

Welcome to the First Edition of THE GREEN STREET NEWSLETTER, which is being produced by the Practice Professionals, and the new Patients Participation Group (PPG).

This Edition will cover just a few topics – what the PPG is, the Patient Survey, a brief history of the Practice, and an information section.

First question then, what is the Patients Participation Group?

This is a group organised by the Practice to give patients a voice, provide feedback, positive suggestions, and contribute to decision-making, communication and consultation. It will also monitor services and could fundraise for medical equipment or other facilities. It includes patient and practice representatives, and has been meeting monthly since last autumn. The group developed the recent Patient Survey as a starting point for its work.

Our Future Our NHS

Getting the right treatment in the right place

Did you know that each time a patient attends A&E the practice gets charged? Did you know the average cost of an A&E attendance without an overnight stay is around £54 even if you don't actually wait for treatment; add in some routine tests and the cost could be over £100? An unnecessary visit to A&E means that less money is available to the Practice to provide local services for local people.

The Practice can provide the care you need but we need you to contact us first and not go to A & E when we are open.

When the Practice is closed, and your problem cannot wait, please telephone the Out of Hours Service, (South East Health) on 03000 24 24 24 or use the Walk-In centre on The Station Concourse in Eastbourne Town Centre as they are there to support the practice when we are closed.

A&E & 999 services should only be used for serious illness and major accidents when people are badly injured or show signs or symptoms of critical illness such as Choking, Chest pain, Blacking out or Blood loss.

Choosing the right service ensures you receive the best possible treatment

Public Holiday Closure – Please note the surgery will be closed on the following Public Holidays:

Friday 6th April Monday 9th April Monday 7th May
Monday 4th June Tuesday 5th June Monday 27th August

Patient Survey Results

Thank you to everyone who took part in the PPGs recent patient survey. The results are now in and can be seen on the practice website at: <http://www.mysurgeryoffice.co.uk/psurvey.aspx?p=98336&v=G81032>

Paper copies will also be available for patients to read in the practice and a 'Special Edition Patient Survey Newsletter' is on its way. There will also be regular updates in future Newsletters. The PPG and the Practice are reviewing all the suggestions and trying to make improvements where possible. Please bear with us over the next few months as we try to make some of the changes you have asked for.

Register for our next Newsletter at: www.mysurgerywebsite.co.uk/secure/subscribe.aspx?p=G81032.

A brief history of Green Street Clinic

The Green Street Clinic was formed in 1960 by the amalgamation of three GP surgeries: Dr Macaleenan from 9 The Goffs, Dr Guthrie from Willingdon Road and Dr Morley from Victoria Drive (now the dental practice).

They moved into 120-122 Green Street which had previously also been a children's home. In fact one of the patients at the practice has mentioned in recent years that she had had Dr McNaughton's current consulting room as her bedroom in the children's home.

Over the years the original partners took on new GP's before themselves retiring. In 1977 Dr Sian Fan arrived at the practice and he was followed in 1983 by Dr Ian McNaughton. Of the most recent crop of doctors Dr Bernie Brennan arrived in 1986, Dr Mark Gaffney in 1987, Dr Peter Dickens in 1998, Dr Helen Daggett in 2001 and Dr Daniela Penge in 2002.

Dr Fan retired in 2002. He still drops in from time to time and often asks after some of his patients. The newest arrival is Dr Archie Hawkins who came in December 2011 following the medical retirement of Dr Dickens. Dr Dickens also drops in - usually with his dog, some cakes and a story to tell!

In addition to the doctors, the other staff at the surgery have increased in number and changed in variety. We now have 3 practices nurses, 2 healthcare assistants, 3 secretaries and a large number of office and reception staff. The district nurses (now known as community nurses) and health visitors have left us but the midwives and community mental health team visit us weekly. We also, at times, have medical students and GP trainees.

Although the community nurses no longer have a base in the Practice their services are still available to patients.

Dr McNaughton's arrival coincided with some modernisation of the building with inclusion of a first floor flat into the main surgery premises. In 1991 a side extension for a new reception/office area was built and in 1992 number 118 Green Street was purchased with further building work being done to the front of the building. In 1995 a front extension was built giving the building its current entrance and front windowed waiting areas.

The variety of work now undertaken at the practice is unrecognisable from its beginnings or even from 20 years ago. Vast numbers of services have been taken over from our hospital colleagues with new services also being taken on including community services for Dermatology, Minor Surgery and a new Cardiology service being launched on 4th April 2012.

There are massive changes currently taking place within the NHS as a whole with general practice at the forefront, so as for the future of Green Street Clinic – who can tell? We'll keep you posted!!

Information:

Practice Website – www.greenstreetclinic.co.uk

A wealth of information is available on the surgery website. [Did you know you can order your prescription online?](#) Registration is quick and simple and will mean you can order regular repeat medication without visiting the surgery. If you nominate a local chemist when you order your prescription will go straight there for collection.

Also available on the website:

- Updating your medical record
- Travel vaccination forms for download
- A PPG section outlining the work of the group
- Vaccination schedules for babies and children
- A step by step guide about how to use the automated booking service
- Registering for our Newsletter
- Information on clinics and services
- Downloadable change of address forms
- An NHS Health Encyclopaedia

The website is only one way we would like to keep in touch with our patients and everything on the website is also available in the surgery.