



Happy Retirement Shirley!

In the immortal words of the Von Trapp Family it is
'So long, farewell, auf Wiedersehen, adieu.'

After 45 happy years working at Arlington Road I will be
retiring on the 31st of March.



I started at the practice as a Receptionist/Medical Secretary - although in those days we didn't have a reception as such, just a board on top of a cupboard! We had two consulting rooms and a waiting room, and our boiler room doubled up as a treatment room for visiting District Nurses to see their patients. Our kitchen was next to the boiler room, so if a nurse was consulting we had to go out the front door, along the garden path, make our tea and carry the tray back in full view of bemused patients! I have worked through so many expansions of the practice - upwards, outwards and finally into next door, that I know every nook and cranny! It was only very recently though that we discovered that there may be a cellar - excavations are needed!

We had just 4 GPs in 1980 - Drs Harry Clarke, Iain Paterson, Michael Walter & the newest partner, Peter Williams. My one & only job interview was with all four, and luckily they took me on! I was privileged to work with Rebekah who many of you will remember. She had been with the practice since Dr Coghill & Dr Downing's days (the first all woman practice in the town) and was the sole receptionist. She felt I was a young whippersnapper at first but we soon became firm friends. She used to make me marmalade doorstep sandwiches & leave them on my desk as she felt I didn't eat enough!

There were no computers when I started: appointments were written down in a large book and patients' names ticked off when they came in; Lloyd George medical wallets were pulled from filing cabinets & put out on the doctors' desks ready for surgery; referral letters were taken down in shorthand & then typed up. Prescriptions were topped and tailed by the admin staff (patient info written on and dated) and the GP then wrote in the medication & signed it. What a relief when the computer era came!

Looking at the size of our practice team now, both clinical & administrative, it is testament to those four partners' vision 45 years ago of a family GP practice that this ethos lives on. I am immensely proud that I have been part of this wonderful surgery.

I look forward to spending more time on my hobbies of local history and genealogy. I am also researching the history of the practice. I have lots to keep me occupied as Speaker Secretary for Eastbourne Family Roots & Membership Secretary of Friends of Ocklynge Cemetery - do

have a look at our websites!

Home - Family Roots - <https://eastbournefhs.org.uk/wp/>

Friends of Ocklynge Cemetery - <https://www.fooc.org.uk>

Thank you all for your friendship, support and chocolates over the years! ☺

Shirley



And now a word from the team at Arlington Road...

There are moments in a career that feel truly significant, and this year is undoubtedly one of them as we bid a fond farewell to Shirley. Whilst we know Shirley prefers to keep things low-key, we cannot let this moment pass without acknowledging her incredible dedication and impact.

For **45 years** (37 years as Practice Manager), Shirl has been the constant in an ever-changing Primary Care landscape, guiding us through challenges and developments with unwavering commitment. Her contributions never go unnoticed, and we deeply admire her dedication to Arlington Road.

Shirley, we wish you a wonderful retirement—you have truly earned it. Enjoy uncovering more stories at Ocklynge Cemetery and embracing this exciting new chapter! Thank you from the bottom of our hearts!



Afternoon Closure

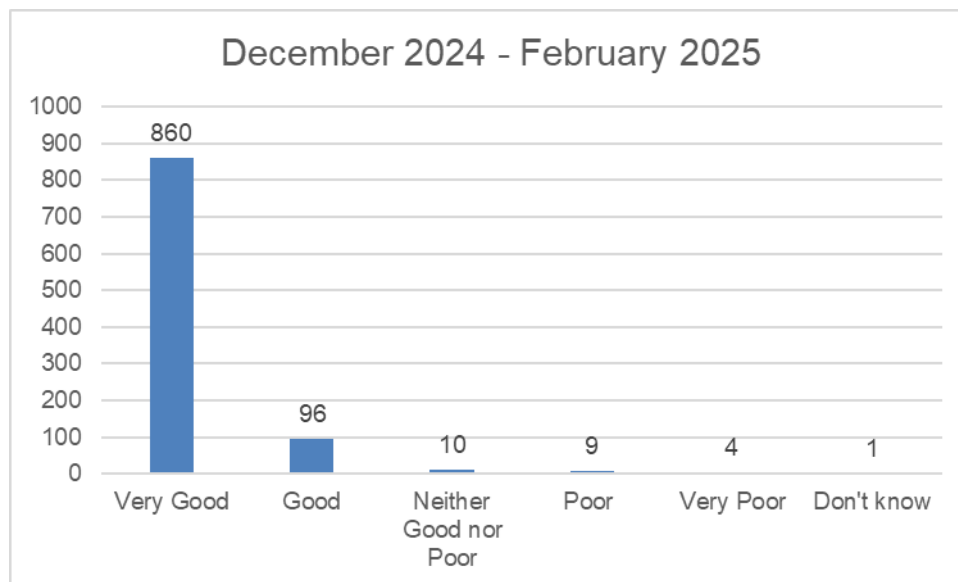
The Practice will be closed for staff training and development for the afternoon on **Tuesday 29th April between 12:30 - 18:30**. For medical attention during this time, please call 01323 727531, and our recorded message will give further information.

