



The Green Street Newsletter

Issue 5

Dr McNaughton is Retiring!

After joining the practice in 1983 and after 30 years at Green Street Dr McNaughton will be retiring at the end of March. He has loved his time at the practice and wishes all his patients well for the future. I'm sure you will join us in wishing him a very Happy Retirement. Dr Charan Koka will be joining us in April and some patients may already know him from the 9 months he spent with us as Dr Daggetts' maternity locum several years ago. Dr Koka has spent the last few years as a single handed GP working in Brighton and we are delighted that he will be joining us again.

Patients currently registered with Dr McNaughton do not need to worry about changing their registration as we will arrange for this to automatically transfer across to Dr Koka in April.

Specialist GPs in Diabetes now at Green Street Clinic

If you are a Diabetic patient you may have received an invitation to come and see Dr Penge or Dr Hawkins. This is because both Dr Penge and Dr Hawkins have completed specialist training in Diabetes and your care will now be shared between them and the practice nurses.

The new system will mean you will have at least two checks per year; one with the nurses and one with a specialist GP.

All diabetic patients will be offered an annual check with either Dr Penge or Dr Hawkins irrespective of who their usual GP is and we would strongly encourage you to attend all appointments we send you so that we can offer you the best possible monitoring & treatment.

Patient Survey 2013

Our patient survey is being undertaken throughout January. If you would like to take part you can do this by filling in a paper questionnaire at the surgery or by returning an electronic version of the survey via the website. Click on this link to take you to the survey
<http://www.mysurgeryoffice.co.uk/psurvey.aspx?p=130569&a=G81032> Thank you.

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

Do you have an hour or two to spare each week? Could you help update our notice-boards or do you fancy being a 'Greeter' and chatting to patients in the surgery? If so, we need your help!

Please drop us a line with your contact details and someone from the PPG will make contact with you. Remember to let us have a contact number to reach you on. Please address your query or correspondence to Green Street Clinic PPG, c/o The Surgery. Thanks!





The Green Street Newsletter

Issue 5

EMERGENCIES - PERHAPS YOUR GP CAN HELP?

Attending Accident and Emergency is not always the best answer when you feel unwell, or when you need to help someone else get medical help. If you need to see, or contact a medical professional quickly, it often makes sense to try your GP first because:

- They specialise in treating many health problems
- Your practice has your medical history to hand, which helps them make the best treatment decisions for you.
- They can also often treat minor injuries
- Your practice is local to you, it makes getting there easier
- You may not need to wait as long as you would at A&E.

What Are The Alternatives To A&E?

Always try your GP first. A Duty Doctor is available every day to help with problems that are urgent and cannot wait for the next routine appointment. Other options are:

- Eastbourne Station Walk In Centre: 01323-726650 Open 8am to 8 pm 7 days a week
- Pharmacies - can help with advice for problems such as: coughs, sore throats, wound dressings, skin rashes, diarrhoea/vomiting, constipation, headache, minor eye conditions, hay fever, head lice, insect bites and worms. They can also help with inhaler or insulin pen problems or emergency supplies of regular medications.
- NHS Direct - Call 0845-4647 24 hrs a day, 7 days a week, 365 days a year.
- Daytime Dental Helpline: 0300-1000899 Advise & help for patients who don't have a dentist.
- Emergency Dental Treatment: 01323-449170 For when your dentist is closed (evenings & weekends).

How do I contact a Doctor when the Surgery is Closed?

OUT OF HOURS DOCTORS' SERVICE - Call 03000 24 24 24

Open Monday - Friday 6.30pm until 8am and 24 hours Saturday and Sunday. It provides an emergency service when your GP practice is closed (evenings, weekends and bank holidays). It is run by local GPs.

ACCIDENT AND EMERGENCY (A&E) is the right place to go for:

- Choking
- Chest pain
- Heavy blood loss
- Serious injury/trauma
- Stroke
- Fits or unconsciousness
- Emergency care when a delay would cause further harm

Please remember: A&E is there to use when the situation is urgent, when it is not safe to wait and there is no simple alternative available elsewhere. It is more important than ever that NHS money is spent wisely, so that all patients get high quality care in the best place for them - whether that be at a pharmacy, their GP or A&E. **Even going to A&E waiting and leaving before you are seen incurs a charge from the hospital to the surgery. Please help us to use our resources wisely, thank you.**