



Arlington Road Medical Practice

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Surgery Christmas Opening Hours

Friday 23rd—open as usual until 6.00pm
Saturday 24th - Tuesday 27th inclusive - Closed
Saturday 31st - Monday 2nd January - Closed

We will be open at our usual times on all other **weekdays** over the Christmas period.

To contact the Out of Hours GP Service, for urgent problems that will not wait until we are next open, please call NHS 111 by dialling 111 on your telephone keypad.

Please remember to order your prescriptions in plenty of time before we close for Christmas

We take this opportunity to wish all of our patients a Merry Christmas and a Happy & Healthier New Year!

Pharmacy Christmas Opening Hours

Arlington Road Pharmacy will be closed on the following dates over the Christmas and New Year period...

**Saturday 24th - Tuesday 27th
December inclusive
Sunday 1st January - Monday
2nd January inclusive**

On all other days they will be open at their usual opening hours which are...

Mon - Fri: 8.30am–6.30pm
Saturday: 09.00am-1.00pm
Sunday: Closed

What's in this edition...

- ❄ Flu Reminder
- ❄ Appointments
- ❄ Extended Access Appointments
- ❄ Community Pharmacy Consultation Service (CPCS)
- ❄ Berni Lipscomb - ANP
- ❄ Macmillan Bake Sale
- ❄ Christmas Jumper Day
- ❄ Food Bank



Prescription Requests

Please remember to order your prescriptions that will be due around Christmas in plenty of time. Also ensure you have enough of all of your medications to cover the Christmas Period.

1 in 4 calls to the GP Out of Hours Service is for medication – please save this service for genuine urgent treatment and advice that you cannot plan for.



BOOST YOUR IMMUNITY THIS WINTER

FLU + COVID-19 BOOSTER VACCINES

Find out how to book at nhs.uk/wintervaccinations

Are you eligible for a flu vaccination but not booked an appointment yet?

Although we have finished our main Saturday clinics, we still have vaccine in stock and urge all eligible patients to book an appointment.

Patients eligible for flu vaccine 2022/23 are:

- Residents in a care home for older adults and staff working in care homes for older adults
- Frontline health and social care workers
- All adults aged 50 years and over
- Persons aged 5 to 49 years who are household contacts of people with immunosuppression
- Persons aged 16 to 49 years who are carers
- Persons aged 6 months to 49 years in a clinical risk group (see list below)
 - ◆ asthmatics on steroid medication
 - ◆ chronic heart disease
 - ◆ chronic liver disease
 - ◆ chronic neurological disorder
 - ◆ chronic respiratory disease (COPD etc)
 - ◆ chronic kidney disease stage 3, 4 or 5
 - ◆ diabetes
 - ◆ immunosuppressed
 - ◆ learning disability
 - ◆ obesity
 - ◆ pregnant
 - ◆ patients with no spleen

Children who will need Fluenz nasal spray (fluenz nasal spray is given to all those aged 17 years and under unless contraindicated)

- All children age 2 & 3 years (dob 1.9.18-31.8.20 – will be vaccinated at the surgery)
- Children in primary school* (will be vaccinated at school)
- Secondary school children in years 7, 8 and 9 who will be offered the vaccine in order of school year (starting with the youngest first). This group are likely to be offered vaccination later in the year once children age 2 and 3 and primary school age children have been vaccinated.*

Don't delay – book yours today!

Our Appointments and Extended Access Appointments

We offer a mix of pre-bookable and book on the day appointments. These appointments are a mix of face to face and telephone consultations.

Once all our routine appointments are gone for the day, our clinicians will telephone triage all requests for urgent treatment and advice. If your problem is not urgent but there are no pre-bookable appointments available in an acceptable timeframe, you will be asked to call again opportunistically for a routine book on the day appointment.

Our receptionists are trained to ask you what you need to consult about, this ensures you see

or speak to the most appropriate member of the healthcare team and also enables our clinicians to deal with telephone calls in order of clinical urgency.

In addition to our in-house clinicians we have other services at our disposal which you may be offered as an alternative to seeing or talking to an Arlington Road Clinician. Please see below for more information about the Extended Access Appointments and the Community Pharmacy Consultation Service.

Enhanced Access Service (EAS)

South Downs Health and Care GP Federation (SDHC) provides additional appointment capacity for all GP Practices in Eastbourne, Hailsham and Seaford as well as the Havens and High Weald.

The Enhanced Access Service (EAS) that they deliver is designed to help increase the capacity to talk to and see a healthcare professional. Appointments are available 7 days per week, 365 days per year.

The GP or Advanced Care Practitioner that you see or speak to will not be from Arlington Road and it is very possible they won't be from East Sussex but the Healthcare Professional that you speak with will be fully qualified, will be able to access your notes and will be able to issue a prescription if needed.

These appointments are bookable via our receptionists, you may be routinely offered one of these consultations and if not, you are welcome to ask to book one. Face to face appointments tend to be located at the SDHC Primary Care Hub at Hampden Park Health Centre, Brodrick Close.



Community Pharmacy Consultation Service (CPCS)

We are participating in a new approach to improve access for patients to GP appointments. The aim is to direct patients to the most appropriate healthcare professional, which may be a GP or a pharmacist.

If your symptoms could be resolved by a booked consultation with the pharmacist instead of the GP, you may be offered a same-day referral to a pharmacy of your choice.

