



Arlington Road Medical Practice

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Welcome to the latest edition of our Practice Newsletter.

As the leaves start to change and the evenings begin to draw in we realise another year is swiftly flying by and we are once again booking Flu Vaccination Appointments and encouraging patients to book their Autumn Covid-19 Booster to protect themselves throughout the Winter, when these viruses can spread more easily.



To book your Flu Vaccination, call the Practice on 727531, or book an appointment via your NHS App or Patient Access. Please check your eligibility in the article regarding flu vaccinations on page 2.

To book your Covid-19 vaccination, call the National Booking Line on 119, or book an appointment via the NHS App or visit <https://www.nhs.uk/nhs-services/covid-19-services/covid-19-vaccination-services/book-covid-19-vaccination/>. The following groups are eligible for an Autumn Booster:-

- aged 65 years old or over (you need to be 65 years old by 31 March 2024)
- aged 6 months to 64 years old and are at increased risk
- living in a care home for older adults
- a frontline health or social care worker
- aged 16 to 64 years old and are a carer
- aged 12 to 64 years old and live with someone with a weakened immune system
- those identified as being at increased risk

If you have a question about the Covid-19 vaccination, please call South Downs Health and Care on 01323 402 530 or email sdhc.vaccinations@nhs.net

Vaccination is the best way to protect yourself, those around you and the NHS.



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Flu Vaccinations 2023/24

The eligible groups for NHS flu vaccinations for 2023/24 are as follows:

- those aged 65 years and over
- pregnant women
- all children aged 2 or 3 years on 31 August 2023, dates of birth 1.9.19-31.8.21, (Fluenz nasal spray will be given unless contraindicated and then vaccination would be given)
- primary school aged children from Reception to Year 6 (these will be given at school)
- those in long-stay residential care homes
- carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person
- close contacts of immunocompromised individuals
- frontline workers in a social care setting without an employer led occupational health scheme including those working for a registered residential care or nursing home, registered domiciliary care providers, voluntary managed hospice providers and those that are employed by those who receive direct payments (personal budgets) or Personal Health budgets, such as Personal Assistants
- those aged 6 months to under 65 years in clinical risk groups* (children in these groups aged 2-17 years will have Fluenz nasal spray, children aged 6 months – under 2 years will have a vaccination)

*Clinical at risk groups include:

- Chronic respiratory disease (asthma requiring continuous use of inhaled or systemic steroids or those requiring repeated hospital admissions), COPD, cystic fibrosis, chronic bronchitis
- Chronic heart and vascular disease
- Chronic kidney disease
- Chronic liver disease
- Chronic neurological disease (stroke, TIA, learning disabilities)
- Diabetes
- Immunosuppressed individuals (due to disease or treatment)
- Asplenia
- Obesity



The healthy 50-64 year olds are NOT eligible for flu vaccination this year, this cohort had been added in the last few years during the Covid pandemic but this year are not eligible for NHS flu vaccination.

Patients who are not eligible for NHS flu vaccination are able to obtain a private flu vaccination from most pharmacies. The price for this may differ at different pharmacies - please contact a pharmacy directly to book an appointment.

Invitations and booking appointments

All eligible patients with a mobile phone number on their records have been sent a text that will include a self-book link enabling the patient to book an appointment directly at the surgery at a time of their choice for the appropriate flu clinic.

Patients who do not have a mobile phone number on their records have been sent a letter invite asking them to phone the surgery to book an appointment or to book via Patient Access

if the patient has this set up.

Patients who are set up for Patient Access will be able to book their flu vaccination appointment online via the Patient Access website once they have received an invitation.

Booking opened on Friday 1st September 2023 and patients can book via all 3 methods either using Patient Access/NHS App, using the self-book link in the text invitation or by contacting the surgery.

We look forward to seeing you at one of our clinics.

New for October 2023 Prospective Record Access

The NHS wants to give people better ways to see their personal health information online. We know that people want to be able to access their health records. It can help you see test results faster. It also lets you read and review notes from your appointments in your own time.

From 11th October 2023 (the date of 4th October in previous patient correspondence has now been changed to 11th October) we will be letting you see all the information within your health record automatically. If you are over 16 and have an online account, such as through the <https://www.nhs.uk/nhs-app/>, or another online primary care service, such as Patient Access <https://www.patientaccess.com/>, you will now be able to see all future notes and health records from your doctor (GP).



