

LINDFIELD MEDICAL CENTRE (LMC)

PATIENTS' NEWSLETTER

May 2024

Welcome to the first post-pandemic newsletter of Lindfield Medical Centre's PPG (Patient Participation Group), a committee representing patients at the surgery. Our aim is to support the practice and to help patients to access the most appropriate medical help for their needs, whether from our Medical Centre or from other local services.

We know that waiting for a doctor's appointment can be very frustrating. This happens not only at LMC: it is a national problem. Over the next few issues of the Newsletter we shall therefore be telling you about the many other services that can help you to manage your health without first having to make an appointment to see a doctor.

Below we tell you about the new scheme run by pharmacies. On the back page you will find a copy of a new leaflet produced by NHS Sussex suggesting services you could use to help you. In future newsletters we will tell you more about these services and how you can access them.

NOTICES FROM OUR SURGERY

Farewells – We are all sad to say goodbye and farewell to two of our long-term doctors, Dr Lizzie Hadlow and Dr Sheryl Knight. Dr Hadlow has stepped back from partnership to juggle family commitments and Dr Knight retired at the end of March after 20 years at Lindfield. Both of these key members of the LMC will be greatly missed. We thank them for their many years of service to the patients in the local community

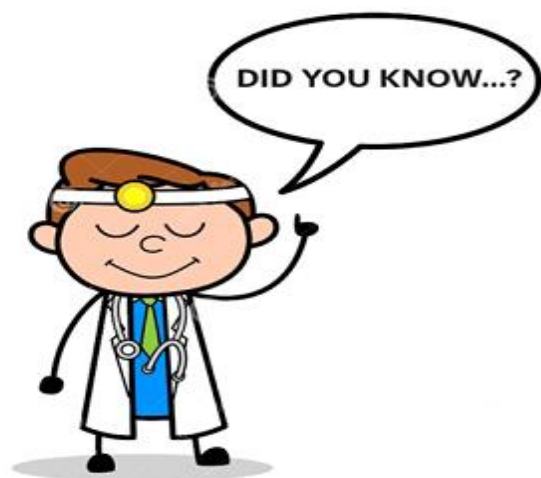
Welcome to two new doctors – It is great news that we have two new doctors: Dr Gemma Schofield joined us in November 2023 and Dr Simon Tolmie in March 2024.

Donation to purchase new equipment – The practice received a donation of £2,000 from a patient's uncle recently and this funded the purchase of a new ECG machine.

Phone System - - The practice telephone system has been upgraded to provide additional functionality, including the availability of a call back request during particularly busy times. LMC are confident that this will make contacting the surgery much easier going forward.

Prescriptions – Increasingly there are out-of-stock problems with medication. Initially your pharmacist should give you a token to try other chemists, but sometimes they have to return the prescription to LMC. Often medication swaps are not straightforward, so please be patient with the prescription teams in this situation.

Care after leaving hospital - When patients are discharged from hospital queries regarding things like chasing up test results, letters, issuing sick notes should be handled by the hospital themselves. LMC suggests that if you have an email or phone number on your discharge summary or clinic letter, please use this; otherwise contact the hospital patient and liaison service (PALS). PALS for Princess Royal Hospital and Brighton is found at [uhsussex.nhs.uk](https://www.uhsussex.nhs.uk).



**Visit your
Pharmacy First!**

MOST PHARMACIES CAN HELP WITH SEVEN COMMON CONDITIONS WITHOUT NEEDING A GP APPOINTMENT

Speak to your pharmacist if you suspect you have:

- **Sinusitis**
(adults and children aged 12 years and over)
- **Sore throat**
(adults and children aged 5 years and over)
- **Earache**
(children aged 1 year to 17 years)
- **Infected insect bite**
(adults and children aged 1 year and over)
- **Impetigo**
(adults and children aged 1 year and over)
- **Shingles**
(adults aged 18 years and over)
- **Urinary tract infection**
(women, aged 16 to 64 years)



As the scheme is not yet fully up and running, please try another pharmacy if your usual pharmacy cannot help you.

Help us
help you

make
the right
choice

NHS
Sussex

Which health service is right for me, right now?

The NHS is here to help if you are ill or get injured. We want to make sure you get care and support in the right place, at the right time, by the right healthcare professional.

There are many different services to choose from. This leaflet will help you understand which service is best for your needs.

Self-Care



For: hangovers, sore throats, grazed knees, etc

Minor illnesses and injuries can be treated at home with rest, simple painkillers such as paracetamol or ibuprofen and basic first aid. The NHS website provides health advice and guidance for numerous conditions. COVID-19 can also be treated at home in the majority of cases.

Pharmacy



For: upset stomach, headache, bites and stings, etc

Your pharmacist can do so much more than complete your prescription. They can give you expert clinical advice for minor health concerns and help with many common illnesses like sore throats, coughs, colds, tummy troubles and aches and pains. And the best part is you don't need to make an appointment.

Visit www.nhs.uk for more information.

Search 'find a pharmacy NHS' to find your local pharmacy.

Your GP surgery



For: symptoms that won't go away or that you are worried about - back pain, a lump, blood in your pee, etc

The doctors, nurses and other health professionals at your local GP surgery are there to support you with new and ongoing health concerns. You can book an appointment over the phone or online via your surgery's website.

NHS 111



For: urgent medical help and support, including pre-arranged arrival times at services including Urgent Treatment Centres and Minor Injury Units

For urgent medical help, use NHS 111 online or make a free call by dialling 111. Help is available 24 hours a day from a team of highly trained experts.

NHS 111 call handlers can advise you where local NHS services are, help with prescriptions, offer self-care advice and arrange arrival times for you at some services including Urgent Treatment Centres and Minor Injury Units.

Mental Healthline

For: urgent help with your mental health

The Sussex Mental Healthline offers crisis care for people in urgent need of help with their mental health. It is available 24 hours a day, seven days a week on **0800 0309 500**

Text Relay calls and New Generation Text calls from hearing and speech impaired callers are also available on **0300 5000 101**

Urgent Treatment, walk-in and Minor Injuries

For: sprains, fractures, burns, etc

For injuries or illnesses that are urgent but not life threatening you can use an Urgent Treatment Centre (UTC), walk-in centre or Minor Injuries Unit (MIU).

It is best to use NHS 111 first to arrange an arrival time at a service near you.

A&E/999

For: emergencies only - severe bleeding, breathing difficulties, chest pain, etc
If you have a serious or life-threatening emergency, please dial 999 or go to your local A&E department.



View our website to find out more about all of these services and how to access them.