Friends and Family Feedback

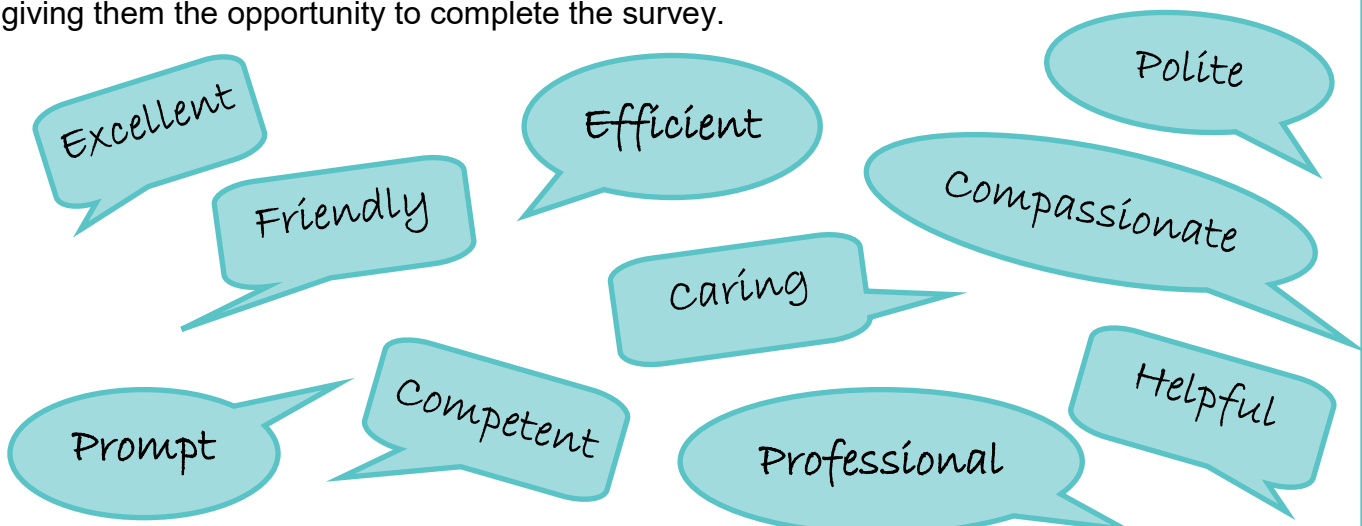
Thank you to everyone who has completed a Friends and Family Test (FFT) Survey recently. Patients who are signed up to receive appointment reminders will receive an SMS following their appointment giving them the opportunity to complete the survey. Alternatively, this can be completed online via our [website](#), or we have paper copies of the survey at reception which can be posted in our Friends and Family Box in Waiting Area A.

The FFT is a valuable tool to enable us to see when we are getting things right and equally highlights areas where improvement is needed. We read all of your comments every month and take your suggestions seriously. The high percentage of positive comments are greatly uplifting for the team. 98% of patients completing the survey throughout December-February rated us as either Very Good or Good.

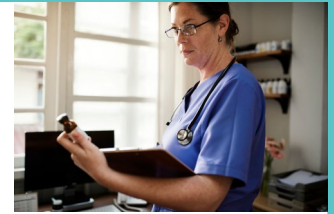
Our combined results for December 2024 – February 2025 are as follows:-



To give you an idea of how representative the survey is, it was completed voluntarily by 980 patients in 3 months. You can complete the survey at any time via our [website](#), patients who have opted for appointment reminders, will receive a text message after their appointment giving them the opportunity to complete the survey.



Our Clinical Pharmacy Team



The Pharmacy Team at Arlington Road Surgery comprises of Clinical Pharmacists and Pharmacy Technicians, and we play a crucial role in helping patients manage their medications. We work together with GPs, nurses and other healthcare professionals, to ensure your medications are tailored to your needs.

Our role is different to the dispensing pharmacist you see at your local pharmacy. We conduct medication reviews, which involves a detailed check of your medications, ensuring this is safe, effective and optimised. We provide expert advice for your medication-related queries, whether it's about how to take your medicine, what to expect, or any concerns.

We also help with medication synchronisation, making sure your repeat prescriptions are aligned so you can get all your medications at once, making it easier to manage your treatment.

When urgent medication requests arise, we work efficiently, to ensure you receive your medications on time. After a hospital discharge, we also review your medications to make sure everything is in place for your continued care. If a medication is out of stock, we'll work with you to find suitable alternatives so your treatment is not interrupted.

By managing prescriptions, supporting medication reviews, and offering expert advice, we aim to ensure managing your medications is safe and effective as possible, helping you stay well supported with your medication management.

Flu Vaccination Survey

Thank you to everyone who completed the Flu Vaccination Survey. Overwhelmingly patients would prefer to see the Flu Vaccination Clinics back at Arlington Road. We are currently in the planning stages for the 2025/26 flu season and will take your feedback into consideration.



**Neurodiversity
Celebration
Week**

Monday 17th to Friday 21st March

There are 24 online events taking place as part of Neurodiversity Celebration Week.

You can click [here](#) to view the events calendar and book a place on any of the free online sessions.

Please note that these events are being recorded, to increase accessibility for all around the world. Links to the recordings will be sent via email post-event, so please make sure you register for the events so that you don't miss out.