This means that you will be able to see notes from your appointments, as well as test results and any letters that are saved on your records. This only applies to records from your doctor (GP), not from hospitals or other specialists. You will only be able to see information from 11th October 2023. For most people, access will be automatic, and you won't need to do anything.

Your doctor (GP) may talk to you to discuss test results before you are able to see some of your information on the app. Your doctor (GP) may also talk to you before your full records access is given to make sure that having access is of benefit to you. There might be some sensitive information on your record, so you should talk to your doctor if you have any concerns.

The changes also only apply to personal information about you. If you are a carer and have proxy access to order prescriptions for someone, the level of access on proxy accounts will not change.

The NHS App, website and other online services are all very secure, so no one is able to access your information except you. You'll need to make sure you protect your login details. Don't share your password with anyone as they will then have access to your personal information.

What do I need to consider about having Prospective Record Access?

For many patients this will prove a valuable tool for helping to manage their healthcare. However, we do recognise that this isn't for everyone and if you have concerns about having this level of access to your notes, please contact us and let us know so that we can withhold this level of access from automatically being applied to your online services account. There may be a number of reasons why you don't want this level of access and we would like our patients to have the opportunity to consider this before 11th October 2023.

You may be happy to have that level of access from a personal point of view, but please also consider whether you have given access to your account to other people, maybe just so that they can order your medication or book appointments for you. Please be aware that unless you tell us otherwise anyone with access to your account will from 11th October onwards will be able to view all of your consultations, medication, test results, incoming and outgoing letters

etc. Please note that this is not retrospective, so you will not be able to see any records that have been added prior to 11th October 2023.

Please see your options below...

1. If you would like this level of access for yourself but do not want other people who currently have access to your account to see this information, please consider changing your password before 11th October 2023, please discuss this with those who have access to your account, so that they are aware and don't try to access your account and have problems with your password. If you chose this option, it will be your responsibility to make these changes and keep your password safe and secure.

2. Keep things as they are currently but consider that if you have a consultation in future that you would not want shared with those who have access to your account, ask the clinician you are seeing, at the time of the appointment, to 'hide the consultation from online visibility'. This means that everything else that you are happy for others to see will be visible but specific consultations, that may be more personal, can be hidden on a case by case basis. If you choose this option, it will be your responsibility to mention to any clinician that you see that you would like the consultation hidden from online visibility, otherwise the consultation will appear in your online services account.

3. Opt not to have this level of access at all, either for yourself or others who may have access to your account. It will be your responsibility to let us know that you would not like this level of access, you can do this by visiting our website and completing the opt out form <https://www.arlingtonroadsurgery.nhs.uk/prospective-record-access-opt-out-form>

Receive messages from your surgery in your NHS App, instead of by SMS text or letter

MORE SECURE AND MORE RELIABLE

Download the NHS App and turn on notifications



If you have a smart phone, you can help save the NHS money by downloading the NHS App and turn on notifications in the app settings. If you already have the NHS App, please check that you have notifications switched on by going to [Account and Settings](#) and select [Manage Notifications](#) and switching on [Send me notifications about new messages](#).

This will mean that SMS messages sent by the Practice will come to you via the NHS App rather than through your SMS messages, thus avoiding the cost of SMS messages. If the message is not opened in the NHS App after 3 hours, then our text messaging system will revert to sending an SMS message.

Remember to update your Contact Details

Please remember to inform us if you change your name, address, email address or telephone number, this can be done quickly and simply online on our website. This link will take you straight to the form <https://www.arlingtonroadsurgery.nhs.uk/change-of-contact-details>.

Trainee Doctor Changeover

At the beginning of August we had a changeover of trainee doctors on placement at the Practice.

