



PATIENT NEWSLETTER



Part of our continued commitment to improving the way we communicate with our patients, we have developed our Newsletter, handbook.

This seasonal bulletin will provide a way for us to keep you updated on any upcoming coming events or activities, provide you with a way to engage with us and provide feedback.

We continue to work alongside our Patient Participation Group (PPG) to identify key areas for improvement. We also work closely with other local Practices and NHS services within the area.

We are prioritising the reduction of our call waiting times which have shown in our monthly reports. As well as increasing the number of staff in a supporting role, we are continuing to develop many other areas that impact call waiting times. This still remains a high priority for the team and we continue to work alongside our Patient Participation Group on reducing it further.

"Saxonbrook Medical is a team of skilled people aiming to provide quality healthcare to our local communities in a welcoming environment."

A FEW WORDS FROM OUR PATIENT PARTICIPATION GROUP (PPG) CHAIR: ASHWIN SONI

The Saxonbrook Medical, Patient Participation Group (PPG)

Hello it is my pleasure to write this short report on behalf of the PPG.

As a group, we facilitate good relations between the GP practices by communicating patient experience, interests, concerns and providing feedback to the practice on current procedures and proposed new developments.

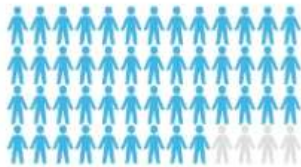
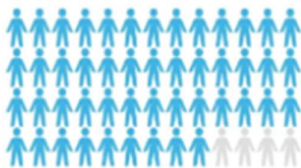
Members of the PPG are Ashwin, (Chair), Natali, David, Jennifer, Victor, Jan, Ian and Alison. We are pleased that two new members, Ian and Keith have recently joined us.

We meet once every two month to discuss issues, assess progress and review development made at Maidenbower and Northgate Surgeries. We have excellent relationship with the staff and find that any constructive comments or suggestions we make are taken seriously and implemented. PPG members also help and support the surgery in special projects, e.g. mental health and diabetes.

We also liaise with the pharmacies and undertaken to improve the services provided by them. Equally we work closely with NHS Sussex, PPG Groups locally and nationally.

The PPG is there to help and support the patients. Accordingly please do feel free to provide feedback, including suggestions, concerns and ideas for improving healthcare services.

Ashwin Soni
PPG Chair
Email: ashel@hotmail.co.uk
Tel: 07833252551

OUR MARCH & APRIL PRACTICE NUMBERS**OUR PRACTICE
IN NUMBERS****Saxonbrook
Medical****March 2025****We currently have 19,484
patients registered****We received 4552
online requests****We provided 3,352
appointments****We received
7,668 phone calls****248 Patients
did not attend
their appointments****We issued 4,942
Prescriptions**www.saxonbrook.net Follow us on Facebook @saxonbrookmedical and X @saxonbrookmed**OUR PRACTICE
IN NUMBERS****Saxonbrook
Medical****April 2025****We currently have 19,449
patients registered****We received 4174
online requests****We provided 3,229
appointments****We received
7,135 phone calls****241 Patients
did not attend
their appointments****We issued 4,958
Prescriptions**

NEW LOOK WEBSITE

How can we help?

If you need medical help right now, please call 111 or go to [NHS 111 online](#). In an emergency call 999.

If there is no applicable option below, please use an alternative contact method.

For general health and self help advice please use the [NHS website](#).

Log in to get help faster.

Continue with **systmonline**

NHS Continue to NHS login

Medical request

New condition
Get help with a new health problem.

Admin request

Fit note
Ask for a fit / sick note.

Medication request
Medication reviews and prescription requests.

MAKING AN APPOINTMENT

You have three options to make an appointment:

1. **Online** on our website (you DO NOT require an online login):

Please use the link below and click the "New Condition" box to request an appointment with a clinician. A clinician will review your symptoms and you will be contact. The forms open Monday-Friday at 07:45am.

