



Triage Guide for our Admin Team

As you are probably aware the number of alternative options available to patients who are requesting a GP appointment is gradually increasing. More and more services have fully qualified staff who can see and treat conditions that, in the past, were only treatable by your GP in the first instance. This is an amazing asset to Primary Care where demand for GP appointments greatly outweighs capacity.



We wanted to ensure that our admin team have the resources at their fingertips to guide and direct patients to the right clinician/service when they request a GP appointment. We have therefore developed a tailored Arlington Road 'Triage Guide' for our admin team that enables them to offer the most appropriate clinician or service, **as recommended by our own GP's here at the Practice**. It may be that another clinician at Arlington Road, other than a GP, is recommended or a third party service, such as pharmacy.

Please do respect our admin staff when they are asking for information about your condition, this is at the request of our doctors and they have been trained to do this to ensure you see the right person first and make the best use of the GP appointments available to them. Thank you for your co-operation.

Dr Clare Ilsley covering Dr Emma Pickering's Maternity Leave



Dr Emma Pickering is currently on maternity leave for one year. Dr Clare Ilsley has joined the Practice as a long-term locum to cover this period and specifically look after Dr Pickering's patients in her absence. Dr Ilsley is a very experienced GP, who we are delighted to have on board and are confident Dr Pickering's patients will be well looked after, she works Monday, Tuesday and Wednesday.

New Trainee Doctor Rotation

The beginning of August sees a change in Trainee Doctor Rotations. Dr Jane Jeater, Dr Sameer Pasha, Dr Asad Manzoor and Dr Ebrima Darboe are just finishing their placements at



Arlington Road. We thank them for their contribution to the team and wish them well in their future careers. Dr Raquel Lightbourne-Regan and Dr Alex Valceanu continue with us at the Practice and will be joined by Dr Joshua Don-Echie and Dr Emeka Chukwuemeka-Njoku, we welcome them to the team.

Connecting with our Local MP



On Monday 28th July, Josh Babarinde, Liberal Democrat MP for Eastbourne came to the Practice, having been invited to meet with Doctors Frisby and Jones and Mike Leigh, our Business Manager. The key objective of the meeting was to highlight the funding struggles in the General Practice and connect with a local MP who can make our voices heard in Parliament.

Josh took on board the underfunding issues in Primary Care and understands the need to tackle the funding imbalance that exists between funding Primary and Secondary Care. He also acknowledged the impact additional care homes, being built in Eastbourne, is having on GP Surgeries without any cohesive consideration given to how GP Surgeries manage and fund the additional workload, promising to lobby these issues in the House of Commons.

He commended the Practice for the proactive work we are doing and recognised that proactive care is a key element to good patient outcomes that should be remunerated.

We were also able to bring to his attention the importance for councils to remove barriers that hinder constituents from accessing simple, free health activities such as walking or cycling. For example local resident cards for car parking spaces. Accessible, free toilet facilities whilst out exercising and the infrastructure for cycle and walking routes that enable residents to access the promenade without the need to travel first.

Meeting with Josh was felt to be beneficial to the Practice and Primary Care as a whole. We have now begun to build a direct line relationship with our MP, who has taken an interest in the challenges faced by General Practice and is keen to hear more from us in future, giving local Primary Care a voice in Parliament.

Going out in the sun?



Stay well in hot weather
by drinking plenty of fluids, staying in the shade when the sun is strongest (11am-3pm) and limiting strenuous physical activity during the hottest part of the day.

Keep your home cool during hot weather



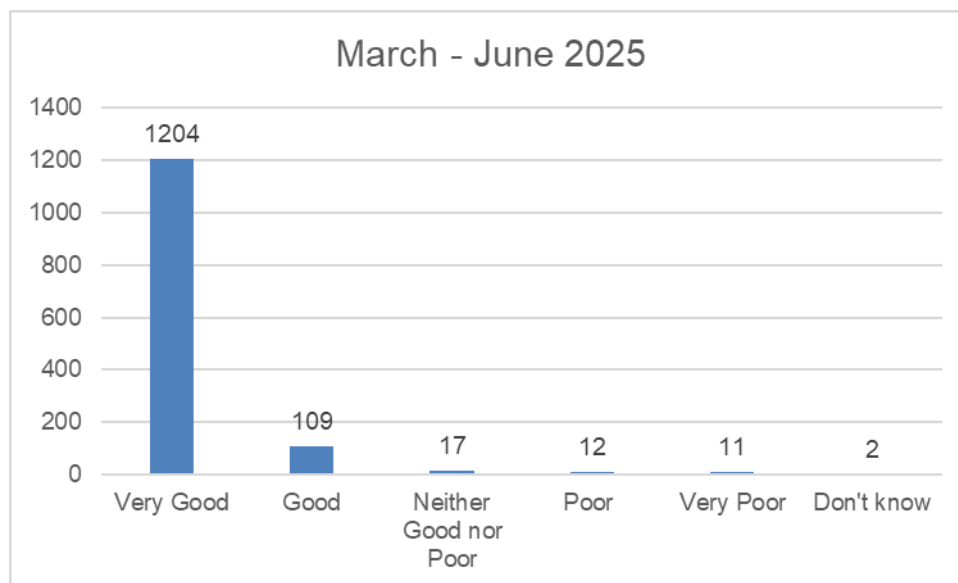
Close blinds and curtains on windows that are exposed to direct sunlight, move to the coolest part of your home and open windows (if it is safe to) when the air feels cooler outside than inside.