We think this is a good thing. Once you see how great your local pharmacist is – they are highly trained and skilled clinicians experienced in treating minor illnesses – we don't think you'll look back.

This will also help us to free up GP appointments for people with more complex health needs and ensure that everyone gets treated at the right time, by the right healthcare professional.

We are keen to hear what you think and will be listening to your comments and feedback about your experience of using this service.

Q & A's about CPCS

What is this new service about?

When you call the practice, you will be asked about your symptoms. If they indicate that you can best be helped by a pharmacist, you will be offered a same day one-to-one, confidential consultation with a community pharmacist at one of our local pharmacies. Community pharmacists have already successfully seen thousands of patients for a consultation for a



minor illness, following a call to NHS 111. This new way of arranging consultations with the pharmacist by a GP practice, has been successfully piloted around the country.

Why are you doing this?

Pharmacists are qualified healthcare professionals and experts in medicines. They can offer clinical advice and over-the-counter medicines for all sorts of minor illnesses, and a same day consultation can be arranged quickly and at a time to suit you. This in turns frees up GP appointments for those people with more complex symptoms who really need to see a GP.

What happens when I see the community pharmacist?

We will share your personal details with the pharmacist and details of your minor illness and the pharmacist will contact you to arrange your consultation on the same day, or at a time that suits you. You may be seen in person in a private consulting room, if the pharmacist thinks it appropriate, or your consultation may be carried out over the phone or via video. You will be asked about your medical history and symptoms and current medication, in the same way the GP would ask you about them. Usually, the pharmacist will provide you with advice and can sell you an over-the-counter product where needed, if you choose. They will also send details of your consultation back to us for our records. If the pharmacist feels you need to be seen by a GP urgently, they will call us to ensure you are seen, or they will advise you to contact the hospital emergency department if deemed necessary. You may also be referred back to us to arrange a non-urgent appointment or follow up.

Being referred by the Surgery and having an actual Consultation with the Pharmacist is very different to just getting advice over the counter from the Pharmacy Counter Assistant.

What if I get free prescriptions from my GP?

Your pharmacist will provide you with advice on how to treat your symptoms, which may include a medicine or product. Medicines that can be purchased in a pharmacy to treat minor illnesses, are usually inexpensive and would not normally be prescribed by your GP anyway. You are free to choose if you wish to make a purchase or not.

What happens if I don't want to see the pharmacist?

We want to ensure that you are offered an appointment with the most appropriate qualified health care professional based on your symptoms. If you have minor illness symptoms that can be treated the same day through a consultation with a qualified community pharmacist, but do not want to accept this referral, you will be offered a routine appointment with your GP at a future date.

What if the patient is my child?

Children aged over one year are eligible to use this service and can be seen by the pharmacist. Children who are able to make their own decision about their health may be seen unaccompanied.

Why is this a good thing for patients?

Community pharmacies are local, open longer hours than the GP practice and can offer you the same consultation outcome at a time that is more convenient for you. If the pharmacist thinks you need to see the GP, they can help arrange an urgent appointment for you. Patients who have already used the service liked the convenience of having a consultation on the same day, or a day that suited them, at a pharmacy of their choice. Nearly four out of five people (78%) who had a consultation with a community pharmacist were successfully helped.



Staff Profile

Berni Lipscomb - Advanced Nurse Practitioner (ANP)

I joined Arlington Road last February, having previously worked at Enys Road surgery for 13 years. I started training as an RGN in 1985 and have had various roles, working in London, Canterbury and New Zealand.

In 2015, I started the Community Specialist Practitioner Programme at Brighton University and I was therefore able to extend my role. Part of the training involves physical assessment and prescribing, this enables me to respond to minor injury/illness. I am able to utilise this skill set in the Practice by working alongside the Duty Doctor, one day a week, so you may find yourself speaking to me, if you need urgent help that day. At other times during the week I see patients with Diabetes and help make plans of care and provide education for those newly diagnosed.

Advanced roles will be much more prevalent in the future NHS workforce. Developing the skills of the existing workforce is a sensible solution to staffing challenges.

Our Paramedics—Martin, Tamsin, Lindsey and Kieran all work at an advanced level within the team and Paul Lambirth, our Lead Nurse, is completing his Master's programme in Advanced Practice at the moment. We benefit from a supportive learning environment at the Practice and hope to enhance the surgery team.

**MACMILLAN
CANCER SUPPORT**

A huge thank you to all the patients and staff who donated and baked for our MacMillan Cake Day. Thank you too to the Practice Participation Group Members for running the stall on the day.

We raised an amazing £342.69 on the day and have already signed up to participate again next year!



Save the Children
CHRISTMAS JUMPER DAY

The Team at Arlington Road, organised by Mandy Edwards, will once again sporting their favourite festive sweater on

Thursday 8th December to raise money for Save the Children. Each staff member will donate at least £2.00 and we'd love it if you could help us raise more by donating online at [Our Christmas Jumper Day \(savethechildren.org.uk\)](https://www.savethechildren.org.uk) or by texting ARMP and the amount, for example if you wish to donate £2.00, text ARMP2 to 70050.



Emergency food for local people in crisis.

A project seeded by the Trussell Trust. Registered Charity No. 1149902

The Surgery is a collection point for the Eastbourne Foodbank. If you would like to make a donation, please hand any items in at reception. To check which items are most needed by the Foodbank at the current time visit

<https://eastbourne.foodbank.org.uk/give-help/donate-food/>

