



CHANGES TO APPOINTMENT BOOKING AT THE FRONT DESK:

Please note we will no longer be taking appointment bookings **at the front desk** on the day to see the GP unless it is for a follow up or after 9:00 AM. Please call at 8:30am to book an appointment on the day for the GP.

REQUESTS BY TELEPHONE:

A polite reminder to patients of both HOTS & Guestling that any requests for results must be phoned for **after 2pm** and any requests for a home visit must be made by **10am**.

TRAVEL VACCINATIONS

If you're planning to travel outside the UK, you may need to be vaccinated against some of the serious diseases found in other parts of the world.



Please collect your travel form **6-8 weeks before you travel** to ensure that you are fully protected.

Raynauds Awareness Month

You may not have heard of Raynaud's, but it's thought that 10% of women in the UK suffer from the disorders which occur when blood vessels, mostly in the hands, become over-sensitive to changes in temperature. As a result, sufferers' hands often turn blue or white.

This year there are loads of events you can get involved with throughout the month to raise money for this great cause.

Why not get sponsored to do the Great North Run, or hold a quiz night?

To get the ball rolling visit the [Raynauds Awareness Month](#) website and get ready to do your bit for this worthwhile cause!



DID NOT ATTEND

In the month of January : 117

This incurs a cost of **£2644.20** to the NHS as well as removing the opportunity for others to be seen.

We understand it is not always possible but please try your best to cancel appointments in advance to allow others the opportunity to be seen.

PLEASE UPDATE YOUR CONTACT DETAILS

We would like to remind patients to review and update telephone and address details so that we can keep your records up to date.

UNIVERSITY STUDENTS



If you're aged 25 or under, about to start university for the first time and haven't yet had the MenACWY vaccination, please contact us to arrange the vaccine.

Even if you have previously received the Men C vaccine you should still now ask for the MenACWY vaccine. Ideally, you should get the vaccine at least two weeks before you start university.

SHARP BINS



With immediate effect, we are unable to accept any sharp bins at the surgery. We can arrange a referral to the local authority to arrange a collection.



BLOOD RESULTS:

Please note that we require at least **5 working days** for blood results to come through – this allows the Doctor to receive and review the results – and please always phone after 2pm for results. Thank you for your understanding.



VISIT US AT OUR WEBSITE:

We are constantly updating our website with useful information and links to external resources; you can also access information on booking/cancelling appointments and repeat prescriptions

www.hastingsoldtownsurgery.co.uk



FIND US ON FACEBOOK

ONLINE CONSULTATIONS

This service is now **LIVE!**



In order to use this service, patients will be required to register for patient access. You can do this by requesting at reception, or phone into the surgery after 2pm.

Once logged in, you will have access to various tools , including:

- . Check symptoms
- . Conditions
- . Treatment

Patients can send details of a problem/query to the GP who will respond as necessary.

Please note that this is not for medical emergencies as there is a 48 hour response time to your query.



ZERO TOLERANCE BEHAVIOUR POLICY

The Practice has a policy of “zero tolerance” of verbal and physical violence towards GP’s, staff or other patients.

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property.

All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

PLEASE REMEMBER TO BOOK IN AT RECEPTION FOR YOUR APPOINTMENT ON ARRIVAL SO THAT WE CAN ALERT THE RELEVANT CLINICIAN THAT YOU HAVE ARRIVED AND WAITING TO BE CALLED IN.

THANK YOU



HEALTHY RECIPE OF THE MONTH:



A new feature we are including in the monthly newsletter to inspire our(elves) and our patients to keep on track this winter!

Spanish meatball & butterbean stew

INGREDIENTS

350g lean pork or beef mince
2 tsp olive oil
1 large red onion, chopped
2 peppers, sliced, any colour
3 garlic cloves, crushed
1 Tbsp smoked paprika
2 x 400g cans chopped tomatoes
400g can butter beans, drained
2 tsp golden caster sugar
Small bunch parsley, chopped
Crusty bread, to serve (optional)

Method

Season the pork or beef, working the seasoning in with your hands, then shape into small meatballs. Heat the oil in a large pan, add the meatballs and cook for 5 mins, until golden brown all over. Push to one side of the pan and add the onion and peppers. Cook for a further 5 mins, stirring now and then, until the veg has softened, then stir in the garlic and paprika. Stir everything around in the pan for 1 min, then add the tomatoes. Cover with a lid and simmer for 10 mins.

Uncover, stir in the beans, the sugar and some seasoning, then simmer for a further 10 mins, uncovered. Just before serving, stir in the parsley. Serve with crusty bread for dunking, if you like.



Nutritional information, per serving:

(This dish serves 3)

435kcal
33g protein
35g carbohydrate of which
22g sugars
15g fat of which 5g saturates
12g fibre
1.3g salt

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Winners of ESHT's 'Clean Care Award'

Tressell Ward at Conquest Hospital along with the Outpatients Department at Eastbourne DGH are the latest winners of the Infection Prevention and Control Team's 'Clean Care Award'.

Silva Gladstone Infection Control Nurse Specialist said: "The quarterly 'Clean Care Award' is awarded to clinical areas where outstanding infection prevention and control practice is evident. The teams were presented with a plaque and a certificate to mark their achievement.



"This quarter's winners have achieved all of the criteria. The award is a total team effort, and relies on all team members working together for the common goal of providing clean care and preventing avoidable infections. Congratulations to both teams for their commitment to providing excellent care."

The Infection Prevention and Control Team make this award quarterly and it is awarded to the ward, unit or department who has achieved a set criterion of:

- No preventable/avoidable infections
- 10 hand hygiene observations submitted each month
- Compliance with average monthly National Specifications for Cleanliness (NSC) audit scores
- Consistent attendance at the monthly Infection Control Link Facilitators meetings.