<https://systmonline.tpp-uk.com/2/OnlineConsultation?OrgId=H82026>

2. **Telephone** the surgery and speak to one of our Reception Team and ask for a form to be completed on your behalf or a booking link to be sent via SMS message.
3. **Attend one of the Surgery locations** (Northgate or Maidenbower) and request for the Receptionist to complete an online request on your behalf or a booking link to be sent via SMS message.



If you need urgent dental help and cannot find a dentist, the Dental Helpline can book you an urgent appointment with an NHS dentist.

For up to-date-information and support on getting urgent dental care, contact:



0300 123 1663

Monday to Friday 8am and 4pm

Alternatively, email: kcht.dentalhelpdesk@nhs.net for more information.





HM Government

NHS

THINK PHARMACY FIRST

Prescription
medicine without
seeing a GP for
patients in eligible
age ranges

Earache
1 to 17 years

Impetigo
1 year and over

Infected insect bites
1 year and over

Shingles
18 years and over

Sinusitis
12 years and over

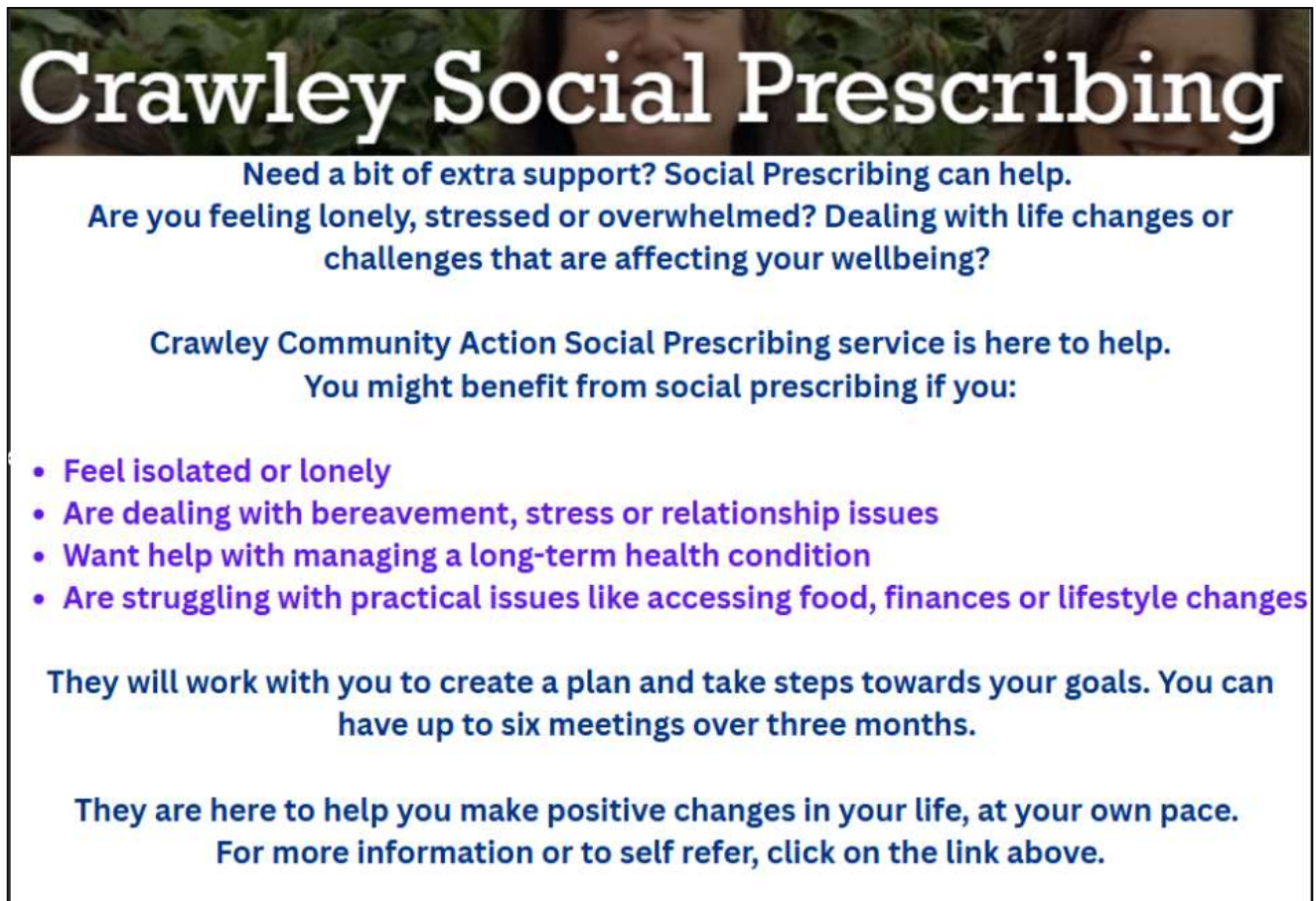
Sore throat
5 years and over

**Uncomplicated urinary
tract infections**
Women 16-64 years



CRAWLEY SOCIAL PRESCRIBING SERVICE

<https://www.crawleycommunityaction.org/crawley-social-prescribing/>

A poster for Crawley Social Prescribing. The top half features a blurred background image of people's faces. The title 'Crawley Social Prescribing' is in large white font. Below it, text in blue and purple describes the service's purpose and lists common reasons for seeking help. The bottom half contains more blue text about the service's approach and a call to action.

Crawley Social Prescribing

Need a bit of extra support? Social Prescribing can help.
Are you feeling lonely, stressed or overwhelmed? Dealing with life changes or challenges that are affecting your wellbeing?

Crawley Community Action Social Prescribing service is here to help.
You might benefit from social prescribing if you:

- **Feel isolated or lonely**
- **Are dealing with bereavement, stress or relationship issues**
- **Want help with managing a long-term health condition**
- **Are struggling with practical issues like accessing food, finances or lifestyle changes**

They will work with you to create a plan and take steps towards your goals. You can have up to six meetings over three months.

They are here to help you make positive changes in your life, at your own pace.
For more information or to self refer, click on the link above.

