



Winter Newsletter 2024

We would like to wish all our Patients a very Merry Christmas and a Happy New Year for 2025. It has been an exciting year with many challenges, and we would like to thank our patients for their continued support.

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.

We have been continuously testing different ways to deliver eConsults that ensure a high specification of service, and at the same time reduce variations, so that our Patients can be confident in this service. Following patient feedback, we have adapted the opening times to enable earlier access, which we know is especially beneficial for patients who work shifts or commute early in the morning. The opening times for eConsults are:

**eConsults are open from 6.30am to 11am Monday, and
7.00am to 3.00pm Tuesday to Friday**

Activity for November 2024

Visits
4712

Unique visitors
2192

Self-help visits
105

Pharmacy self-help
visits
52

111 Visits
58

eConsults submitted
2916



Patient satisfaction: comments

"I just find it more convenient quicker more efficient"

"The problem I was concerned about was resolved and explained to me"

"It was a quick way to get advice and then a face to face appointment"

"It seems a quicker way of having an appointment with the GP"

Appointments with the nursing team

To request an appointment with one of our nurses, health care assistants (HCA) or phlebotomists, please complete [our online form](#), and we will get back to you by the next working day.

Our nurses and HCA's offer a wide range of appointments, including annual chronic health reviews for long term conditions (e.g. Asthma, COPD, diabetes and vascular disease), blood pressure tests, blood tests, cervical screening (smear tests), wound care, ECGs (electrocardiograms), ear syringing, and immunisations – including childhood, travel, and flu.

Please only request an appointment that you are due, or have been asked to book by a member of staff.

Practice Team News

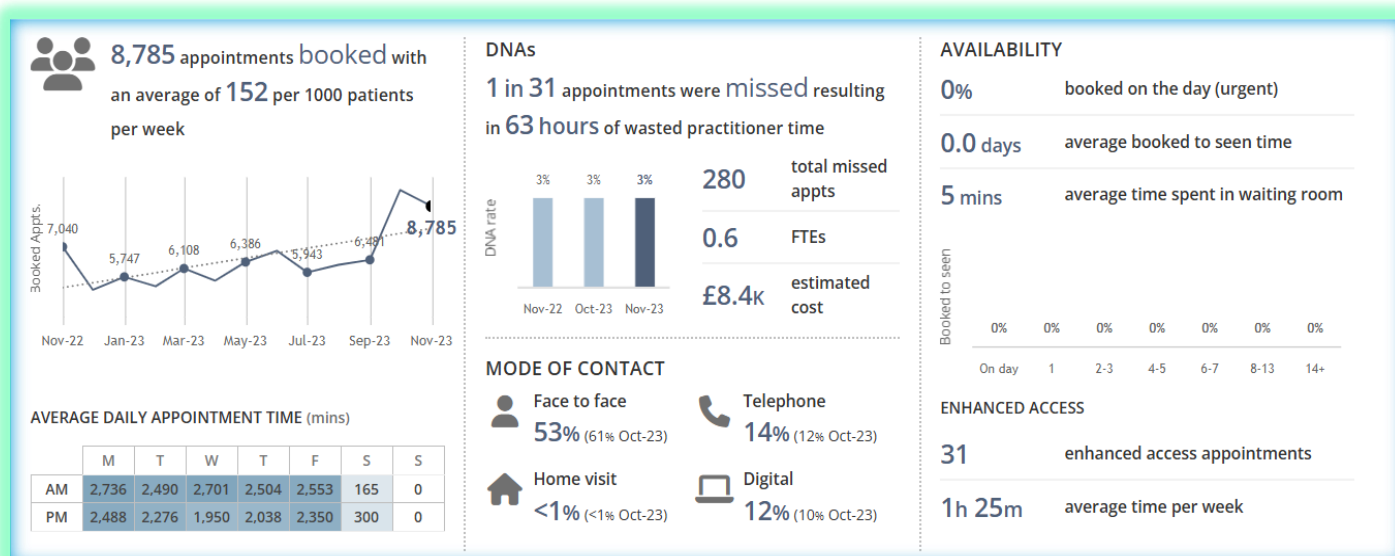
As we shared with everyone in the last newsletter, Dr Simon Plant's last working day with the Practice is this Wednesday 18th December. Dr Chris Williams will be joining the Practice Partnership from Monday 6th January 2025. Dr Victoria Vaughan is leaving the Practice in January 2025 to work at a practice closer to her hometown in Surrey. We are delighted to welcome Dr Clare Nelson as a permanent member of our GP staffing team in February.

