



We are now heading into the Winter period and wanted to share with you all of the projects we have put in place to ensure that we are able to provide the best possible care to our patients over this very busy period.

## On-line Consultations – eConsults

Using an eConsult is always the quickest and safest way to contact the practice for a medical or administrative concern. Your eConsult will be triaged by a GP and you will be contacted the same day with the outcome, this may be to book an appointment, request a sample or test, or to send out a Fit note etc.

To ensure as many patients as possible have access to eConsult, we have extended the opening times for eConsults, and as long as there is clinical capacity we open from, **7am on a Monday**. We appreciate it can be tricky to contact at 8am, and hope that the earlier start will enable more patients to log in and complete an eConsult.

In September we provided 2,003 eConsults, which is 555 more than August where we provided 1,448. When you complete an eConsult it is sent to the Practice and will be triaged by one of our own Practice GPs. You will receive a response from us the same day by call or text.

### Patient Feedback from using eConsult:

*'In just a few sentences I have an appointment and was seen quickly with no wait, really impressed!'*

*'It's great to be able to access eConsult an hour before the phone lines open in the morning, means no waiting and have a response the same day'*

*'I am satisfied with econsult as it's so easy to use and I have always had a positive response within an hour or two'*

*'Quicker than waiting to speak to someone at the surgery for something that doesn't require a face to face appointment'*

90% patient approval rate!

## **Nurse appointment web form**

The phone lines can be busy, so if you need a nurse team appointment, it's quicker to use our on-line booking book – you will find this on our website. Complete a few details and tick the type of appointment you need and you will be sent a booking link with a choice of appointment dates/times.

## **Practice Team News**

We are very sad to let all of our patients know that Dr Simon Plant will be retiring from the Practice on 31<sup>st</sup> December this year. Simon has been with the Practice for over 25 years and is an integral part of the Practice & Partnership team. Simon will leave very big shoes to fill. We appreciate all of his hard work for our patients and our staff over the years and we thank him for his loyalty and compassion and wish him all the best for his retirement. Simon's last working day will be Wednesday 18<sup>th</sup> December.

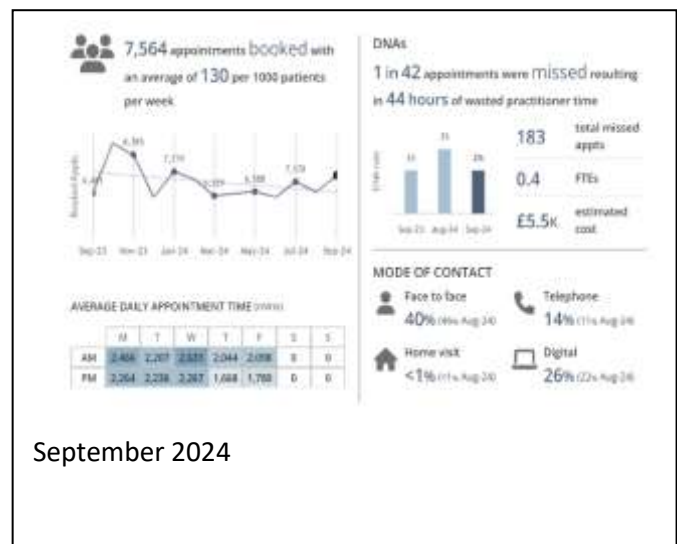
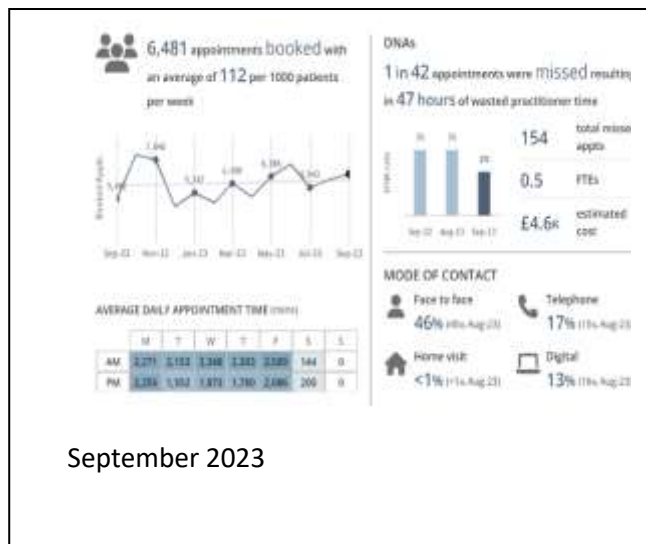
We are delighted to announce that Dr Chris Williams will be joining the Practice Partnership from Monday 6<sup>th</sup> January 2025. Dr Williams will join our existing Partnership of Dr Denney, Dr Hogan, Dr Walters and Dr Rajkumar and will bring a fresh perspective and enthusiasm. With Dr Williams joining the Partnership team, we can be assured that the quality of our service will remain high, with patient care at the heart of everything we do.