WHAT IS SOCIAL PRESCRIBING?

Crawley Social Prescribing supports people by understanding what matters to them and helping them to connect to local services and community groups. They put people at the centre of what they do and work with them to find the best solutions for their needs.

HOW CRAWLEY SOCIAL PRESCRIBING CAN HELP YOU CONNECT

Finding the right group or service to meet your health and wellbeing needs could make a positive difference to your life. Crawley Social Prescribing offers support for your non-medical needs, connecting you with the people or advice that matters to you. The service is free and confidential; below are just some of the areas in which we can offer support:

- Finance
- Work
- Training
- Bereavement
- Anxiety or depression
- Feel lonely or isolated
- Lifestyle – e.g. give up smoking or losing weight
- Caring responsibilities



Hay fever season is very much here!

There is currently no cure for hay fever and you cannot prevent it. You don't need to see a Doctor for your hay fever symptoms, a pharmacist will be able to support you.

Like any other allergy, everyone will react differently to pollen. But you can do things to avoid symptoms when the pollen count is high. Your first step is to try avoiding pollens. You can do this by slightly changing your everyday activities. Although this is difficult and not always practical, every bit will help reduce your symptoms. These can include:

- Check the weather / pollen forecast. Spend less time outdoors on days when the pollen count is high.

See the Met Office website: <https://weather.metoffice.gov.uk/.../pollen-forecast...>

- Where possible, stay indoors if the pollen count is high. Get someone else to mow the lawn.
- Vacuum regularly and dust with a damp cloth. Try to use a pollen filter in the air vents of your car, if you have one, and a HEPA filter in your vacuum cleaner.
- Dry clothes inside. Do not hang sheets out to dry on high pollen days. Pollen will stick to the sheets and be brought into your bedroom.
- Wear wrap-around glasses or sunglasses, to reduce your eye's exposure to pollen.
- Hair can trap pollen grains. Washing after being outdoors is likely to remove pollen and may aid sleep.
- Nasal douching can help to remove pollen from your airways. More information is available here: <https://www.nhs.uk/conditions/hay-fever/>

COVID 19 SPRING BOOSTER

We still have appointments available for Spring Covid Boosters! Book via the national booking system online or call 119.

