

# Cuckfield Medical Practice & The Vale Surgery

## Winter News Letter 2024

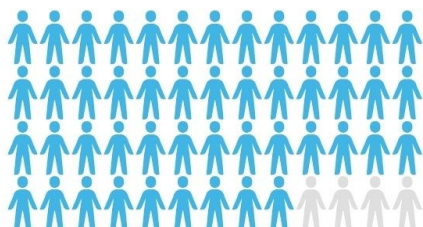
Welcome to Cuckfield Medical Practice & The Vale Surgery News Letter.

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 November - Cuckfield Medical Practice



We now have a total of 12,188 patients registered



2,722 online requests

2,575 clinical documents were processed



We carried out 2,906 appointments, of which

 73% were face to face

 42 were home visits

144 were missed by patients



we received 4,824 phone calls

3,474 prescriptions were issued



[www.cuckfieldmedicalpractice.nhs.uk](http://www.cuckfieldmedicalpractice.nhs.uk)

We would like to wish all our patients a very merry Christmas & A Happy and Healthy New Year!

Upcoming Practice Closures:

Wednesday 25th December 2024

Thursday 26th December 2024

Wednesday 1st January 2025

Help us help you make the right choice

NHS Sussex

Wrap up your health before the holidays

order your prescriptions today!



## Our Patient Advisor Team

Patient advisors (formerly reception) are the first point of call for our patients. They are often the first faces people see when they come into the surgery and the first voices they hear, their role is essential for the functioning of the practice.

We have asked Justine, our patient services manager who leads the team to provide some insight into a typical day for our patient advisors:



We currently have 12 Patient Service Advisors who work across both practice sites, Their day to day activities vary & responsibilities differ depending on the area they cover. At both sites, two team members manage the front of house - they are responsible for opening & closing the practice, as well as welcoming patients and assisting with inquiries from 08:00 to 18:30 on the front desk.

In addition to patient interactions and answering the emergency by pass line, they handle administrative tasks such as emails, post, prescriptions, and GP tasks. They are also on hand to assist the clinical team as necessary and help with organising ambulances, chaperoning patients and handling samples.

The other team members are based in the admin area and handle all the incoming telephone calls and administrative work – this includes: summarising & digitalising patient records, producing insurance reports, registering & deducting patients, processing access requests, and organising specialist clinics such as family planning and minor ops. We also have a dedicated patient navigator each day who works alongside the Duty GP to assist them with managing triage forms and contacting patients via phone or sending links to ensure everything is dealt with promptly & efficiently.

The team will always try their best to help in any way they can and they are happy to assist patients who are unable to complete the online forms, gathering the necessary details and forwarding them to the doctor for clinical triage.

The role is diverse and challenging, but our team is committed to delivering the best patient journey possible. We understand that some processes may be frustrating, but please remember that we are following guidance from the practice partners. We kindly ask for your understanding and patience with the team.

## Appointment System

Since August, the practice has implemented the Total Triage system, allowing patients to complete an online form on our website from 07:00 to 19:00 Monday to Friday. This form facilitates medical guidance, appointments, medical certificates, non-repeat prescriptions, and test results.

The patient advisor team is available from 08:30 to 12:30 and 13:30 to 18:00 to assist patients who are unable to complete the online form.

Please note – Nurse Appointments, like blood tests and health checks can be arranged without submitting an online form.



## Long Term Condition & Medication Reviews Update

In 2023 the practice implemented a new way of carrying out review invites to help patients and doctors. Text and email invites are sent out a month before your birth month each year as a reminder that your appointments are due, we do send out further reminders if we have not heard from you so we kindly ask that you try and contact the surgery to arrange what is needed. The SMS will often contain a booking link to help make an appointment.

If your birthday is coming up you are welcome to pre-empt and call to arrange your reviews.

If you have had an appointment or blood test prior to your birthday you may still get an invite, if you are unsure if you need the appointment, please do give us a call.

The NHS year runs from April to March, which may cause some confusion since any blood tests done January – March 2024 are viewed as a year old.

If you are unsure if you have a long term condition, please see the link for more information. [Long Term Condition & Medication Reviews - Cuckfield Medical Practice](#)

When you have more than one condition, we may be able to combine the appointments together to save multiple trips so please give the surgery a call for the patient advisors to review. You do not need to complete an appointment form to make an appointment, please call the surgery on 01444 458738.

