

# Green Street Practice

## Patient Participation Group

Green Street Clinic, 118-122 Green Street, Eastbourne BN21 1RT

Issue 1

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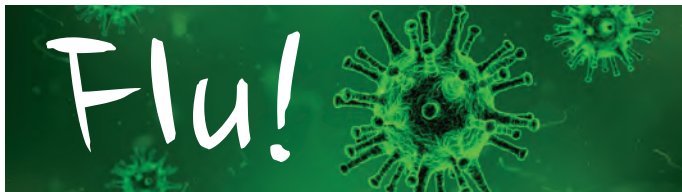
### Welcome to the first edition...

...of the **Patient Participation Group (PPG) Newsletter** for the Green Street Practice.

Membership of the PPG is open to all registered patients with the overarching aim to act as a representative group to support the practice and influence local provision of health and social care.

This Newsletter represents a step towards building better two way communication and co-operation between the practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.

The members of the PPG Committee are shown below and it is hoped, in future editions, that we can bring you more information regarding the future of the practice, the work of the Committee, and how you can help.



## Don't miss your chance for a flu vaccination.

### We are currently vaccinating:

- Patients over 60
- Pregnant women
- Patients with low immunity
- Carers (in receipt of a Carers Allowance)
- Patients with Heart Disease
- Patients with Respiratory Disease
- Patients with Diabetes or Kidney Disease
- Patients in long-term residential care

We are sorry, but vaccinations are not available on the NHS unless you are in one of these groups.

### Before calling for an ambulance,

**you can call**  
**NHS 111**  
**for advice!**



*Top Row:* Martin Cannon, Sue Cook, Emma Ducklin, Janet French.

*Second Row:* Lesley Goble, John Masters, David May, Tony Meier.

*Third Row:* Deborah Pennington, Keith Stone, John Ungar.

*Right Top:* Heather King (Practice Manager),  
*Right Bottom:* Dr. Daniela Penge.

## A message from the Practice Nurses...



Providing advice and vaccinations for travel can be very time consuming if the travel plans are complicated.

We can only provide basic advice and a lot of travel vaccinations are

not kept in stock so need to be paid for in advance before we can order them in.

If your travel plans involve multiple countries or are for an extended period of time we would recommend a travel clinic that specialises in this area.

Boots in the Arndale centre has a travel clinic. You can book an appointment online and they can provide all the vaccinations, anti-malarial and travel health advice.

It is recommended that you make an appointment 6-8 weeks prior to travel in order to be fully covered.

***Happy holidays!***

## Waste Medicines...

**Everyone has a part to play to reduce medicines waste.**



You can make a difference by:

- Checking what medicines you have at home before re-ordering more.
- Asking for advice from a pharmacist if you need any help taking your medicines.
- And remember: Don't tick it if you don't need it! Don't worry, the item won't disappear from your prescription – it will still be there next time you need to order your medication.

## Communication of our Practice Changes



Please keep the Practice up to date with your **email address** as well as your mobile and landline telephone numbers to enable them to contact you and also send updates on the Practice services.

# ONE YOU EAST SUSSEX

<https://oneyoueastsussex.org.uk/>

**Tel: 01323 404600**

The practice would like to alert all patients to the website launching this initiative. The aim is to help individuals get back to a healthier 'you', supporting you to make simple changes towards a longer and happier life. They will provide tools, motivational support and encouragement every step of the way, to help improve your health right away.

Under the headings:

- EAT WELL
- MOVE MORE
- BE SMOKE FREE
- HEALTH CHECK

There are clear initiatives that can help you make those small changes to your day that will make a big difference. Their Health Coaches have the specialist knowledge and experience to advise and guide you each step of the way.

Visit their website and see if they can make a difference to you.

## Pneumococcal Vaccination

The pneumococcal or pneumonia vaccine protect against pneumococcal infections such as pneumonia, septicaemia (a type of blood poisoning) and meningitis. Pneumococcal infection can affect anyone. However, some people need the pneumococcal vaccination because they are at higher risk of complications. These include:

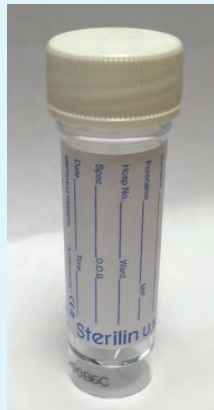
- Adults aged 65 or over
- Children and adults with certain long-term health conditions, such as a serious heart or kidney condition.

