

### Hydration – What is it and why is it good for older adults?

Friends of Leacroft and the practice recently hosted a talk about hydration at their regular coffee morning on January 21st. Presented by the Crawley Well-being Team, the talk was well-attended by Leacroft patients.

**What is hydration?** Simply put, it's about keeping your body properly hydrated. For older adults, staying hydrated is especially important because our bodies change as we age, and we might not feel thirsty as much. Dehydration, the opposite of hydration, can cause problems like falls, difficulty thinking clearly, and urinary tract infections.

**Staying hydrated has many benefits:**

- **Sharper thinking:** Helps keep your mind sharp.
- **Fewer falls:** Reduces dizziness and improves balance.
- **More energy:** Helps maintain muscle strength for everyday activities.
- **Better digestion:** Helps prevent constipation.
- **Lower risk of UTIs:** Flushes out bacteria from your urinary system.

If you're interested in creating a hydration plan, please get more information from [www.sussex.ics.nhs.uk/hydrate-to-feel-great](http://www.sussex.ics.nhs.uk/hydrate-to-feel-great)

### Patients’ Diary Events February 2025

February-2025

Dates	Time	Event	Venue
Every Thursday morning	From 10.00am	Our weekly Social stroll is open to all patients and is subject to weather conditions	Meet outside the surgery
Wednesday 5 <sup>th</sup>	2.00pm - 3.30pm	Afternoon Tea at the Revive Café	The Charis Centre, West Green RH11 7EB
Tuesday 18 <sup>th</sup>	10.00am - 11.30am	Coffee morning with Bingo and catch up at the surgery.	The Surgery
Saturday 22 <sup>nd</sup>	10.45am	Film Top Gun Maverick – Please leave your name with the reception. Hot drink and cake provided by the surgery. (*)	The Surgery

All events are free and open to all Leacroft’s patients.

(\*) The following three excellent films will be shown at the Surgery:

- 1) Top Gun Maverick - 22/02/2025
- 2) Pretty Woman - 29/3/2025

They support GPs and other medical professionals in delivering patient services and help develop extended services to enhance patient care. Practice managers also promote good practices across the local health community, with some working across a group of practices.

Often, receptionists will refer to the practice manager or other senior administrative staff if they cannot assist with an enquiry or if a patient is upset and wants to raise a concern. The practice manager is usually the first point of contact for receiving written complaints.

### Seated Pilates Update

We are pleased to confirm that the Seated Pilates class will take place from 11/3/2025 to 01/04/2025. The class will consist of four consecutive sessions on Tuesday (1.45pm to 2.45pm) at the Surgery. The instructor will be Louise. The cost for the whole period is £12, which can be paid upfront by cash or cheque at the first session. Please leave your name and contact details with the reception.

### What does the Practice Manager do within the Surgery?

The role and responsibilities of a practice manager vary from practice to practice. Generally, practice managers are involved in managing all the business aspects of the practice, ensuring that the right systems are in place to provide high-quality patient care. This includes overseeing human resources, finance, patient safety, premises and equipment, and information technology.

### Leacroft Medical Practice In Numbers

Dec-2024
Total Patients: 14,932
Total Appointments: 5,350
Face-to-Face Appointments: 62%
Home Visits: 193
Did Not Attend (DNA) Appointments: 197
FFT Patient Satisfaction: 94% (Good to Very Good)

DNA is a serious issue which can prevent other patients from receiving timely care. If you can't make it, cancel it in advance.

### Privacy at the Surgery

If you seriously have something that you would like to discuss with the Surgery, please do not hesitate to request to speak to the Practice Manager in private.