

Sidley Medical Practice

Practice Newsletter

RETIREMENT OF DR S LAWAL JULY 2017

The Practice would like to wish Dr S Lawal our best wishes on his decision to retire from the Practice.

This, together with previous retirements, will leave us short of the 3 Full time GP Partners required that allows the Practice to operate personal named lists. At this current time our Practice list size is capped to allow us to safely care for those currently registered with us.

There is a national struggle to recruit doctors and Sidley Medical Practice is no different in this respect. There are currently 20 GP vacancies across East Sussex currently being advertised for more than 3 months at last review.

We have been, and will continue to advertise for GPs until our vacancies are filled. We are also looking at differing ways to work using new Practitioner roles to assess acutely unwell patients, Clinical Pharmacists reviewing complex medication needs and IT improvements to access appointments and administration workflow.

Access to medical services and care will not be diminished, it will just be that you may be seen by a GP who has availability on that particular day. This may well be a GP Partner, GP sessional doctor or a GP locum.

We thank you for your support and understanding.

1

REPEAT PRESCRIPTION

It is our practice policy that prescription requests are made in writing at least two full working days before you run out of your medication and allow 48 hours before collection, (weekends and Bank Holidays excluded). This is to safeguard errors being made. Policy is on website.

STAFF NEWS

New role for a Paramedic Practitioner

Mr Paul Zipperlen joined the Practice in March 2017. He previously worked in this role with South East Coast ambulance service and will utilise his skills working alongside our current GPs providing urgent care and assessment for our patients who are unwell and unable to come to surgery.

NHS 111

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones



PATIENT PARTICIPATION GROUP - PPG

The PPG meet on a quarterly basis.

The aim of the PPG is to not only act as a link between the Practice and the patients, but also as a "critical friend" to the Practice, by helping us to understand what patients think about some of the issues that matters most to them and to assist in identifying solutions to problems

[Healthwatch East Sussex - Patient Participation Group promotional video](#)

If you are interested in joining the group or simply wish to raise an issue please contact Deputy Practice Manager Maggie Muggridge



On Line Patient Access to Your Own Summary Medical Records

- Access services and information day or night including your test results
- Book appointments without telephoning
- Order repeat prescriptions

You need to register for this internet service - please speak to staff at Reception

On registration you will be issued with a unique user identity and password for your use only

2

CQC INSPECTION REPORT

The CQC undertook their first full review of the Practice on 23rd August 2016.

The report on their findings was published on 11th January 2017 and it identified key areas where we need to make improvements to the services we provide.

The Practice was re-inspected 16th June 2017 and the subsequent report showed we still have progress to make in relation to areas relating to clinical governance and staff training.



Sidley Medical Practice

CQC overall rating

Requires improvement

28 July 2017

CLINICAL TREATMENTS

The Practice currently offers a variety of treatments and minor procedures

Procedures include Minor Operations to remove 'lumps and bumps' and Cryotherapy as determined by your GP.

Also offered are anti-inflammatory steroid injections for soft tissue, tendon and joint problems. Cryotherapy is offered on a limited basis as needed.

Whilst contraceptive implants will still be provided, we **will not currently** be offering contraceptive coil insertion or removal.

Please visit the following website to find local services:

www.eastsussexsexualhealth.co.uk

COMMUNITY HUB

A space to update you of local services

Are you a carer?

For more local advice and support please contact

Care For The Carers - Supporting Carers in Sussex.

Your GP can refer carers to clinics where benefits advice, respite and services offered can be reviewed and leaflets are available.



3

KEEPING APPOINTMENTS

In first 5 months of 2017

906 GP appointments were not attended

600 were pre-booked before the day

That is around 30-50 Doctor appointments per week that others could not access

Please let the Practice know if you can not make an appointment:

- We use a new IT system that can text reminders of appointments to your mobile phone - please ensure we have correct numbers
- Appointments can be cancelled online with Patient Access

4

MESSAGE FROM PPG

" Do we appreciate how lucky we are, can we as a community work to support one of our most valued assets, our GP's and local surgery?

When we are worried or poorly we ring for an appointment with our doctor, in most cases we are seen quickly.

Let us pause for a minute and appreciate how lucky we are. The dedication and pressure our doctors are under, they not only have to care for us, they have to comply with every stringent regulation you can imagine, we must never take this for granted.

If you cannot make an appointment let them know, help them, help the nurses whose time is also precious.

The responsibility they carry while taking care of our community is huge, we must do all we can to protect this incredible service which is the envy of the world. The PPG belongs to you, help us to help them.

Thank you"

CLlr Stuart Earl, Chairman