The Avenue Car Park

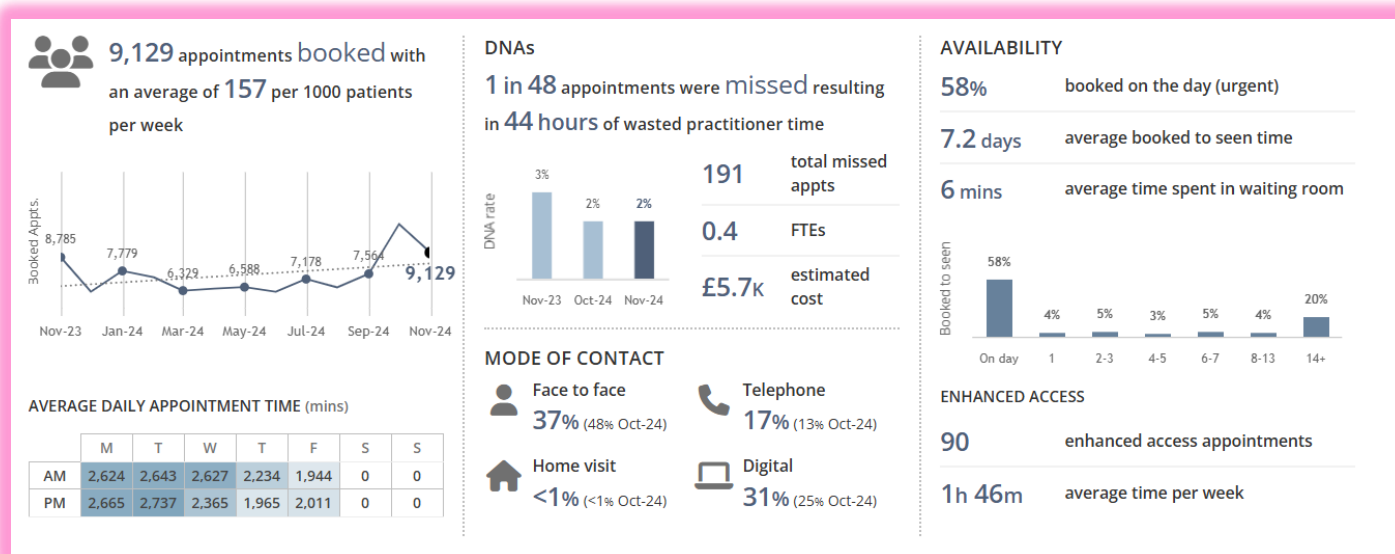
We mentioned the parking situation in the winter newsletter last year and again in October and would like to remind patients again that there is very limited parking at The Avenue and we restrict this to staff, disabled patients and emergency vehicles. Unfortunately, we have had many incidents of cars 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 – November 2023 compared to November 2024

November 2023



November 2024



Practice sites

Some of you may already be aware that due to drainage and sewerage issues which are not the Practices but have affected our site, we have had to close the Silverdale for a couple of weeks. This is to ensure that we keep our patients and staff safe whilst the remedial work takes place. We thank all our patients who have had the site changed for their appointment. We hope to have our site open again for week commencing Monday 30th December and will keep all our patients updated via our website and Facebook page.



Help us help you make the right choice

NHS
Sussex

Wrap up your health before the holidays

order your
prescriptions
today!

The poster features a green background with white stars and a red base. In the center, there is a white medicine box with a green cross, surrounded by several wrapped gifts in red, green, and white paper with red ribbons.



Do more with the NHS App!

- 🔗 Order repeat prescriptions
- 📅 Book appointments
- 👁️ View your records
- And much more...

NHS
App

A hand is shown holding a smartphone displaying the NHS App interface. The screen shows the NHS logo, a login button, and a version number (Version 2.2.0.0).

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 MIUs/UTCs



Serious or life-threatening emergencies like chest pain



A&E or 999

Upcoming Practice Closures over the Festive Period

Wednesday 25th December 2024

Thursday 26th December 2024

Wednesday 1st January 2025

As the festive season approaches, it's important to know when your local pharmacies are open. Below, you'll find the opening hours for pharmacies in our area during the Christmas bank holiday period: [See pharmacy opening hours over the festive period in Sussex.](#)

Pharmacies are an essential source of healthcare advice and treatment for minor illnesses. If you're feeling under the weather, visiting a pharmacy can save you time and ensure you get expert help quickly.

Why choose a pharmacy?

Pharmacists are highly trained healthcare professionals who can provide advice, over-the-counter medications, and guidance on managing a variety of conditions, including:

- Coughs, colds, and sore throats: Get advice on remedies to ease symptoms and when to seek further help.
- Upset stomachs: Find treatments to relieve indigestion, heartburn, or diarrhoea.
- Minor injuries: Access care for cuts, sprains, or strains.
- Medication advice: Speak to a pharmacist about managing existing prescriptions or minor side effects.
- You don't need an appointment to visit a pharmacy, making them a convenient option for quick support.