

# MID SUSSEX HEALTH CARE – NEWSLETTER

## Autumn/Winter 2018-19

The Health Centre Trinity Road Hurstpierpoint West Sussex BN6 9UQ	The Health Centre Windmill Avenue Hassocks West Sussex BN6 8LY	The Health Centre Lewes Road Ditchling East Sussex BN6 8TT
Telephone number: 01273 834388	Website: <a href="http://www.midsussexhealthcare.co.uk/">http://www.midsussexhealthcare.co.uk/</a>	

### Practice Team News

We are happy to welcome three new GP Registrars to our team. Dr. Charlotte Cowling, GP registrar to Dr. Hugo Wilson. Originally from Nottinghamshire, Charlotte has moved around since she has lived in London, Edinburgh and Cornwall, before moving to Swansea to study medicine. She worked as a junior doctor in Swansea and Cardiff for 3 years before moving to Brighton this July. She likes being able to get into the countryside, the seaside, as well as visiting London, she is looking forward to exploring the area.

Dr. Lily Apaydin, GP Registrar to Dr. Joanna Thomson, Lily is originally from Istanbul, Turkey, but moved to the UK when she was five. She studied Medicine at the University of Nottingham and completed her foundation year training in the East Midlands. She moved down to Brighton and Hove to be closer to home and has been enjoying the rewards and challenges that General Practice training has brought her so far.

Dr Lucy Udeen, GP Registrar to Dr. Terry Lynch, trained at Cardiff University and moved back to Brighton in 2014 to be nearer to her family. She has worked along the South Coast with placements in the Hospitals in Eastbourne and Hastings, as well as Brighton and Haywards Heath. She loves the variety that General Practice has to offer and is currently undertaking a diploma in Women's Health.

### Improving Access

As some of you may be aware, we have been working with the four Burgess Hill GP practices to offer all patients in the area access to a GP or nurse until 8pm every weekday and from 8am to 12pm on Saturday mornings. This service has been very popular, helping improve access to our services particularly for commuters and full time workers.

We are delighted to announce that we have received notification that we can continue to offer this service for the next year. The current service has been hosted in Burgess Hill, but as of the 1<sup>st</sup> October the additional appointments will be hosted at the Hurstpierpoint Health Centre. To access the appointments you will need to either telephone us or ask at our reception desk. Online booking is coming soon, but is not here yet. We hope this additional service will continue to allow opportunity for all patients to be able to see a GP when they need to.



## Changes to the Flu Vaccinations for 2018/2019

The doctors at the Surgery would like to invite you to attend for a flu vaccination this Autumn. We have reserved a dose for all those who are eligible (see spotlight on flu below) and we will be able to get a refund on the cost of the vaccine if we vaccinate you in general practice. Furthermore, receiving your vaccine at the surgery will ensure your medical record is immediately up-to-date. If you are due to see your GP or nurse in September or October, please ask them for your flu vaccine at that appointment.

Please note we usually get 100% of all our flu vaccines in September but this year, every GP surgery is subject to a nationally decided delivery schedule, hence the slight delay in releasing our clinic dates.

As October approaches, the surgery will be rolling out the annual flu vaccinations. We are as always planning to invite eligible groups into the surgery for planned flu clinics in due course. However please also take the opportunity when you are in seeing a GP or nurse for a consultation to have your flu jab too. If you think you are entitled and have not been invited to have this vaccine by November, please do contact our surgery reception and we can look into this for you.

### WALK IN FLU CLINICS (*Adults only*)

HASSOCKS SURGERY	Saturday 22 September	8.30-11.30AM
HURSTPIERPOINT SURGERY	Saturday 13 October	8.30-11.30AM
DITCHLING SURGERY	Saturday 03 November	8.30-11.30AM

### CHILDRENS FLU VACCINATION

With the demand for vaccines nationally GP surgeries are unable to order the child vaccines until mid-October, with restrictions in place on quantities to be ordered. We will therefore be inviting children in for their vaccines this year at bookable clinics.

## Spotlight on Flu

### What is Flu?

Flu (influenza) can be an unpleasant illness caused by a virus. In otherwise healthy people it usually clears up by itself within a week. However, the symptoms can be more severe in people who are particularly vulnerable to the flu virus, including: young children, adults aged 65 and over, pregnant women, and people with long-term medical conditions or weakened immune systems. If you are one of these people, the NHS recommends that you are given a flu vaccine every year. To find out more about how vaccines work, visit: [www.nhs.uk](http://www.nhs.uk).

### How does the flu vaccine work?

The flu vaccine introduces small, inactive fragments of the virus to your immune system. These fragments won't make you sick, but they help your body learn to identify the flu virus, meaning it can produce a strong defence in case of an actual attack from the flu. Vaccination is our best defence against the flu, which can be a severe and unpredictable illness for some people. Remember, flu is a virus so antibiotics won't help to get rid of it.

