

Cuckfield Medical Practice



The Vale Surgery

March 2024 News Letter

Welcome to Cuckfield Medical Practice & The Vale Surgery News Letter.

News letters will be produced quarterly to keep patients update to date with our latest services and any important Practice information.

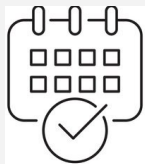
We hope you find it both insightful and informative.



In February 2024 the team carried out:

4299

Appointments



137

Patients did not attend their appointment (and did not cancel)

Received ...

6795

phone calls



New website

We are delighted to officially announce the launch of our new website which went live at the end of January.

The new website is now easier to navigate, faster and better equipped to help patients with their needs. It contains lots of valuable information, including: A-Z of health problems guide, latest practice news, online services, registrations, prescription information and much more!

We will be continuing to work on the website and improve it over the coming months.

Staffing update

Dr Cotter will be returning from her maternity leave in early march, which means we are sadly saying goodbye to Dr Dickson who has been covering her absence.

Dr Whitehouse & Dr Bucher are now registered trainers and are responsible for mentoring ST2 university students. We currently have one trainee, Dr Oswald and another will be joining next month.

There has also been lots of internal movement within the team, and we are currently recruiting for a new GP, an extra pharmacist and a prescription clerk to join us.

How to sign up for online services

Complete an 'online access' application form (available to download on our website, or can collect from practice). Bring the completed form into the surgery with one form of photographic ID. Reception will process your application and you will receive your log in details via email within 7-10 working days.

How the Prescription system works

Prescription requests for the practice are processed by our prescription clerk team, pharmacy technician and our practice pharmacist. The team work closely with the GPs to ensure medication is prescribed safely and reduce drug wastage.

Most Repeat prescriptions can be requested up to 2 weeks before they are due (except for controlled drugs) and take up to 5 days to process. The practice will only issue two months' worth of medication at a time (as a maximum) to avoid drug wastage.

We do not accept prescription requests over the phone. Patients can order their medication by:

- ⇒ Online Services
- ⇒ Emailing our prescription team at cuckfield.reception@nhs.net
- ⇒ Dropping in a paper requests to the surgery
- ⇒ Via your local chemist



If you have run out of medication and need an urgent supply – please contact reception, who will pass any requests to the prescription team for review. Once your prescription is issued, it will be sent directly to your pharmacy of choice for collection.

New Registration System:

The practice introduced a new automated registration system last month which has proven very successful. Patients are now able to register at the practice by filling out a quick online form which get submitted to the surgery electronically and automated onto our clinical system. Patients will usually be registered within 24 hours of completing their form.

The new system has processed over 90 registrations in the past month and received a rating of 4.7/5 stars!



You can register with us online →



Minor surgery update

Due to NHS funding cuts in general practice this month like all practices in Sussex we have had to start to cancel appointments. Many of the services that are offered at the GP surgery are not part of our national NHS contract but are created locally to fill service gaps, offer care closer to patients or simply to offer the same service cheaper (and we would hope better) than the hospital would.

The local NHS has not got the funding now to pay for these procedures and has called on us to stop activity and capped practice budgets. This is the case for minor surgery, and therefore unfortunately we will **no longer offer routine minor surgery procedures** at the practice from January 2024. The practice might be able to assist in exceptional circumstances but there is a strict criteria to meet, and clinics will only be held once a quarter (4 times a year). The GP will review your situation on an individual basis and assess if we are able to help.

If you are currently on a waiting list for minor surgery the practice will be in contact to rearrange your appointment.

PPG - Patient Participation Group

The PPG is a group of patients, carers and GP Practice staff who meet (once every quarter) to discuss practice issues, patient experiences, fundraising, concerns or challenges and generally provides the opportunity for patients to become more involved and make suggestions about the healthcare services they receive.

Anyone registered at the practice is invited to become a member, and we would love to welcome some new faces to our group.

If you would like to get involved with the PPG or would like more information about anything, we do please contact our PPG chairperson:

Debbie at debbiethomas2103@gmail.com



Fundraising Success!

Towards the end of 2023, our wonderful PPG organised two very successful fundraising events.

The first event was a cake sale, which they ran alongside our winter flu clinics and managed to raise a £304 for Macmillan!

The second event was a tombola & raffle, which they hosted at Haywards Heath towns day to raise funds towards a new ECG machine for the practice.

Both events were a great success, and we are very grateful for all the donations and volunteers that helped us!



The Friends and Family Test



Friends and Family Test

The NHS Friends and Family Test (FFT) was created to help service providers and Commissioners understand whether patients are happy with the service provided, or where improvements are needed. It's a quick and anonymous way to give your views after receiving NHS care or treatment.

We actively invite our patients to complete the Friends and Family Test following a visit to the Practice. You can complete the test by: scanning the QR code, via our website, completing a form in our waiting room or by responding to our text message surveys.

For further information about the NHS Friends and Family Test, including where to view the data please visit

<https://www.nhs.uk/using-the-nhs/about-the-nhs/friends-and-family-test-fft/>

We have received some very positive feedback from our patients in February and we wanted to share some of the Lovely comments below:



I came in, was seen immediately. The nurse that took my bloods was very quick and communicated all the necessary information to me. I then had to book another appointment with the receptionist who was very friendly and helpful. Compared to other GP surgeries I have actually been able to get appointments and feel like a patient rather than a burden.

Friendly and knowledgeable staff. A great experience from start to finish.

Friendly and knowledgeable staff. A great experience from start to finish.

First of all, the receptionist was very pleasant & understanding & was able to give me an appt on same day. The doctor I saw was also very pleasant and totally understanding of my condition & prescribed medication and follow-up treatment. He took his time to fully understand my condition & he explained everything very well. I didn't feel rushed. 10/10 Thank you very much.

The reception staff & Dr. Were so kind and helpful and great in getting the treatment required

Measles cases on the rise

This month, millions of parents, carers and young adults in England are being contacted by the NHS to book missed measles, mumps, and rubella (MMR) vaccines as part of a major new campaign to protect those at risk from becoming seriously unwell.

NHS figures show millions of children under the age of 16 years are either unprotected or not fully protected and at risk of catching these serious and preventable diseases.

One in five children who get the disease are admitted to hospital for treatment – but measles is not just a childhood disease and can be serious at any age. It can also be very serious if caught during pregnancy so having the MMR vaccine is the best way to prevent it.

The vaccine is safe and effective – and it also gives protection against mumps and rubella – so it's really important young children have both doses for maximum life-long protection. The doses are given around a child's first birthday and then again at 3 years and 4 months, as part of the national NHS childhood immunisation programme. However, anyone can catch up at any age on any missed doses and it's never too late to protect yourself.

If, as a parent, you have received a reminder, or if you are not sure if your children have received the MMR vaccine, we would encourage you to check your child's health records in their 'Red Book'. If you are still not sure, you can contact the practice and if your child isn't up-to-date with their vaccinations, you can get them booked in.

For more information about measles and the MMR vaccine see the [Healthy Surrey website](#) or see the [NHS.uk website](#).

Vaccines save lives

After clean water, vaccination is the most effective public health intervention in the world.

Vaccines save lives and promote good health. It's vital that everyone eligible gets vaccinated.

