



Park Surgery Newsletter

Produced by Friends of Park Surgery

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IMPORTANT CHANGES TO SURGERY APPOINTMENT SYSTEM

There will be important changes to the appointments system at Park Surgery from 1st January 2020.

Why the change: To make sure you get the necessary advice and guidance first time
To make it easier to speak with one of your preferred GP's
To remove the need for the 8 o'clock phone demand
To improve continuity of care and patient safety

How it will work:

1. When you call, the receptionist will ask for some information, this is to ensure that they arrange the correct next step for you
2. Everyone who needs a consultation will be given a call back during that day and will be triaged by a doctor. All doctors who are in each day will be involved.
3. When the doctor calls they will listen and discuss what you need and either make a booking for you to come and see them or another clinician that day, or give appropriate advice.

Extra staff:

An additional **Advanced Nurse Practitioner** and a **Paramedic** have been appointed to increase the size of the clinical team and the number of appointments available. A **clinical pharmacist** has been appointed to deal with medication queries and reviews which will free up some of the GPs' time.



These important changes are designed to make access to medical help easier for patients. Pressure on services has become difficult and feedback from a recent patient survey has led to the decision to make these changes

This newsletter is for all patients. If you have been received an email copy and don't want to receive it please let us know and we will take your name off the list. The contact email address for FOPS is: friends.ofparksurgery@nhs.net



HELP TO SAVE THE PLANET

Contacting patients via email is a good way to reduce our carbon footprint and save resources.

If you have an email address and would like the practice to use it you need to visit the surgery website and update your records with the email address and your consent.



HAVE YOU TRIED USING LIVI YET?

You may have seen the notice in the surgery about using **LIVI** for a telephone consultation through the new NHS video helpline. One patient tried it - this is how it works and how they found it.

They wanted a prescription renewal but did not need a doctor's appointment – just renewal of medication only used occasionally so it does not show up on a regular list.

First you need to download the LIVI app from the app store. Sign up and select your GP practice to access this free NHS service. You can talk to a **LIVI** doctor within minutes or book up to seven days ahead. The doctor will call you to start your appointment. You can receive medical advice, prescriptions or referrals to a specialist if necessary.

The patient says that after booking the appointment the doctor called within fifteen minutes and a ten minute consultation ended with a prescription for the needed medication, and because it took place before 5 pm everything went through the same day, and the tablets arrived by first class post the following morning.

Park Surgery has signed up with LIVI so all patients can access this service quickly and easily. Registration is straightforward and care is taken to ensure that you are the person accessing the service to avoid any misuse of data. It's ideal when you can't get to the surgery or want to talk to a doctor quickly.

Friends of Park Surgery 100 Club Draw

The winners of £250 for the 100 Club Autumn Draw were Mr. and Mrs. Michael Cousins and for the Winter Draw Mrs. Lilian Bold.

We have a number of vacancies in the 100 Club. To join you will need to complete a Standing Order with an annual payment of £20, and you will then be entered into the draw to win a prize of £250 each quarter. If you would like to participate, please send an email to friends.ofparksurgery@nhs.net or leave your details at Reception and we will contact you



IMPORTANT INFORMATION ABOUT SEPSIS

What is it?

Sepsis is a life-threatening reaction to an infection. It happens when your immune system overreacts to an infection and starts to damage your body's own tissues and organs. **You cannot catch sepsis from another person.** Sepsis is sometimes called septicaemia or blood poisoning.

Spotting sepsis

Sepsis can be hard to spot. Symptoms can be like other conditions, including flu or a chest infection.

Seek medical help urgently if you (or another adult) develop any of these signs:

- Slurred speech or confusion
- Extreme shivering or muscle pain
- Passing no urine (in a day)
- Severe breathlessness
- It feels like you're going to die
- Skin mottled or discoloured

How to spot sepsis in a child:

If your child is unwell with either a fever or very low temperature (or has had a fever in the last 24 hours) call 111 and just ask: could it be sepsis? - or 999 if they present with the symptoms below. A child may have sepsis if she or she:

- Is breathing very fast
- Has a 'fit' or convulsion
- Looks mottled, bluish, or pale
- Has a rash that does not fade when you press it
- Is very lethargic or difficult to wake
- Feels abnormally cold to touch



A child under five may have sepsis if he or she:

- Is not feeding
- Is vomiting repeatedly
- Has not passed urine for 12 hours

Don't worry if you aren't sure if it's sepsis, it's best to call 111 for advice. They can tell you what to do, arrange a phone call from a nurse or doctor, or call you an ambulance

STAFF NEWS.....

We are sorry to say goodbye to Dr. Stephen Fisher and Dr. Christina King, who have both retired after many years of service. You will be sorely missed and we wish you both well in retirement.



We are pleased to say hello to four new staff members:

Chung Saan Kong (Paramedic)

Hazel Robinson (Clinical Pharmacist)

Angelina Soliman (PCN Clinical Pharmacist)

Kim Trickey (Social Prescriber Link Worker)

Welcome to all four - we hope you will all be happy at Park Surgery

Changes to NHS 111 in Sussex

NHS 111 is the non-emergency number that people should call if they need medical help or advice but feel it is a non-threatening situation. Experienced call handlers and clinicians are available to assess a person's needs and can direct you to the best local services for the care needed.

The service is available 24 hours a day, seven days a week, 365 days a year and free from landlines and mobile phones.

NHS 111 has access to appropriate patient information, and can make direct bookings into appropriate settings. Peak call times on weekdays is between 6-7 pm and at weekends between 8-9 am.



Friends of Park Surgery

What do they do...?

It is the committee for the Patients Participation Group for Park Surgery practice and represents the interests of the patients. Every patient registered with the practice is automatically a member of the PPG.

As a registered charity they raise funds to help provide equipment and services in support of the patients. **Since 2006 over £50,000 has been raised** to buy ECG machines, chairs for waiting rooms, a pulse oximeter, a defibrillator, blood pressure machines and a dermascope.

For this edition Friends of Park Surgery have produced the newsletter on behalf of the practice.

If you would like to support the work of the Friends, or have a more active voice in providing feedback please contact them by email at:

friends.ofparksurgery@nhs.net

Online access to Medical Records

From April 2020 it will be possible for patients to access their medical records online.

In order to do this you will need to sign up to Park Surgery's systmonline via the website www.parksurgery.com.



Did you know that you can request medication, answer questionnaires and view your record through systmonline.

Carers' Coffee Mornings

this year will be held from 10 am to 12 pm on **14th March, 13th June and 12th September**. If you are looking after somebody else and would like to meet with others in a similar position do join us at the surgery from 10 am to 12 noon for refreshments and a chat. You don't need to book - just turn up.

