

THIS ISSUE:

We continue our aim to keep you informed of the services at Churchwood and give you important insights into General Practice

REQUESTS BY TELEPHONE:

A polite reminder to patients that any requests for results must be phoned for **after 2pm** and any requests for a home visit must be made by **10am**.

As the weather gets warmer don't forget to stay hydrated!



We now offer free NHS wifi at the surgery, please look out for the poster or ask reception how you can connect to this service



Did you know...

There are now two ways of ordering your prescriptions online?

Sign up or log in to Patient Access

<https://patient.emisaccess.co.uk/Account/Login>

OR

Through a secure form on our website

<https://www.mysurgerywebsite.co.uk/secure/prescriptions.aspx?p=g81105>



BLOOD RESULTS:

Please allow at least **5 working days** for blood results to come through – this allows the Doctor to receive and review the results – and please always phone after 2pm for results.



VISIT US AT OUR WEBSITE:

We are constantly updating our website with useful information and links to external resources; you can also access information on booking/cancelling appointments and repeat prescriptions

www.churchwood-surgery.co.uk



Care Navigation is being introduced into all practices locally from May onwards. Our receptionists are completing accredited training to become Care Navigators. This training will support our staff to offer patients choices about the service which best meets their needs. It will mean that you may be asked more questions by our receptionists when booking an appointment to ensure you are directed towards the right service.



New guidelines have just been released that actively discourages Doctors from prescribing a range of medications that can now be purchased over the counter at the pharmacy. Please do not be caught off guard if the doctor will not prescribe you a medication that can be purchased at your local pharmacy. Please check our website under the 'News' tab for a detailed list of what is included. Medications for long term or serious illnesses are excluded from the guidelines.



ZERO TOLERANCE BEHAVIOUR POLICY

The Practice has a policy of “zero tolerance” of verbal and physical violence towards GP’s, staff or other patients.

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property. All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

Have you liked our page on Facebook? We post surgery service and updates and relevant NHS news
Search:
Churchwood Medical Practice



The Job of a General Practitioner (provided by practicing Doctor in Ivy Grove Surgery)



Over the next few months you may see some communication that seems like we are trying to discourage you from seeing a doctor. We can definitely say we are not deterring you from seeing us, but we are instead encouraging you to *see us appropriately*. Here is some context.

One of the most important aspects of our job involves detecting serious illness early. We also promote good health so that patients can use this knowledge to prevent health problems from occurring in the first place.

A GP often stays in the same workplace over many years and develops a long-term relationship with a patient and their family. Their holistic role encompasses many aspects of a patients’ health and wellbeing.

Since the GP contract was first drawn up, things are now very different . 12 hour days are not unusual. GPs now have to meet hundreds of targets from government and regulatory bodies. After each clinic, each doctor deals with upwards of 200 pieces of correspondence every single day.

We now see very many people who are in the very earliest stage of their conditions where self-care or any other treatments have not been tried.

This is against a background of fewer GPs because many GPs are leaving the service due to intense work pressures and chronic short staffing and underfunding that has become the norm for the NHS.

The modern NHS has seen an explosion of other workers whose role is designed to take on additional responsibilities, provide specialist care and accept direct referral from patients. Examples include: direct physio, practice pharmacists, counsellors, nurse practitioners and care coordinators to name a few.

Yet peoples first thoughts are still to ring or attend the GP, often as soon as possible. All of these stresses put our doctors under more pressure.

The NHS is a precious and limited resource. We therefore ask that it be used responsibly. This includes seeing the right person for the job.

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<http://www.churchwood-surgery.co.uk>

Adults urged to take up offer of free NHS health check

People in East Sussex are being urged not to miss out on a free NHS Health Check which could help them enjoy longer and healthier lives. The check, which can lower the risk of developing type 2 diabetes, heart disease, stroke, kidney disease and dementia, is offered to people aged 40 to 74 who don't already have one of those conditions. Since the scheme launched in 2013, more than 96 per cent of eligible adults in East Sussex have been invited to have the check, with 83,000 people – almost half of those eligible – taking up the offer. However, public health chiefs are keen to encourage all those eligible to have the check.



NHS England expands dedicated mental health services for veterans

Military veterans in East Sussex are set to benefit from a nationwide scheme to tackle the most complex mental health needs of ex-armed forces personnel.

Launched by NHS England on Sunday 1 April 2018, the Veterans' Mental Health Complex Treatment Services has been designed with the help of veterans and their families, with the aim of helping 450 veterans every year.

Along with mental health support, the service will take a holistic approach to health by offering help for substance misuse, physical health, employment, accommodation, relationships and finances, as well as occupational and trauma focused therapies. Families and carers can find it hard to cope when their loved ones aren't well, so where appropriate, help may be provided to them too.

The community-based service will be provided locally by Sussex Partnership NHS Foundation Trust, building on the success of the NHS Veterans' Mental Health Transition, Intervention and Liaison Service. Referrals can be made by a GP, military charity or individuals can self-refer.

Urgent appeal for blood donations

Blood stocks are currently at urgently low levels. Current stocks of Group O (the universal blood type used in emergencies), Group B and A positive blood are particularly low at the moment.

NHS Blood and Transplant have launched an urgent appeal for anyone who can to give blood. This can be done at either a permanent Donor Centre or a community-based venue. Find out when and where you can give blood by visiting www.blood.co.uk.