### Fluad® - a new flu vaccine for over 65s

This year we have ordered a new vaccine for our patients over 65 which has been recommended for use by Public Health England.

Fluad® is a new flu vaccine to the UK (it is used in other countries); it provides protection against three strains of flu for the 2018/2019 flu season. Fluad® also contains an extra immune-boosting ingredient derived from a natural oil. This ingredient enhances your

immune system's ability to recognise the flu virus so that it can produce an even stronger defence. The enhanced protection provided by Fluad® is approved for patients aged 65 and over, as they may be at higher risk of complications from the flu.

## Health Hints for Autumn/Winter

Following an extremely hot summer autumn will undoubtedly bring us a comfortable drop in temperature and some much needed rainfall. Along with this we will also see our gardens filling with falling leaves, so do use this opportunity to engage in outdoor activities rather than falling into a comfort zone of 'hibernation'. Leaf raking is an excellent fitness exercise and works several muscle groups at once. Apart from losing a few pounds you'll also have a model autumn garden!

Darker days can also start to affect our mood and behaviour. There is a well-known phenomenon called 'SAD' (Seasonal Affective Disorder). As the name suggests it is a form of depressed mood due to the time of year thought to be exacerbated by shorter days with more dark hours. If you are already diagnosed with generalised depression, be vigilant that there may be a blip in your currently well controlled mental health. Do speak to your GP if you have any concerns. If you think you are suffering from SAD, there are excellent online resources on NHS Choices with further information and guidance: <https://www.nhs.uk/conditions/seasonal-affective-disorder-sad>

This summer will have worked wonders for our vitamin D levels; however, if you know you are prone to deficiency in this vitamin in autumn/winter, then it may be worth taking an over the counter vitamin D supplement during this period.

## Self-Care

Self-care means keeping fit and healthy, as well as knowing how to take medicines, treat minor ailments and seek help when you need it. If you have a long term condition, self-care is about understanding that condition and how to live with it.

Most people are very capable of looking after themselves most of the time, self-treating when it's safe and knowing where and when to seek help when they need it. However, there are still 3.7 million visits to A&E every year for self-treatable conditions which puts the NHS under avoidable strain – and 30% of GP appointments in our area are for illnesses that could be treated at home.

Pharmacists can provide advice and over the counter medication and there's also a wealth of information on websites such as the [www.selfcareforum.org](http://www.selfcareforum.org) website or by calling NHS 111 by dialling 111 on your phone. A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.

***This could include treatment for the following:*** Self Care • Minor aches and pains • Minor sprains, sports injuries, grazed knee and scars • Coughs, colds, blocked noses, fevers and sore throat • Hangover • Athlete's foot • Constipation, diarrhoea and haemorrhoids (piles) • Dry skin • Hay fever and allergies) • Head lice (wet combing is recommended) • Indigestion remedies (for occasional use) • Mild acne and eczema • Skin rashes • Travel medicines, sunburn • First aid.

# Over the Counter Medicines for Short-term Conditions Will No Longer be Routinely Prescribed

## ADVICE FOR PATIENTS

The NHS spends approx. £569 million on prescriptions for medicines which could be purchased over the counter (OTC) from a pharmacy, petrol station or supermarket, at a lower cost than that which would be incurred by the NHS.

In line with guidance from NHS England the Crawley, East Surrey, Horsham and Mid Sussex CCGs are recommending GPs will no longer routinely prescribe medicines for common conditions which can be bought over the counter. The GP will no longer routinely prescribe: items of limited clinical effectiveness such as probiotics, vitamins and minerals. Medications for self-limiting conditions, which do not require any medical advice or treatment as it will clear up on its own, such as cough, sore throat, and colds. Treatments for a condition that is suitable for self-care, which can be treated with items that can be easily purchased over the counter from a pharmacy, such as indigestion, mouth ulcers, warts and verrucae

***Being EXEMPT from paying a PRESCRIPTION CHARGE or having a PRE-PAYMENT CERTIFICATE does not automatically warrant an exception***

By reducing the spend on treating minor conditions that are self-limiting and encouraging Self-care, the NHS can spend the money it will save on treatments that have a greater impact on health

### **I have a prescription for a long-term condition. What does this mean for me?**

People who need OTC medicines for a long-term condition will still be able to get them on a prescription. This only applies to the use of medicines and products for short-term conditions. Your GP will continue to prescribe items you need for your long-term condition.

### **I am worried about the cost of these products.**

Most self-care treatments and products are available to buy in pharmacies and shops at a lower price than it costs the NHS to provide on a prescription.

### **How much could the NHS Save?**

It is estimated the NHS could save £100 million

### **Speak to your local pharmacist about stocking up on your medicines cabinet to treat common conditions for you and your family.**

The following medications can be purchased from pharmacies or your local supermarket and are generally cheaper than buying them on prescription.

