

Cuckfield Medical Practice



The Vale Surgery

Summer News Letter 2024

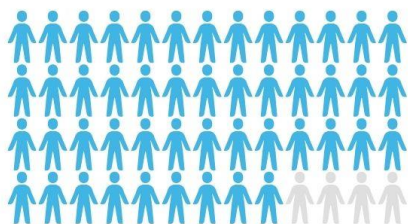
Welcome to Cuckfield Medical Practice & The Vale Surgery News Letter.

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.



Our Practice in June - Cuckfield Medical Practice



We now have a total of 12,643 patients registered




we received 225 online requests

1,821 clinical documents were processed



We carried out 2,507 appointments, of which

 72% were face to face

 30 were home visits

104 were missed by patients



we received 6,252 phone calls

3,325 prescriptions were issued



www.cuckfieldmedicalpractice.nhs.uk

Staffing Update

Over the past couple of months we have welcomed three new staff members to our clinical team, including; Dr Sarnobat who joined us as a salaried GP in June, Jennifer who started as a practice nurse in May, and Vicky, our new practice pharmacist who started earlier this month and will be covering Pooja's maternity leave.

Sadly we will be saying goodbye to our ST3 trainees, Dr Russell & Dr Romanowski in August as they have both now completed their year long placements with us and successfully passed all their exams! We wish them all the best in their next chapters!

We will be welcoming two new F2 trainees in August who will be with us for 3 months.

Our administrative team is fully staffed and comprised of: 12 receptionists, 3 prescription clerks, 1 pharmacy technician, 3 medical secretaries, 3 workflow staff and our management team.

We're changing our appointment booking system!

We would like to share some exciting news about a significant change to our appointment system that will improve how we deliver healthcare services to you from 12th August 2024 – we are moving to a **Total Triage model**.

Total Triage is a new approach recommended by NHS England, to improve accessibility to Primary Care services. The main objectives are to enhance the quality of care our patients receive, to ensure that they are given the most appropriate appointment or advice to meet their needs and that this is done in a timely way.

From 12th August, you will need to submit medical and admin requests online via our website, Monday to Friday, from 7am to 7pm. This will include GP appointment requests, prescriptions, test results, fit notes, and more.

All urgent requests submitted before 2pm will be reviewed on the same day by a doctor, and appointments will continue to be booked across our two practice locations.

This new system allows all requests to be reviewed by a senior GP and therefore appointments will be offered based on your medical need. This aims to ensure that all our patients receive the right care at the right time with the right person.

Those unable to use our website can continue to call us on 01444 458738 or visit the practice in person and our reception team will complete the form with you. We encourage everyone who can use the website to do so, ensuring our phone lines remain available for those who need them.

Please [read our FAQ's](#) on our website for further information. However, we appreciate this is a big change and therefore we will be holding a Question & Answer session from 6.30 to 7pm on Wednesday 31st July at the Vale Surgery to answer any further questions regarding the new system.

<https://www.cuckfieldmedicalpractice.nhs.uk/2024/07/19/frequently-asked-questions-about-our-new-online-appointment-system/>



Patient Event

Wednesday 31st July 2024 6.30pm – 7.30pm

This session will introduce patients to our new appointment booking system and provide an opportunity to ask any questions.

Led by Dr Susan Ferrier

The Vale Surgery, Bolding Way, RH16 4SY

Limited free parking available on site

Pertussis (Whooping Cough)

Pertussis (whooping cough) rates are rising rapidly. We are seeing this in all age groups but babies who are too young to start their vaccinations are at greatest risk. Young babies with Pertussis are often very unwell and most will be admitted to hospital because of their illness. Unfortunately, we have already seen 5 deaths in England from Pertussis in babies this year. Deaths are predominantly seen in babies under 3 months of age, whose mothers were not vaccinated in pregnancy.

