**Princes Park Health Centre**

**Newsletter**

**www.princesparkhealthcentre.co.uk**

**Volume 3 Issue 1 April 2015**

***What’s New?***

***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.***

***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.*

*Please nominate a pharmacy and update your contact details at reception, as from 30th April 2015 we will be sending prescriptions electronically to a pharmacy of your choice.*

***Did you know?***

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

***Did you know?***

**That Dr Andrews, Dr Pope and Dr Rabuszko offer evening appointments that are also pre-bookable on a Tuesday and Thursday between 6.30 – 19.40pm.**

**“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.**

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**New Staff**

**We would like to**

**welcome two new members to our nursing team;**

 **Kelly Neil and Emma Deacon.**

***Did you Know?***

Last month over 200 people forgot to turn up for their appointment!!! This is way too **HIGH!!**

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



**Record Updates**

Please inform the surgery of any changes to your address, phone number or email address. This helps us greatly to always keep our records up to date.

***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.**

**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, 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 February, 90.7% 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**

**Improved support for local patients with musculoskeletal conditions**

**Horder Healthcare site next door to Princes Park to play an integrated part in the new service!**

Support for people in East Sussex who need treatment for muscle, joint and bone conditions will soon be available closer to home.

A new NHS service for musculoskeletal (MSK) conditions will see patients being treated in dedicated MSK hubs in Crowborough, Seaford and Eastbourne. The new service will also have clinics in Lewes, Uckfield, Heathfield and Hailsham.

Eastbourne, Hailsham and Seaford CCG and High Weald Lewes Havens Clinical Commissioning Groups have named Sussex MSK Partnership, a partnership of local health organisations, as preferred bidder.

Musculoskeletal services (MSK) include any service that looks at a patient’s bones, joints and muscles. To ensure joined-up care, it includes all the assessment and diagnostic work to determine what condition a patient has and then the treatment that they may require such as physiotherapy, rheumatology, planned orthopaedic surgery, pain management and podiatry. Emergency or trauma related MSK treatment or care will continue to be delivered as usual in hospitals.

CCGs have spoken to patients and carers and, together with local GPs, other clinicians and patient representatives, have designed a high quality and effective integrated MSK service that will meet the needs of local people.

The Sussex MSK Partnership brings together local healthcare experts from primary care, physical and mental health. It is a local not-for-profit consortium including Brighton and Hove Integrated Care Service, Horder Healthcare, Sussex Community NHS Trust and Sussex Partnership NHS Foundation Trust.

Its new service will see teams of different health specialists managing people’s care all the way from diagnosis to treatment. People will have more access to care outside of hospitals with a hub and spoke model which will allow people to use clinics offering physiotherapy x-ray, ultrasound and MRI scanners in hubs at Horder Healthcare sites in Seaford, Crowborough and Eastbourne. Further services will be available in Lewes, Uckfield, Heathfield and Hailsham.

The Partnership also draws support from local and national experts in MSK with the National Rheumatoid Arthritis Society (NRAS) providing expertise and materials for the service, and local hospital trusts, including East Sussex Healthcare NHS Trust, Brighton and Sussex University Hospitals NHS Trust and Maidstone and Tunbridge Wells NHS Trust.  Scans and x-rays will be co-ordinated by Medical Imaging Partnership (MIP).

The CCGs will now be working together with the Sussex MSK Partnership to plan the implementation and roll out of the new service which is expected to go live in October 2014. In the interim period patients should continue using existing services in the same way.

A spokesperson for Eastbourne, Hailsham and Seaford and High Weald Lewes Havens CCG said: “Patients with musculoskeletal conditions have told us that they can sometimes find themselves having to wait a significant period of time for their care, and treatment can sometimes vary depending on where and who they are seen by. By introducing a more integrated and multidisciplinary approach to the way patients are referred, diagnosed and treated we hope we can improve patient’s health more quickly and in a more coordinated and joined up fashion.”

Rachel Dixon, Joint Clinical Director, Sussex MSK Partnership said: “We will provide consistent, high quality care for patients with musculoskeletal conditions, including both physical and mental health needs. We will make sure patients with musculoskeletal conditions get access to the support they need which will be, wherever possible, together in one place closer to where they live.**PAIENTS**

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**OFESSNALS**

**TACT**

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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.