The following trainees finished their placement at Arlington Road and moved onto their next placement as detailed below:-

Dr Allen Shakya	Paediatrics at Conquest Hospital
Dr Gigi Mary	General Medicine at Conquest Hospital
Dr Zitife Okoli	Seaford Medical Practice/Psychiatry as ITP
Dr Yan Raines	Seaford Medical Practice
Dr Emma Pickering	We are delighted to announce that Dr Pickering is now working at Arlington Road as a Salaried GP

Our current trainee doctors from August are as follows:-

Dr Alexandra Mateescu ST3	will be with us 3 months
Dr Chukwuemeka Njoku ST2	will be with us 4 months
Dr Gabrielle Alexander FY2	will be with us 4 months
Dr Hoda Ranjbar ST1	will be with us 4 months
Dr Jameesh James ST2	will be with us 4 months
Dr Mark Mansi ST3	will be with us 6 months



New Roles in the Practice

First Contact Physiotherapists & Mental Health Support Co-ordinator

Historically, access to many NHS services was limited to first needing to see a GP who would then refer onwards to the appropriate specialist. Whilst this is still necessary for many conditions, there are services where the GP's role is purely to provide the referral letter, rather than actually manage the patient's condition in the interim. With ever increasing demands on General Practice and the NHS as a whole, we are gradually seeing more and more specialist roles brought in to help manage this demand and ensure that patients have a smoother and quicker referral pathway to the most appropriate clinician. You will, no doubt, already be familiar with the roles of Paramedic Practitioners and Advanced Nurse Practitioners within General Practice who do an amazing job in working alongside the GP's to manage patient care, we constantly receive positive feedback from patients regarding the level of care these clinicians provide.

We now have two more additional roles within the Practice that our receptionists may offer you when you ask for an appointment, if your condition is appropriate. Read on for more information about each role.

First Contact Physiotherapists (FCP)

We have two FCP's working at the Practice, Nausheen is with us on Mondays and Fridays and Victor on Wednesdays.

If you are seeking an appointment for a problems that affects your neck, back, bones, joints or muscles and are not otherwise feeling unwell with vomiting, abdominal pain, cardiac issues

etc. our receptionist may offer you an appointment with one of our FCP's. They are musculoskeletal specialist clinicians who are better placed to assess you and advise on what is needed.

The types of conditions they can help with are:

- All soft tissue injuries, sprains, strains or sports injuries
- Arthritis
- Problems with muscles, ligaments, tendons or bones, eg tennis elbow, carpal tunnel syndrome, ankle sprains
- Spinal problems including lower back, mid-back and neck pain
- Spinal-related pain in arms or legs, including nerve symptoms, eg. pains and needles or numbness
- Post-orthopaedic surgery

FCP's do not carry out treatments, but have the expertise to assess and diagnose issues, give expert advice on how best to manage conditions and can refer onto specialist services, such as MSK if necessary.

Appointments with our FCP's are more readily available than routine appointments with our GP's and this easier access means that patients will have quicker access to diagnosis and treatment, helping them to manage their conditions more effectively and recover faster, enabling them to get back to normal life more quickly. They will also help our GP's to manage their workload more effectively and reduce the need for onward referral.

Mental Health Support Coordinator - Paul Vango



Hi! I'm Paul,
I'm a Mental Health Support Coordinator offering
non-clinical support within Arlington Road Medical
Practice .

By working together, I can support you to:

- ✓ Improve your mental wellbeing
- ✓ Feel more in control of your mental health
- ✓ Become more connected with others
- ✓ Think about your options
- ✓ Gain confidence in your day-to-day life
- ✓ Build your self-esteem

I can support you by:

- ✓ Arranging the best way to communicate; either face-to-face in the GP practice, or by phone or video call appointments
- ✓ Providing time and a confidential* space to discuss what you feel is affecting your mental health

Continued on next page

- ✓ Providing short-term support, starting with an initial meeting to establish your needs and goals
- ✓ Understanding and discussing how wider social and other problems can contribute to your mental health challenges, e.g. social isolation, finances, housing and work-related stress
- ✓ Assisting with referrals (with your permission), to community services specific to your personal needs, including therapy and counselling options
- ✓ Linking you to a clinical Mental Health Practitioner in your GP practice (if appropriate)
- ✓ Exploring other non-medical options

*I may raise concerns to your GP practice team if I feel you or others could be at risk

I am unable to:

- ✓ Advise or prescribe medications (however, I can support you to book a GP appointment)
- ✓ Work with anyone currently in crisis but I can refer back to the clinical team
- ✓ Diagnose mental health conditions
- ✓ Provide counselling or therapy services

23 JAN 2023



www.southdown.org

Self-Referral Services on our Website

There are a number of services, accessible from our [website](#), that you can refer yourself to without needing to see or speak to a clinician or receptionist. These self-referral services include:

Physiotherapy via the Sussex MSK Partnership - In addition to the Physiotherapy Self-Referral Form, the MSK website contains a wealth of useful information on a number of MSK conditions and help and advice with managing your health as well as signposts to other services and organisations who may be able to help you.