As we move into spring, protection from any earlier COVID-19 vaccination you may have had will be starting to wane.

COVID-19 can still be very dangerous and even life threatening, particularly for older people and those with a weakened immune system.

Thankfully, for those who are more likely to become seriously ill from COVID-19, the NHS offers a free vaccine in the spring to top up their protection. This was previously known as the 'Spring Booster'.

The vaccine has saved countless lives, prevented thousands from needing to go to hospital and helped us to live with the virus without fear or restrictions.



ELIGIBILITY FOR THE COVID-19 VACCINATION THIS SPRING

The eligibility criteria is the same as for spring 2024, and similar to spring 2022 and spring 2023, with the addition of immunocompromised people in younger age groups:

- adults aged 75 years and over
- residents in a care home for older adults
- individuals aged 6 months and over who have a weakened immune system

The eligibility is the same across the 4 nations of the UK (England, Scotland, Wales and Northern Ireland).

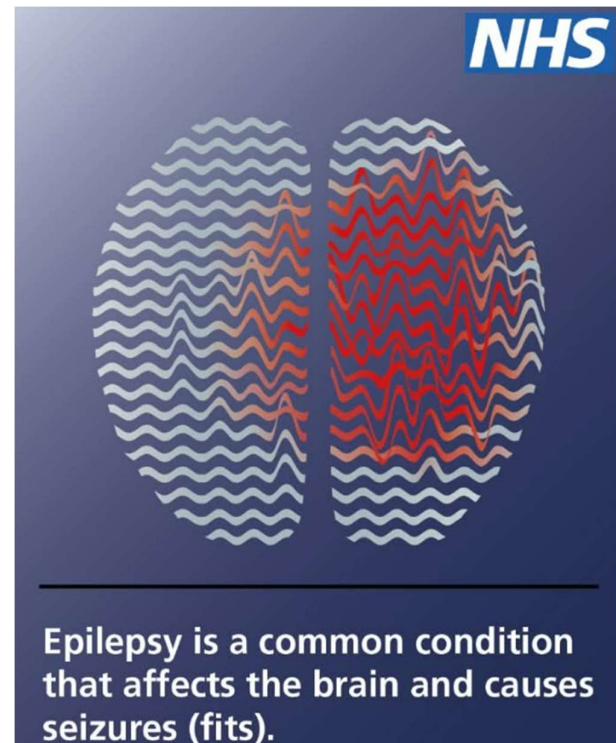
For more information and to check eligibility visit: <https://www.nhs.uk/vaccinations/covid-19-vaccine/>

EPILEPSY

The week commencing 26th May is National Epilepsy Week.

Epilepsy is a common condition that affects the brain and causes frequent seizures.

Find out more about the symptoms of epilepsy, how to get a diagnosis and what treatment is available, visit <https://www.nhs.uk/conditions/epilepsy/>



DIABETES

Type 2 diabetes is a condition where your body cannot make enough of a hormone called insulin.

It is possible to live a full life if you are diagnosed with Type 2 Diabetes, but you can also prevent it in the first place.

The first step is finding out whether you're at risk. It takes two minutes and could be the most important thing you do today.



<https://riskscore.diabetes.org.uk/start>



FREE ONLINE DISABILITY BENEFITS WEBINARS

Free Online Disability Benefits Webinars

For parents and carers of children and young adults with disabilities, including SEND (Special Educational Needs & Disabilities)

Covering:

- Disability Living Allowance (DLA) (Under 16s)
- Personal Independence Payment (PIP) (Over 16s)
- Application Guidance

Sessions from March 2025 - December 2025



in West Sussex
North South East

advicewestsussex.org.uk
0808 278 7969



Find out more and book your free spot:
www.advicewestsussex.org.uk/advice/send-information-and-support/
Or scan the QR Code →