## Are you an adult living with a long-term health condition and live in West Sussex, Brighton or Hove?

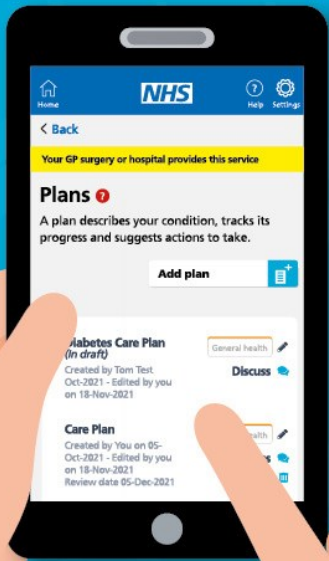
Sussex Community NHS Foundation Trust's online Living Well course could help you learn new skills to better manage your condition and symptoms. **2025 course dates:**

- Thursdays from 9th January – 13th February | 2 – 4pm
- Fridays from 17th January – 21st February | 10am – 12pm
- Tuesdays from 21st January – 25th February | 6 – 8pm
- Tuesdays from 25th February – 1st April | 10am – 12pm

Mondays from 10th March – 14th April | 2-4pm

Booking is essential so book your slot online or contact the team to find out more:

[www.sussexcommunity.nhs.uk/](http://www.sussexcommunity.nhs.uk/) Email: [sc-tr.livingwell@nhs.net](mailto:sc-tr.livingwell@nhs.net) or call [01273 267545](tel:01273 267545) / [01403 620448](tel:01403 620448)



**NHS**

## Manage long-term conditions, track symptoms and securely contact healthcare professionals

Download the NHS App and take control of your healthcare.

Available on the **App Store** | **GET IT ON Google Play** | **Integrated Care System** Nottingham & Nottinghamshire



**Breast Cancer is the UK's fifth biggest cancer killer. However, early diagnosis can save lives. Breast screening data shows only three quarters of women in west Sussex take up the offer of breast screening. Breast cancer treatment is more successful and there's a better chance of recovery if cancers are detected at an early stage, which is why it's so important for women aged 50 to 71 to attend their breast screening when invited.**

Breast screening, also known as a mammogram, is an X-ray that checks for signs of breast cancers when they are too small to see or feel.

Women and people between 50-71 years old are invited by the NHS for breast screening every three years.

This service is free, and people are encouraged to get screened as the sooner breast cancer is found, the more likely it is to respond well to treatment.

Some people choose to not attend a screening for reasons such as they feel they are too busy; others are deterred by the pain or discomfort of having a mammogram and some people choose not to go because they feel fit and healthy and do not think they are at risk of developing breast cancer.

Dr Maggie Davies, Chief Nurse said: "Anyone can get breast cancer and the chance of getting it increases as you get older which can be frightening. That is why we are strongly urging women and people to accept their invitation to these quick and easy scans, so possible cancers can be detected as early as possible."

[Breast screening \(mammogram\) - NHS \(www.nhs.uk\)](https://www.nhs.uk) has a dedicated webpage, which shares information on when, why and how clients will be invited for their breast screening. It also includes information on what happens at the appointment and resources for further support.



If you have a health condition, disability, or a physical issue which may make having a mammogram difficult, you can contact the west Sussex breast screening team. They will make reasonable adjustments to ensure the breast screening services are accessible to you.

**West Sussex Breast screening office:**

**Call 01903 239757**

**[uhsussex.westsussexbreastscreening@nhs.net](mailto:uhsussex.westsussexbreastscreening@nhs.net)**

# LET'S BE AWARE!

**You have a good chance to cure breast cancer if you find and treat it early.**

**If you think something's wrong, don't wait.**

**Seek care immediately.**



# The Yellow Card Scheme

The **Yellow Card Scheme** is a UK system for reporting adverse drug reactions (ADRs), medical device incidents, and vaccine side effects. Managed by the **Medicines and Healthcare products Regulatory Agency (MHRA)**, it allows healthcare professionals and the public to report safety concerns. This helps monitor the safety of medicines and devices, detect new risks, and prompt regulatory actions like updating safety information or removing harmful products. Pharmacists play a key role in identifying and reporting issues with medications to ensure public health safety.



## Who Can Report?

Anyone can report any side effects or issues with medications, vaccines, or devices. This empowers patients to play a role in monitoring drug safety.

## What is Reported?

- **Adverse Drug Reactions (ADRs):** Any unintended side effects or harmful reactions to a medication, such as allergic reactions, changes in health, or unexpected symptoms.
- **Medical Device Incidents:** Problems related to the performance or malfunctioning of medical devices (e.g., pacemakers, insulin pumps).
- **Vaccine Reactions:** Unusual or harmful reactions following vaccination.

To report to the **Yellow Card Scheme**, patients can use the following methods:

1. **Online:** Visit the MHRA Yellow Card website to submit a report <https://yellowcard.mhra.gov.uk/>
2. **Yellow Card App:** Download the app on a smartphone to easily report adverse reactions or incidents.
3. **Paper Form:** Download and submit a paper form for reporting.

## 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](mailto:debbiethomas2103@gmail.com)