Minor Eye Conditions Services (MECS) at Specsavers Opticians - This service can offer specialist services **in addition** to the normal optician service. An appointment is required, and you must state 'Minor Eye Conditions Service' or 'MECS' when asking for an appointment. MECS can deal with the following conditions:

- Sudden onset of blurred or double vision
- Eye pain or discomfort
- Red eye or eyelids
- Lumps and bumps in the vicinity of the eye
- Ingrowing eyelashes
- Watery eyes.
- Dry/gritty/uncomfortable/itchy eyes

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To book call Specsavers, Eastbourne on 01323 649 767 and ask for the Minor Eye Conditions Service.

Health in Mind – Health in Mind provide courses and therapies to patients aged over 18 who are struggling with mild to moderate stress, anxiety and or low mood. They understand it takes courage to talk with someone about how you're feeling and offering a safe space where you can do that. You can complete their self-referral form online.

Check in and Chat NHS Volunteer Responders – Volunteer Responders are available to provide you with a friendly phone call and a listening ear to improve your mental health and wellbeing. They can offer a one-off call or regular chat. The service is a preventative activity to support people in need with a friendly call and encouragement to improve their mental health and wellbeing.

It is not designed to be a treatment service and therefore anyone with complex vulnerabilities or needs would not be suitable for referral. Examples where the service would not be appropriate:

- People with complex mental health needs
- People who are known to be suicidal
- People with severe cognitive impairment
- Referrals for those with drug addiction or alcohol dependency.

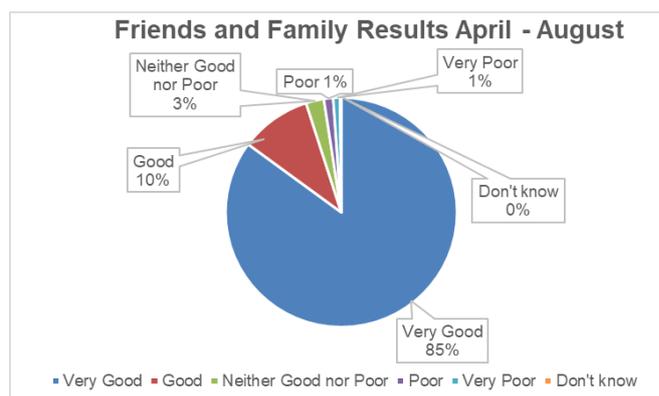
Contact them by calling 0808 196 3646.

Visit <https://www.arlingtonroadsurgery.nhs.uk/self-referral-self-assessment--health-information> **for further information on each service and to access the online referral links.**

Friends and Family Test Results

Thank you to everyone who has completed a Friends and Family Survey in the past few months, it really does help the whole practice team to identify where our strengths and weaknesses lie. As you can see the vast majority of our patients are very satisfied with the level of care they receive from Arlington Road and sharing your kind and appreciative comments with the team at the end of each month is a truly inspiring exercise. Equally, we take your comments very seriously when you feel your experience is not what it should have been and these comments are reviewed monthly and are used as a learning exercise to improve patient experience in the future.

To give you an idea of how representative the survey is, it was completed voluntarily by 1155 patients in 5 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.



GP PATIENT SURVEY

We have now received the results of the recent GP Patient Survey and can share with you how we compare nationally and to other Practices in our Integrated Care System (ICS) - Sussex Health & Care.

We are pleased to say it demonstrates that patient satisfaction is more often than not above both national and ICS average. This however, does not breed complacency and we continue to strive to improve patient experience.