Friends and Family Feedback

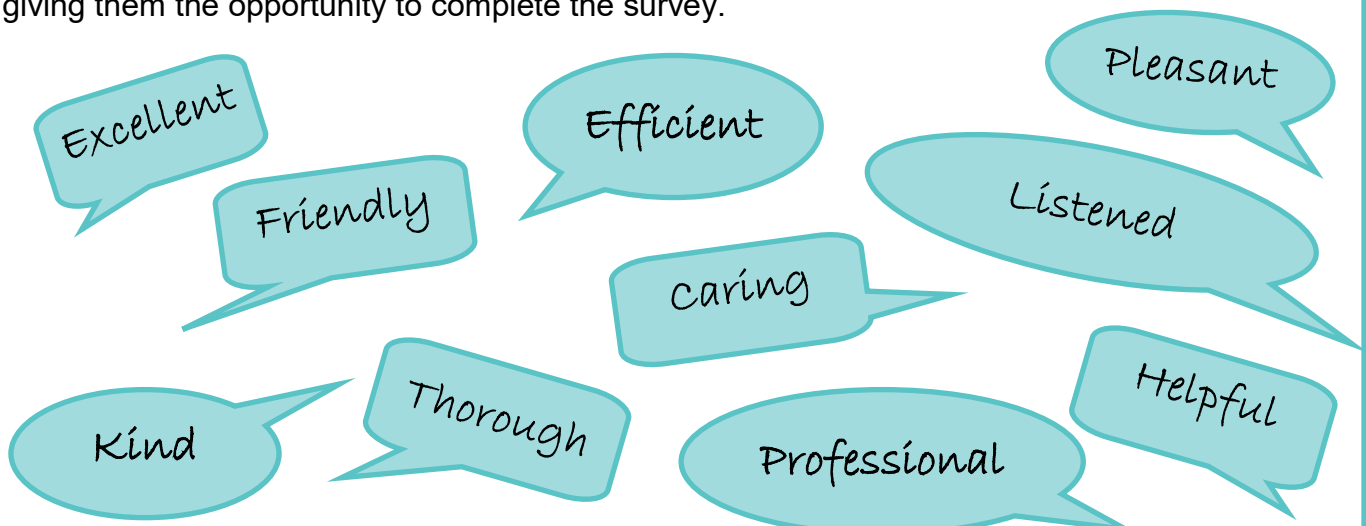
Thank you to everyone who has completed a Friends and Family Test (FFT) Survey recently. Patients who are signed up to receive appointment reminders will receive an SMS following their appointment giving them the opportunity to complete the survey. Alternatively, this can be completed online via our [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 completing the survey throughout March - June rated us as either Very Good or Good.

Our combined results for March – June 2025 are as follows:-



To give you an idea of how representative the survey is, it was completed voluntarily by 1355 patients in 4 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.



A message from Shirley Moth

As announced in our Spring Newsletter Shirley Moth, our Practice Manager, retired after 45 years service at Arlington Road. Shirley wishes to express her thanks to everyone for their kindness.

'A huge thank you to all the patients who sent me cards and presents. I saw many of you when you popped into the surgery before I left but there were others that I didn't have a chance to thank in person. I was quite overwhelmed by the thoughtfulness, generosity and kind words. It was lovely that many of you shared your memories of the practice with me.

I am enjoying my retirement - definitely the best time of year to have the days to myself even if I do wake up in the morning and have no clue what day that is! ☺

All the best.

Shirley'



Hillbrow Health & Wellbeing and Wave Active

Healthcare Services delivered by SDHC

Hillbrow Health and Wellbeing host an array of different services, including NHS Healthcare services delivered by South Downs Health & Care (SDHC). This includes Face to Face and Telephone GP Appointments, Telephone Community Practitioner Appointments and Phlebotomy (blood test) Appointments.

Our reception team can book you directly in to these appointments which are held at Hillbrow, 1 Denton Road, Eastbourne, BN20 7SS. (This replaces the service previously held in Brodrick Road, Hampden Park). Clinicians at SDHC have full access to your GP records, for the purposes of your consultation and can prescribe and refer the same as our in-house clinicians. This is a valuable resource for our patients, giving additional appointment capacity.

In addition to the NHS Services, they also offer private services ranging from weight loss management and GP appointments to women's health and memory assessments. More information about the private services available can be found at <https://hillbrowhealthandwellbeing.org/private-services/>

Other services delivered by Hillbrow and Wave Active

Wellbeing Classes are designed for inspiring and supporting those living with health conditions to live more active lifestyles, such as Cardiac Rehabilitation, Chair-based exercise (including Yoga), Low Intensity Cardio and Functional Fit, Strength and Balance Improvement, Pilates, Yoga, Mindfulness & Meditation and Health Coaching. Patients can contact Wave Active for information on these courses via their website at <https://waveactive.org/health/> or by calling 01323 408857.

They also offer Group Exercises and Sports Sessions, Swim Lessons and Fun Sessions, all with a range of membership options.