

Princes Park Health Centre Newsletter

www.princesparkhealthcentre.co.uk

Volume 4 Issue 4

August 2016

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



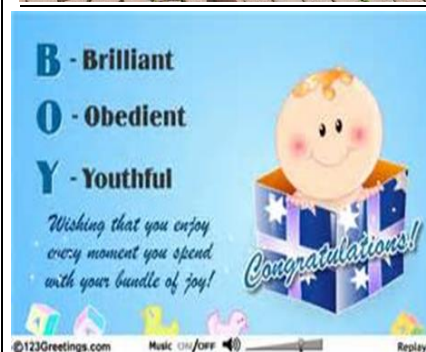
*We would like to take this
opportunity to wish Val Moore
and Emma Deacon all the best
as they move onto pastures
new.*



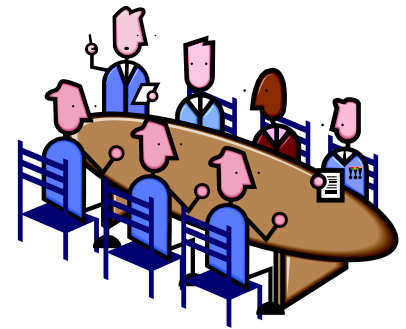
*We would like also like to
take this opportunity to
wish a warm welcome to
Beverley Hale who joins
us from this month and
will be part of the
reception team.*



*Congratulations to Dr
Rana Suliman on the birth
of her son Isaac, who
weighed in at 2.7kg.*



*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.

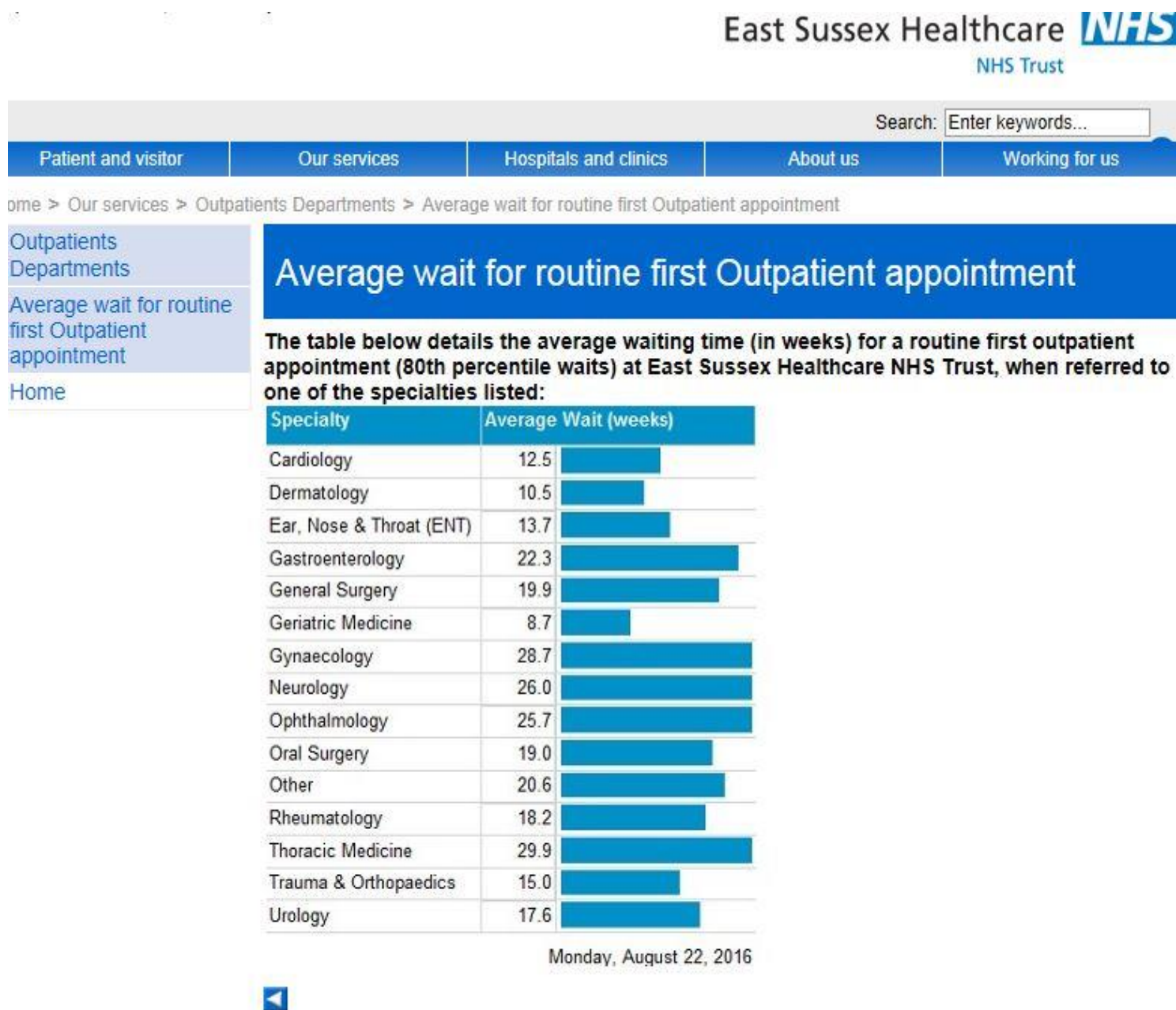
"Why not visit the dedicated noticeboard for the PPG in the reception area."

