG staff will also be on the tour - please do drop by for a chat or to ask a question.

# All aboard the Big Red Bus



Healthwatch East Sussex will be touring the county in its red bus, to listen to what communities think about local health and social care services. The venues are still being formalised, but are provisionally expected to be at:

- Friday 22nd July – Eastbourne Town Centre, Terminus Road (next to Debenhams) 9.30am – 4pm
- Saturday 23rd July, Bexhill, Devonshire Square, 9.30am – 4pm
- Sunday 24th July, Battle, Abbey Square – 10am – 2pm
- Monday 25th July, Hailsham, Tesco Car Park – 9.30am – 12.30pm
- Monday 25th July, Peacehaven, Meridian Centre – 1.30pm- 4.30pm
- Tuesday 26th July, Lewes High Street – 9.30am – 4pm
- Wednesday 27th July, The Crumbles, Eastbourne, 9.30am- 12.30pm
- Wednesday 27th July, Polegate, Station Car Park, 1.30pm-4.30pm