	Arlington Road Result %	ICS Result %	National Result %
Easy to get through by phone	58	47	50
Receptionists helpful	88	85	82
Satisfied with appointment times available	61	50	53
Usually get to speak to their preferred GP	23	37	35
Where offered a choice of appointment	57	56	59
Where satisfied with the appointment they were offered	76	72	72
Took the appointment they were offered	98	96	96
Described their experience of making an appointment good	57	54	54
Were given a time for their last appointment	92	91	91
The healthcare professional they saw or spoke to was good at giving them enough time during their last appointment	89	85	84
The healthcare professional they saw or spoke to was good at listening to them during their last appointment	85	86	85
The healthcare professional they saw or spoke to was good at treating them with care and concern during their last appointment	86	85	84
The healthcare professional recognised or understood any mental health needs during their last appointment	92	83	81
Were involved as much as they wanted to be in decisions about their care and treatment during their last appointment	97	92	90
Had confidence and trust in the healthcare professional they saw or spoke to during their last appointment	99	94	93
Felt their needs were met during their last appointment	95	92	91
Say they have had enough support from local services or organisations in the last 12 months to help manage their long term condition(s)	68	66	65
Describe their overall experience of this Practice as good	80	73	71



Grove Road Closing

Boots Pharmacy, Grove Road will close on 14th October 2023, if you have nominated Boots Grove Road to dispense your prescriptions, please let us know by 14th October which pharmacy you would like to use in future, so that we can update your records and ensure you receive your medication.

Patient Participation Group (PPG)



What is the PPG

The PPG is part of Patient Voice which aims to work with the Practice and connect with the Community. It is a patient led representative group of patients, GPs and Practice staff who meet throughout the year to discuss Practice issues to support the Practice to improve patient experience. The GP representative for Arlington Road is Dr Rose Moore-Moffatt.

Would you like to join us?

We are looking for new members to increase diversity and give a more representative patient voice. Members must be 16 years+

We have a variety of roles to suit all, from bigger projects to smaller one-day events with one specific outcome.

The role is voluntary and looks good on any CV or University application.

Your own experience is what matters this can be previous or current experience in project management or simple life skills and anything in between, everyone has something of value to bring to the table.

Chairperson vacancy

The Chairperson role is becoming vacant at the November AGM. We are looking for someone who can commit to leading the PPG for at least one year. No Chairperson experience necessary.

Raffle

The PPG recently organised a raffle to raise money to purchase an additional set of baby weighing scales for the Practice. Enormous thanks go to everyone who contributed by buying tickets, to the local companies who donated the lovely prizes and to Diane, PPG member, who gave of her time and energy to organise the raffle. The Practice is extremely grateful.

£370 was raised, which is in excess of what's needed for the baby scales. Additional money will buy clocks for patient waiting areas.

The raffle was drawn by Dr Rose Moore-Moffatt at the PPG Meeting on 18th July and the winners were as follows:-

1st Prize – Afternoon Tea for Two at the Grand Hotel - Won by Avril **Green Ticket no. 116**

2nd Prize – Basket of Fruit and Veg from Greens of Green Street – Won by Sam **Blue Ticket no.142**

3rd Prize – Bouquet of flowers by Handpicked Flowers in Mark Lane – Won by Clo **Blue Ticket no. 114**

4th Prize - £15 Food Voucher from Cook – Won by Marcy **Green Ticket no. 225.**



All winners have been informed and received their prizes.



MACMILLAN CANCER SUPPORT



Following on our success last year where we raised over £300 for MacMillan Cancer Support with our cake sale at the surgery, we are delighted to say we will be doing a further one this year!

The date for the **MacMillan Coffee Morning is Friday 29th September 2023** and we will hold our cake sale on this day, in the waiting room between **9am-2pm**, once again our PPG members will be running the stall and we thank them in advance for their help and support.

Forthcoming Afternoon Closure

The practice will be closed for staff training and development for the afternoon of **Tuesday 17th October between 12:30-18:00**.

For medical attention during this closure, please call 727531, our recorded message will give further information. For non-urgent assistance with medication or minor illness, please contact your local pharmacist.

Thank you for you co-operation and understanding.



STOP TOBER

STOP SMOKING AND GOOD THINGS HAPPEN

Join the thousands of smokers
committing to quitting this October



Commit to quit

[Download the Free NHS Stop Smoking App this Stoptober](#)