Pregnant women can help protect their babies by getting vaccinated ideally from 16 weeks up to 32 weeks pregnant. The immunity gained from vaccination in pregnancy provides passive protection until babies are old enough to be routinely vaccinated against Pertussis at 8 weeks old. We encourage all our pregnant patients to be vaccinated against Pertussis. If you are pregnant and have not yet had this booster, please think of your baby and book your appointment without delay. The vaccine acts as a reinforcing dose and is offered regardless of prior vaccination status.

Find out more here: <https://www.nhs.uk/conditions/whooping-cough/>

Please make the right choice

Help us
help you
make
the right
choice

NHS
Sussex



Sore throat, cuts and grazes, hangovers, headaches



Treat minor issues at home



Coughs, colds, tummy trouble, rashes, aches and pains



See a pharmacist



Persistent symptoms and long-term conditions



Speak to your GP practice



Not sure where to go or what to do?



Visit 111.nhs.uk or call 111



Sprains, burns and minor fractures



Visit your local Urgent Treatment
centre / Minor injuries unit



Serious or life-threatening emergencies like chest pain



Visit A&E or call 999

PCN staff

Cuckfield Medical Practice is part of the Haywards Heath Villages PCN (Primary Care Network). PCNs are groups of GP Practices working closely together, along with other healthcare staff and organisations, providing integrated services to the local population. The PCN employs lots of clinical and non-clinical healthcare professionals who work collaboratively with the individual Practices to provide the best possible service to the patients. Following on from our previous news letter, we have asked Pooja our PCN Pharmacist to explain a little more about her role:

Hello,

My name is Pooja and I'm the PCN pharmacist based full-time at Cuckfield Medical Practice and The Vale Surgery. Over the last few years, our prescriptions team has grown and now consists of a pharmacist, a pharmacy technician and three prescription clerks.

Our clerks deal with hundreds of prescriptions requests across the practice on a daily basis, this includes online, email and paper requests. They are responsible for making certain checks on prescriptions before they are issued or sent to the GP for signing. So for example, if someone is on a blood pressure lowering medication, the clerks would check that we have a blood pressure reading from the last six months which is within the target range. These safety checks are essential for the surgery to ensure safe and appropriate prescribing.

Our clerks are also regularly contacting patients and pharmacies to resolve prescriptions queries, for instance there may be certain information to pass through from the GP or they may send out messages about needing blood tests (which can vary in frequency from 3-12 monthly depending on the medicines being prescribed).

Our full-time pharmacy technician Donna, has a wide variety of tasks. She is responsible for organising new shared care protocols, recall processes for patients on particular high-risk drugs, adding on new patient's medicines as well as reauthorizing prescriptions for medication via predefined protocols. She has many years of experience in community pharmacy so is invaluable at answering patient queries within her remit.

I've also previously worked in community pharmacy, before moving into my general practice role four years ago. My daily workload includes appointments for medication reviews, optimising Blood pressure medicines, discussing cholesterol management, Heart Failure reviews amongst others. I am involved in monitoring for patients on anticoagulant medication (DOACs), which involves checking blood results, and assessing the dose is correct for the patient's weight and kidney function. I work closely with GPs to resolve out of stock medicine queries, which saves time and is therefore more efficient for patients. I support GPs to ensure safe prescribing and also liaise with specialist pharmacists e.g. within NHS Sussex ICB where appropriate.

The prescriptions team as a whole supports the practice in maintaining a smooth process when it comes to issuing medication. We are a small team with a lot of responsibility, and we strive to help patients where we can. If you have any concerns or would like to discuss your medication, please get in touch via reception and request an appointment with the pharmacist.

Many thanks, Pooja Saini

Patient Advisors

The role of a receptionist in primary care has evolved enormously in recent years, and they now have more responsibility than ever before. Traditionally the receptionist role involved manning the front desk and answering phone calls, but in reality reception staff do so much more! To reflect this change, our receptionists are now referred to as Patient Advisors as we feel this title is much better suited to their role.

