



IMPORTANT NOTICE FOR APPOINTMENT BOOKING:

Please note even though we open at 7.30am on certain mornings – **On the day appointments still do not become available to book until 8.30am**



REQUESTS BY TELEPHONE:

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

Bank Holidays:

Please note that we will be closed on **Friday 30th March (Good Friday)**
Monday 2nd April

Please ensure your Repeat Prescription requests are submitted within the 48 hour window to avoid delay



REPEAT PRESCRIPTION REQUESTS:

Soon we will be changing the way you will be able to order your repeat prescriptions. Within the next month we will be asking all patients to either request their repeat prescriptions online via Patient access, in writing to the surgery or via their nominated pharmacy. If you have not yet signed up for Patient Access then please ask a member of our reception team.

DID NOT ATTEND

In the month of February alone we had **240** patients who did not attend appointments and did not let the surgery know that they would not be able to make it.

We always ask patients to cancel appointments no matter how last minute as we have to turn away several patients daily that require medical attention and are not able to see the doctor or nurse.

DON'T WASTE A SPACE.

IF YOU CAN'T KEEP YOUR APPOINTMENT PLEASE CALL AND LET US KNOW



PPG Recruitment drive: We need you!

Patient Participation Groups are an effective way for patients and GP surgeries to work together to promote health and improved quality of care. PPGs are making a real difference across the United Kingdom and your PPG can help to improve local services. We would like to hear from you. If you are interested in joining the PPG then please email or speak to our reception team.



DID YOU KNOW WE ARE ON FACEBOOK?

Follow us on Facebook to keep up to date with what's happening with the surgery

<https://www.facebook.com/hastingsoldtownsurgery/>



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



Care Navigation Coming Soon

Soon you will begin to see posters and notifications around the surgery to tell you more about our new drive towards Care Navigation.

Our amazing team of receptionists will soon undergo extensive NHS training to be able to implement this new initiative being introduced across the whole of the UK.

What is Care Navigation?

Over the coming months you will notice your receptionist asking you for a brief outline of your problem when you call to make an appointment.

Through this specialist care navigation training, the practice teams will be able to offer you more choice on who the best health care clinician may be in their practice and also help direct you to get to the right health clinician fast. Receptionists will never offer clinical advice or triage; this new way of working is about offering the choice to see other specialists in the practice team. If they have the expertise to deal with the problem; it will often be quicker and you may not need to see the GP each time.

For example, medication reviews or queries could be managed by a community pharmacist and you may not be aware of if you haven't visited the practice in a while.

By working this way, it helps to free up time for GPs to care for patients with complex or serious health conditions that can only be managed by the GP. More importantly though, it means people are seen by the clinician that is best placed to manage your clinical problem. The choice is always yours though and you will never be refused a GP appointment but we hope that next time you contact your GP and speak with the receptionist you will see the value of seeing another health clinician if they are able to help.

NHS

Our receptionists are here to help you get to the right service.
Please don't be offended if they ask what the problem is when you call to make an appointment

The receptionist might suggest other professionals that could help you better such as:

- Opticians
- Pharmacist
- Nurse
- Family services
- Support groups

Visit our practice website to find out more about the full range of services available locally



Contacts:



Hastings Old Town
Surgery
High Street
Hastings
TN34 3EY

T: 01424 452800

F: 01424 452821

Out of hours: 111



HRCCG.Hastingsoldtownsurgery.nhs.net



www.hastingsoldtownsurgery.co.uk



Chapel Lane,
Guestling,
Hastings, East
Sussex,
TN35 4HN

T: 01424814332

F: 01424814957

Out of hours: 111



www.drchopraspracticehastings.nhs.uk



More clinical pharmacists set to boost GP services for patients and practices

Nearly 34 million patients will benefit from improved GP services as NHS England boosts the number of surgery-based clinical pharmacists that can offer expert medication and treatment.

The NHS England scheme has proved popular with both patients and GP practices and today's announcement approves funding for over 160 more pharmacists. Including previously approved posts, it will increase the number of clinical pharmacists in general practice from around 580 currently working to over 1,100 pharmacists across over 3,200 GP practices – over 40 per cent of surgeries in the country – and a population of nearly 34 million patients, with more planned.

Clinical pharmacists work as part of the general practice team by offering clinical expertise on day-to-day medicine issues and providing consultations with patients directly.

This includes extra help to manage long-term conditions such as high blood pressure earlier and more effectively to prevent cardiovascular disease; advice for those on a variety of medications and offering better access to health checks.

This all delivers quicker access to clinical advice for patients and frees GPs to spend more time attending patients with the greatest needs.

GREAT NEWS – We have been selected by the NHS to receive funding for are currently recruiting our very own Clinical Pharmacist for the surgery



A day in the life of.. A GP Surgery Receptionist:

"When we ask you the nature of the problem, it's not because we're being nosy. We are care co-ordinators. This is to ensure that someone isn't going to the GP with a runny nose - they can be seen by a pharmacist or try OTC medications.

When we offer you an appt with a GP, please don't say "oh I haven't heard of that Doctor before, have you got anyone else?" - they are a doctor. They went through the same training as your favourite GP at the practice.

Don't snub nurse practitioners - they are a vital part of primary care and really take the pressure off of GP's and can do a lot more than you think - including prescriptions

When asked if you're happy to see a student doctor with a qualified GP sitting in, please don't say no instantly. Your usual GP was once a student doctor.

When there are no appointments left, don't shout at the Receptionist. They didn't create the booking system. They'd like you to be seen also but there's nothing they can offer.

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.

If you ask for a call back from your GP, don't expect it to be within 10 minutes of you requesting it. The GP more than likely has a practice meeting followed by a morning surgery of 15+ people as well as being the on call doctor and dealing with any emergencies. They then go out on home visits to those who are bed bound/not mobile. Then they'll come back and begin their surgery. Be patient, they will call.

Don't request a home visit because it's too cold for you to get to the surgery or because you have no transport. These are not valid reasons to pull the GP away from the practice. What could be dealt with in a 10 minute appt at the surgery turns in to a journey to your home, advising/prescribing at your home, driving back to the practice, adding the consultation on and issuing the prescription - easily 40+ mins of time which could've been used to see 3 other patients as well as yourself.

If you call Reception to book a same day GP appt because you think you've broken your arm and the receptionist tells you to go to A & E - go to A & E! There's nothing the GP can do for you. You'll need an x-ray etc. Don't say "but you're not medically trained.." - correct, we're not. But we can certainly triage. We're trained to do that.

You've updated your address and been told that you're out of the catchment area? Ok.. so you're out of the catchment area. Shouting at the Receptionist won't change that unfortunately.

If your GP is running late, there will be a very valid reason. By all means, go to Reception and make sure that you're checked in, but don't start moaning about how you've got to nip in to town etc and are in a rush. Be grateful that you have an appt. Sit tight.

Please, respect ALL staff in GP practices, not just your usual doctor. We are all one little cog in a big machine, every single one of us is important to ensure the smooth running of the practice."