



Surgery Newsletter 2016 No.2

Welcome to the second newsletter of 2016. This is produced in partnership with the Surgery and the Patient Participation Group.



176 missed appointments during March

Appointments

When calling for an appointment please consider letting our medical reception team know why you are calling so that they can ensure you get the best care.

We want to continue to provide an excellent service to our patients but there is a national shortage of GPs.

We have therefore employed two full time Paramedic Practitioners that can advise on the telephone or see you face to face to assess you where they feel necessary. We also have an excellent team of highly skilled and trained Nurses that can advise on the telephone. Please also think about dialling 111 or asking to see Nathan or Lucy, our in house Pharmacists.

Getting an appointment is good but if you are unable to attend then please let us know as soon as possible. During March we had 176 missed appointments. Besides a financial loss of over £8k it stops other patients from getting appointments. So if you don't need that appointment cancel it so others can benefit.

A message on Facebook from a patient says: "***We have an excellent surgery with a great team, please think of others so we can all benefit.***"

Self Care Needed

Hardly a day goes past without the media referring to the crisis facing the NHS. The pressure on our doctors and nurses is exceptional and recently Worthing Hospital buckled under the demand and had to close its doors. Surgeries in Worthing are also finding things difficult. If we want to continue to receive the excellent care we have come to expect from the NHS we have to do things differently.

The Patients Participation Group has therefore begun to work with the surgery and Clinical Commissioning Group to look at ways of making better use of our valued health professionals' time. We are not doing this in isolation. NHS England and groups all over the country are looking at ways to manage the unprecedented, increasing and unsustainable demand on the NHS.

In many cases we can take care of our own minor ailments and injuries, reducing the number of GP consultations and enabling our GPs to focus on caring for higher risk patients such as those with complex conditions. If you want to keep our surgery open then please, please think before you contact us for an appointment.

As well as our website more Self Care help can be found at <http://www.nhs.uk/conditions/pages/hub.aspx>

Besides a wealth of information on the internet we also have self care sheets by reception.

Health Promotion Day



This very popular event will be held on Thursday 30th June. This open event, which begins at 1.30pm, is a celebration of the work of the surgery and patients, a chance for you to talk to the doctors, nurses and staff informally, have a free health check and an opportunity to meet outside health related agencies for advice and information. It's also an occasion where staff, patients and friends can enjoy the refreshments and social aspect.

This year we are providing ten opportunities for registered patients or invited guests to come along to sell or promote their craft items, home-made preserves, card-making, specialist cakes, etc. Exhibitors will need to provide their own display table and will be asked to donate £10 to PPG funds. In order to establish a balance of stalls applications should be made in writing stating the nature of your stall and your contact details. The organising committee will be responsible for contacting you in due course. Applications should be handed into Reception clearly marked "Health Promotion Day Table Application." The event is widely advertised and, weather permitting, usually has an attendance exceeding 500 people.

Quiz Night.

Our popular 'Quiz Night' returned to the Old Palace in February. Once again it was extremely well received and over-subscribed. Patients and friends enjoyed a variety of quiz rounds and the "Dream Girls" were crowned 2016 champions. Thank you to all those who both organised and supported the evening. The additional bonus was that over £300 was raised for PPG funds.

Easter Coffee Morning.

Our Easter Coffee Morning and Easter Bunny Hunt was well-supported and we extend a big thank you to Lucy Toghill for arranging the morning. Easter Eggs were hunted and prizes awarded in the colouring competition.

St Lawrence Singers.

After our winter break, our enthusiastic singing group will meet again on Thursday 14th April starting at 7.00.p.m. in the Education Room. We will continue to meet every Thursday thereafter – don't be shy, please come along and enjoy yourselves – it's fun, enjoyable and of a standard which will suit most non-singers! Look forward to seeing you (and a friend) on the first night.

St Lawrence Strollers.

The group meet every Tuesday, 10.00. in the Education Room, and has planned both local walks and some off-site walks on a Thursday. A list is displayed on the PPG notice-board in the Education room. Thanks to funding from the PPG and Ian Leedham the Walking Group Leaders now have their own distinctive customised high-viz jackets.

We hope you enjoy reading our newsletter but if you have any comments about its contents or other things you would like included then please contact Jo Wadey (Practice Manager) at jowadey@nhs.net or Alan Hardwick (Editor) at alan.hardwick@stlawrencesurgery.com

The St Lawrence Surgery Facebook Group Page is open only for patients of the surgery. We hope it will become useful for patients to know what is happening and to leave any comments. So if you are a patient and want to become a member then find us at <https://www.facebook.com/groups/StLawrenceSurgery/>