



| Arlington Road · Eastbourne · East Sussex · BN21 1DH
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New Clinical Rooms Complete!

Our two new clinical rooms on the ground floor were officially opened by Josh Babarinde, MP, on Thursday 5th February, members of our PPG and the Project Team were also in attendance. Everyone was impressed with what we had achieved in the short space of time we were given to make use of the funding provided. The two new rooms are already proving a great asset to the Practice.



New Salaried GP

As promised in our Winter newsletter Dr Rachel Austin has now joined the Practice as a Salaried GP, working Mondays and Tuesday. She is a very experienced GP and we are delighted to have her on board.



Trainee Doctor Rotation

Doctors Akinpelu, Emeka, Dom-Echie and Kumar continue their placements with us at Arlington Road.

Dr Alex and Dr Lightbourne-Regan have completed their training and are now fully qualified GPs, working as locums. Dr Zayya has also now completed his current placement with us.

We wish them all well in their future careers and thank them for their contribution to the team whilst working with us.



Easter Opening Hours



The Practice will be closed from Friday 3rd April to Monday 6th April inclusive for the Easter Weekend. If you require urgent treatment or advice during this closure, please call NHS 111.

Arlington Pharmacy will also be closed apart from Saturday when it will be open from 09:00 - 13:00.

Patient Partnership Charter

Arlington Road Medical Practice & Patient Participation Group (PPG) Charter on behalf of the Patients of Arlington Road Medical Practice

Working Together

This charter has been developed jointly by **Arlington Road Medical Practice** and the **PPG** to support a positive, respectful and effective relationship between patients and the practice.

It sets out what patients can expect from us, and what we ask in return, so that we can work together to deliver safe, high-quality care.

It is hoped that this shared understanding will help strengthen relationships and support the effective patient–clinician partnership that underpins good care.

Our Commitment to You

As a practice, we will:

- Provide a **professional, confidential and high-quality service**, working in partnership with you, your family, carers and representatives
- Treat you **fairly, with dignity and respect at all times**
- Consider what will best support your **health and wellbeing**, and discuss decisions clearly and transparently
- Support you to be involved in decisions about your care by providing **information, advice and guidance**
- Listen to your views and **take feedback seriously**
- Learn from any mistakes and, where appropriate, provide a clear explanation and/or apology
- Ensure you are directed to the **most appropriate clinician or service** for your needs, Where possible we will offer your named GP for your continuity of care.

What We Ask of You

To help us provide the best possible service, we ask that you:

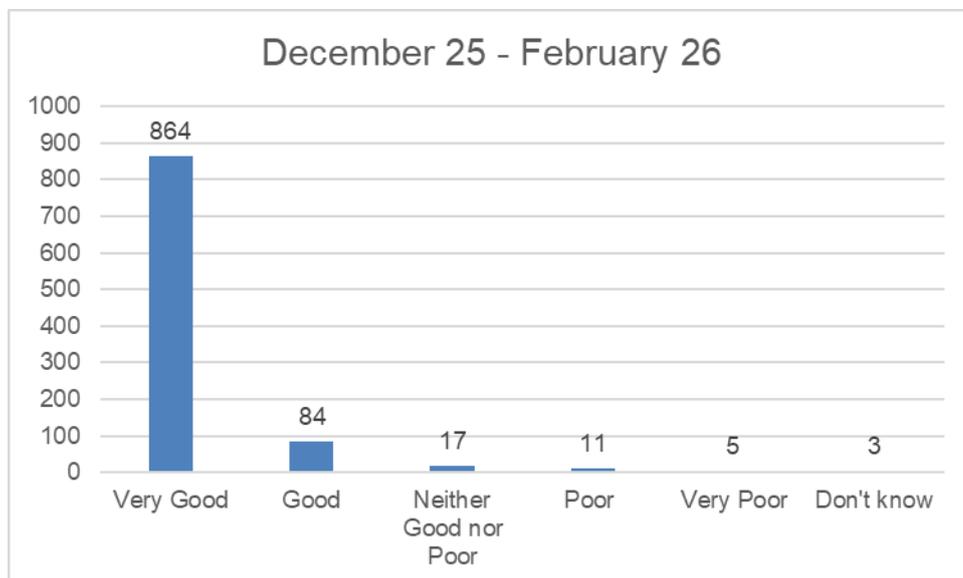
- Use the service **responsibly**, recognising that urgent needs are prioritised
- Take **personal responsibility for your health and wellbeing where possible**
- Treat staff and other patients with **courtesy and respect at all times**
- Understand that **abusive, threatening or violent behaviour will not be tolerated** and may result in further action, including removal from the practice list
- Provide **accurate and up-to-date information** about your health and circumstances
- Attend appointments as booked, or provide adequate notice **if you need to cancel**
- Follow agreed treatment plans and **discuss any difficulties with your clinician**
- Participate in **important public health programmes**, such as vaccinations and screening
- **Be open to seeing a range of healthcare professionals**, recognising that a GP is not always the most appropriate clinician
- Allow sufficient time for **repeat prescription requests**, and avoid requesting urgent processing where not clinically appropriate

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. 97% of patients who completed the survey throughout December – February rated us as either Very Good or Good.

Our combined results for December 2025 – February 2026 are as follows:-



To give you an idea of how representative the survey is, it was completed voluntarily by 984 patients in three 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.



RSV Vaccinations



From 1st April 2026 , **patients aged 80 and above are now eligible for the RSV Vaccination if they have not had it before.** Previously the RSV has only been offered to patients aged 75-79. Invitations will be sent to all eligible patients in due course, patients in this cohort are welcome to book an appointment, at the Practice, before they receive their invitation if they wish to do so.

COVID-19 Spring Booster



The NHS COVID-19 Spring Booster Programme for 2026 is scheduled to run from 13 April 2026 to 30 June 2026. Eligible groups for the Spring Booster are as follows:

- Adults aged 75 years and over
- Residents in a care home for older adults
- Individuals aged 6 months and over who are immunosuppressed

If you fall into the above cohort, you will be able to book your booster from 13th April onwards via the National Booking Service.

Integrated Care Board (ICB) Merger

From 1st April 2026 the Sussex ICB and NHS Surrey and Heartlands ICB will merge. This follows a government announcement in 2025 for significant changes to the NHS landscape aimed at strengthening roles and responsibilities across the wider NHS and reducing duplication, so that more funding can be directed to frontline care.

ICBs have been asked to significantly reduce their operating costs (by approximately 50%) and focus on their critical role as strategic commissioners – working to improve population health, reduce inequalities and improve access to more consistent high-quality care.

Sussex and Surrey will therefore be merging to achieve this reduction in operating costs. Further information about the merger can be found at [Surrey and Sussex ICB](#).

PPG Successful Grant Application

Congratulations to our Patient Participation Group (PPG) who have made a successful grant application to assist with their aim of engaging with our younger patient population.

We literally received news of their success as this newsletter was going to print so further information will follow in our next edition, when they will be able to tell us about how they plan to develop their work in this area.