Allergy medicines, Hay fever medicines, Simple pain killers like paracetamol and ibuprofen, Heartburn and indigestion remedies, Pile (haemorrhoid) treatments Anti-diarrhoea medication, Rehydration salts, First aid kit including plasters and bandages, Thermometer, Tissues.

By keeping a selection of essential medications at home you can treat common conditions in a timely manner; avoid unnecessary trips to see your doctor and/or even visits to the A&E department.

## Practice Website

Our website contains a wide variety of information about the surgery and also a number of links for other services and for self-help. [www.midsussexhealthcare.co.uk](http://www.midsussexhealthcare.co.uk)

## Cost of Patient Non-Attendance at Mid Sussex Health Care

During July and August this year 236 patients did not turn up for booked appointments with doctors and there were a further 234 no-shows for appointments with nurses. This equates to 79 hours of lost/ wasted clinical time. The impact of non-attendances means an increase in the waiting times for appointments, frustration for both staff and patients and a waste of resources. So to be fair to our doctors, nurses and your fellow-patients, if you know you will not be able to make an appointment please have the courtesy to inform the practice as soon as possible by phoning our cancellation line 01273 837981, or to reschedule please call our reception team 01273 834388. You can also do this online if you are registered for that service.

## Online Access

Online access is a great service available for our patients who have internet access. This is a fantastic way of booking doctor's appointments from the comfort of your own home without queuing on the phone. We endeavour to make appointments available same day for urgent needs and up to 6 weeks in advance for routine matters, with a variety of doctors and for different times of the day. There are lots of benefits to having online access. You can order your repeat medication and you can also view test results such as blood & swabs results with ease. You can view your summary care record online, with an option of viewing your detailed coded record at your request and with the agreement with the doctor. If you are interested in registering for our on-line services please ask at reception for an application form (please note you will be asked to provide a form of identification).

## Why do you charge fees?

The NHS provides health care to most people free of charge, but some fees have existed since the early days of the NHS, e.g. prescription charges. GPs are self-employed and are contracted by the government to provide medical care and this is free at the point of contact. Work which is not part of NHS work is not covered in this contract. Examples include; insurance reports, pre-employment medicals, reports for fitness to work or travel, holiday cancellation reports and To Whom It May Concern letters.

With certain exceptions, GPs are not legally obliged to carry out non-NHS work for patients, but being in a position of trust in the community, we are frequently asked to complete such non-NHS work. In order to help our patients with completion of their forms, **we may agree to do such work, but it will be charged for.**

## Why can't the Doctor write a letter to speed up my hospital appointment?

You may all be noticing that waiting times are increasing throughout the NHS, as years of chronic underfunding and lack of investment in staff and resources are finally coming home to roost. As a result of this, we are often asked by patients to write letters to speed up their appointments.

We can confirm that we are only in a position to write additional letters if it is clear that your condition is worsening and that an earlier review is clinically indicated. There is

nothing to stop patients ringing the hospital themselves to find out when their appointment or operation might be. Sometimes asking to be put onto a cancellation list may help you get an earlier appointment. We regret that we cannot ring on behalf of patients.

To make your enquires regarding referral appointments or operations, you can use the following contact telephone numbers:

Referrals for: Diabetes, Elderly Care (Not Stroke or Falls clinic), Hurstwood Park Neurology, Ophthalmology, Fracture Clinic, Royal Alexander Children's Hospital, Pain Clinic, Brighton General (including Dermatology), Infectious Diseases Clinic, Lipid Clinic, Headache Clinic, **Tel: 0300-303-8360.**

MSK referrals: Orthopaedics, Rheumatology, Pain Management, MSK Podiatry, And Physiotherapy **Tel: 0300-303-8063**

## **Patient Participation Group (PPG)**

Membership of the Patient Participation Group is open to anyone who is a registered patient with Mid Sussex Health Care. It is a group of patients who are keen to work with the GP Practice to maintain and develop healthcare services at all three surgeries, Hurstpierpoint, Hassocks and Ditchling.

We organise Health information events and assist the Practice with 'flu clinics and surveys amongst other things. We are also here to represent patients' interests and welcome comments and suggestions. There are PPG message boxes at all three surgeries so please let us have your thoughts.

The PPG is holding a Coffee Morning on Saturday 27th October at Hurstpierpoint Village Centre Club Suite from 9.30 am until 12.noon. There will be an opportunity to meet with the PPG Committee, ask questions and find out more about the group. The morning will include various stalls with useful health information. Some will have Christmas cards for sale and there will be a raffle. No admission charge and all welcome so do pop in.

If you are interested in joining us you can complete a membership form and place in one of the boxes or contact us by email. Please be sure to give your contact details if you would like a reply.

Chair: [celia.lindsay@icloud.co](mailto:celia.lindsay@icloud.co)

Vice Chair: Joyce Manning on [ppc@jem19.plus.com](mailto:ppc@jem19.plus.com)