People over 65 only need a single pneumococcal vaccination, which will protect for life. It is not given annually like the flu jab.

## Urine Samples

It is essential that all samples are clearly marked with your name and Date of Birth.

Unfortunately samples without legible name and date of birth will be rejected as we cannot guess which patient may have dropped off the sample. Regretfully we cannot accept samples left in any other container other than a white top pot.

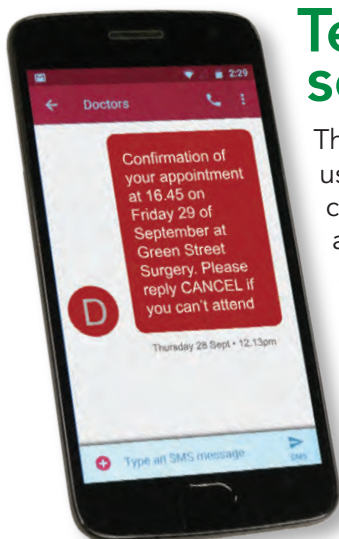


## Emergency Dentist

If you require emergency dental treatment the telephone number is 01323 449170. In normal opening hours your Dentist should provide you with antibiotics for teeth or gum infections. Please do not ask your Doctor to do this.

## Has your hospital appointment to the DGH been delayed or cancelled?

It would be useful for your Doctor to know if this has happened. If you have been affected, please email: [EHSCCG.greenstreetsurgery@nhs.net](mailto:EHSCCG.greenstreetsurgery@nhs.net) or drop us a quick line and mark for the attention of Victoria Lovegrove



## Text reminder service

The practice has just started to use a new SMS service to both confirm your appointment and to remind you within 24-hours of your booked appointment. The reminder service gives you the option to **CANCEL** your appointment by returning a text to your received message. Please use this option if you no longer need your appointment so that we can offer it to someone else.

## Surgery Opening Hours

Monday - Friday  
8.30am - 12.30pm  
1pm - 6pm

Telephone access to our Reception Team is available continuously from 8.30am to 6.30pm.



Extended opening hours on Wednesday mornings from 7.30am and one night per week until 8pm (*please see below*).

We are here to help you so please call us first before considering the use of A & E. It is likely we will be able to see you much quicker and as we have all your medical details in front of us can ensure you get the best care in the quickest time. If you're not sure what to do please ring us first; we can offer advice to you on the telephone or organise a same day appointment if you need it.

We also offer extended opening hours as follows: GPs start morning surgery at 7.30am on Wednesday mornings and two GPs and one nurse offer late clinics on either Tuesday or Wednesday evenings on rotation. These are for routine pre-booked appointments only and are not intended as 'walk-in' or emergency sessions – only patients who have pre-booked their appointments will be seen.

## Missed appointments at the Practice

### GP Appointments wasted... JULY

**76**

12.5-ish hours of GP time

*Equivalent to 3 whole mornings of wasted appointments!*

### Nurse Appointments wasted... JULY

**69**

17.25 hours of Nursing time

*Equivalent to 2.5 whole DAYS of wasted appointments!*

**Please THINK**  
before missing a GP, Nurse or hospital appointment for no good reason

As well as dispensing prescriptions Kamsons pharmacy offer advice and treatment for many minor ailments.

With six pharmacies to choose from we are never far away and we can deliver your prescription **FREE** of charge\*.



## Kamsons Pharmacy

8 Albert Parade  
Green Street BN21 1SD  
**01323 721806**

187 Victoria Drive  
Eastbourne BN20 8QJ  
**01323 727855**

1-2 Orchard Parade  
Willington BN20 9PL  
**01323 484448**

7C Bolton Road  
Eastbourne BN21 3JU  
**01323 643754**

Ian Gow Medical Centre  
Milfoil Drive BN23 8ED  
**01323 760522**

Stone Cross Health Centre  
Mimram Road BN24 5DZ  
**01323 766977**

\*NHS prescription charges will still apply unless you are exempt from payment or have a prepayment certificate.  
We reserve the right to refuse delivery at our discretion.

Seeing  
**beneath**  
the surface is essential  
...to the health of your eyes

TO BOOK AN  
APPOINTMENT  
**01323 645123**

**GREEN &  
ELLIOTT**

OPTOMETRISTS

**greenandelliott.co.uk**

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