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 15th September at
12.15pm.

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.





Remember to order & collect your repeat prescriptions

Your GP surgery will be closed from Saturday 27th - Monday 29th August over the August Bank Holiday weekend

Check your medicine supplies, do you have enough?

Order your repeat prescription from your surgery or pharmacy by Monday 22nd August if you need medication before September.

Talk to your pharmacy if you need help with repeat medicines or for more information.



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 July there were **211** 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.”

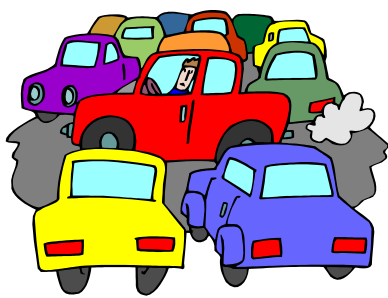
Zero Tolerance

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.



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 1st 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, **July, 91.55% 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.

Sustainability and Transformation Plan

All NHS health organisations and local authority organisations who commission and provide health and care in Sussex and East Surrey have put aside their usual boundaries and come together to work to create an ambitious local plan to achieve a vision of a sustainable health and care system built around the needs of our local populations.

Sussex and East Surrey is one of 44 geographical Sustainability and Transformation Plan (STP) “footprints” in England who have been asked to produce a long-term plan outlining how local health and care services will evolve, improve and continue over the next five years.

Sustainability and Transformation Plan “footprints” are locally defined, based on natural communities, existing working relationships, patient flows and take account of the scale needed to

successfully deliver all health and care services.

STP footprints are not statutory bodies, but collective discussion forums which aim to bring together health and care leaders to support the delivery of improved health and care based on the needs of local populations. They do not replace existing local bodies, or change local accountabilities.

Sussex and East Surrey STP chair, Michael Wilson, said: “I am sure we are all aware of the faced in providing excellent health and care services to everyone in our area. I hope what is also clear is the commitment of everyone involved to ensure the improvement and the future of our NHS and social care services.

“Working together as we are now will help build and strengthen local relationships, allow all organisations involved to gain a better understanding of where we are now, our ambition for the future and what we need to get there.

“As we go on we look forward to engaging with all of our stakeholders in this planning process and I am sure there will be many who will have a lot to say and a lot to contribute.”

Practicalities

Sussex and East Surrey has set up an STP with representative from all health and care organisations – NHS trusts (providers), clinical commissioning groups and local councils. In addition, local GPs are involved and Healthwatch is represented and fully embedded in the Programme Board.

Nine working groups have been formed covering: Acute provision (including mental health); workforce; primary and community care provision; digital improvement, estates; provider productivity improvement, communication and engagement and governance are meeting regularly to work through ideas and practicalities.

Working groups and the programme Board have met, together and separately about 11 times since January 2016 and will continue to meet on a regular basis.

Initial presentations to NHS England

The STP Programme Board presented initial ideas to NHS England on 30 June. [Download presentation.](#)

Next steps

Initial feedback from NHS England is expected later in the summer. On receipt of that feedback Sussex and East Surrey STP will start to roll out a robust communication and public engagement programme designed to look at options and to gather public opinion. Healthwatch is involved in planning the communication and public engagement programme will also be involved in analysing feedback and preparing a final report on the results of the engagement programme.

Organisations involved

- Brighton & Hove CCG
- Surrey & Sussex LMCS
- Brighton & Sussex University Hospitals NHS Trust
- Healthwatch East Sussex (umbrella for the appropriate Healthwatch in the footprint)
- Western Sussex Hospitals NHS Trust
- Surrey and Borders Partnership Foundation Trust
- High Weald Lewes Havens CCG
- Western Sussex Hospitals NHS Trust
- West Sussex County Council
- Sussex Partnership Foundation NHS Trust
- Sussex Community NHS Trust
- Surrey County Council
- Eastbourne Hailsham Seaford CC & Hastings and Rother CCG
- Surrey and Sussex Healthcare NHS Trust
- Surrey and Borders Partnership Foundation Trust
- SECamb
- Queen Victoria Hospitals NHS Trust
- Horsham & Mid Sussex CCG

- High Weald Lewes Havens CCG
- First Community Health Care
- East Sussex Healthcare NHS Trust
- East Sussex County Council
- East Surrey CCG
- CSH Surrey
- Crawley CCG
- Coastal West Sussex CCG
- Brighton & Hove City Council



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

Finally an Urgent Request

Your Patient Participation Group (PPG) Needs You



Please ask at the Reception Desk for Details or contact 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**

Advance Notice of Surgery Closure

**On Wednesday 14th September the
Surgery will be closed from 12.30pm
for a GP/Nurse training afternoon run
by the CCG. All practices in
Eastbourne, Hailsham and Seaford will
be closed at the same time.**



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@healthwatcheastsex.co.uk**