Patient advisors not only answer phones and greet patients on the front desk, but they also: Register new patients, monitor emails, process insurance paperwork and handle SAR requests for patients, summarise patient records, deduct and arrange transfer of medical records from the surgery, book and organise translators, process incoming mail, the list is ongoing!

We hope to include a piece from our reception manager in our next newsletter to explain further about the work they do.

Registrations

We regret to inform you that as from Thursday 25th July 2024 we will be undertaking a temporary list suspension. This means that we will not be accepting new patient registrations at the surgery.

This decision has been taken in order to ensure the practice can continue to safely provide NHS services to its currently registered patients.

The practice is not able to maintain a waiting list of patients who would like to register in the future.

Once the Practice is able to commence accepting NHS registrations, this information will be available at reception and on the practice website.



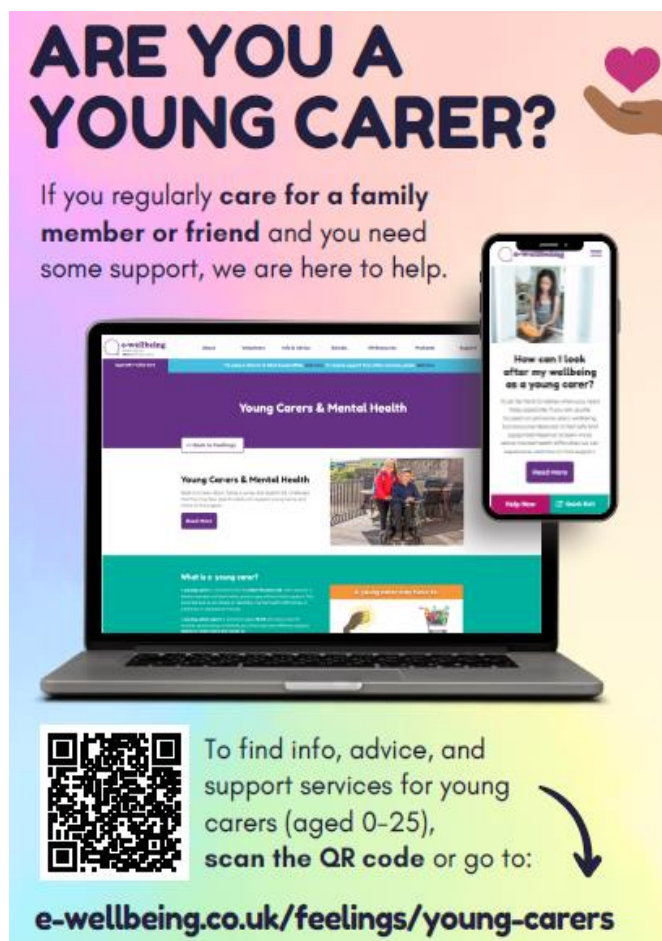
TEDDY BEARS PICNIC
FRIDAY 16TH AUGUST 12PM-2PM
MUSTER GREEN, HAYWARDS HEATH

Bring your own picnic blanket and your teddy bears to the picnic. We will be providing a small packed lunch, Free ice cream* and a small teddy bear for children up to the age of 10 years. Tickets will be available from Thursday 1st August at 9am. Tickets are free, but must be booked via www.eventbrite.co.uk. If you don't get a ticket, you're welcome to attend, but food will not be provided.

Activities: Magic Show, Fire Service, Fairground Rides, Sensory Play, Soft Play.

Organised by:  In partnership with:  HAYWARDS HEATH TOWN COUNCIL

Please Note: Tickets are free but MUST be purchased in advance via Eventbrite. The Teddy Bears Picnic is for children up to the age of 10. *One free ice cream per ticket holder.



ARE YOU A YOUNG CARER?

If you regularly **care for a family member or friend** and you need some support, we are here to help.

Young Carers & Mental Health

What is a young carer?

To find info, advice, and support services for young carers (aged 0-25), scan the QR code or go to:

e-wellbeing.co.uk/feelings/young-carers