We are also very happy to introduce Michelle Pope who is our new Deputy Practice Manager. Michelle joined us in July and has really hit the ground running! Michelle comes with a wealth of experience within general practice. Michelle's focus is patient experience, this encompasses access to our services, feedback, and the day to day running of the practice.

## **The Avenue Car Park**

We mentioned the parking situation in the winter newsletter last year and would like to remind patients again that there is very limited parking at The Avenue and we restrict this to staff, disabled patients and emergency vehicles. Unfortunately we have had many incidents of cars being hit in the car park during the day as when it is busy, there is not much room to manoeuvre. We are currently looking into a barrier system to ensure that we can keep the car park safe from accidents. Please do think about alternative parking arrangements if you have an appointment at The Avenue.

## Practice Appointment data – September 2023 compared to September 2024



If you feel unwell over the weekend, please do not wait until Monday morning. There are alternative services open, whilst your surgery is closed:

- **Community Pharmacists**
- **NHS111**
- **Urgent Treatment Centre at Lewes & Crawley who can treat:**
  - sprains, strains and suspected broken limbs
  - minor head injuries
  - cuts, grazes, bites and stings
  - minor scalds and burns
  - ear and throat infections
  - skin infections and rashes
  - coughs and colds
  - vomiting and diarrhoea
- **Minor Injury Units at Uckfield & East Grinstead who can treat:**
  - Acute limb injuries including fractures, wounds, sprains and strains
  - Bites and stings
  - Cuts and grazes and wounds
  - Ear and throat infections
  - Foreign bodies in the eyes, ears, nose
  - Sore throats
  - Acute lower back pain
  - Minor allergic reactions
  - Minor burns and scalds

- Minor head injuries with no loss of consciousness (**anyone aged over 65 years may be referred to A&E for further assessment and management**)
- Minor nose bleeds
- Simple eye infections such as conjunctivitis or scratches to the eye
- Simple urinary tract infections (UTI) (**females aged 17 or over, who have not had a UTI in the last three months**).
- Minor skin infections
- Suspected arm and lower leg broken bones (**children under the age of four should be taken to A&E – RSCH Brighton**).

**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 <a href="http://111.nhs.uk">111.nhs.uk</a> or call 111
 Sprains, burns and minor fractures	 Visit your local MIUs/UTCs
 Serious or life-threatening emergencies like chest pain	 A&E or 999

**Wednesday 16<sup>th</sup> October**

***Please be aware that the Practice (both sites) will be closed this afternoon for essential staff training. If you are calling for test results or chasing a prescription, please call back when we reopen on 17th October.***

***If you have a non-urgent query, please refer to our website, NHS111 or your local pharmacy. If your call is urgent, please call the urgent GP service on 01293 698088.***

***If you have a life-threatening emergency, please hang up and dial 999.***