



CARE QUALITY COMMISSION

In August, the Ferry Road Health Centre had its Care Quality Commission (CQC) inspection. This involved a team from the CQC attending the surgery for a day to see how we run our services. The five key questions they ask are; Are we safe? Are we effective? Are we caring, Are we responsive to people's needs? Are we well led? A copy of the full report will be available on the surgery website www.ferryroadhealthcentre.net when it has been published.

PATIENT PARTICIPATION GROUP

Are you interested in finding out more about the surgery? Would you like to be involved in the development of the Practice? Would you like your views to be heard? Do you have any ideas on how to improve the services offered? If so, then join the Patient Participation Group. The Group meet every three months and organise health promotional talks. For more information contact Jo Maynard, PPG Chair, via the surgery.

MACMILLAN COFFEE MORNING

On Friday 30th September we will again be taking part in the Macmillan World's Biggest Coffee Morning. Do come along to the surgery, between 10 – 12, and support this event.

CARERS' FORUM

This is a free event for carers at the Hastings Centre, The Ridge, Hastings on Wednesday 19th October 10am to 3:30 Pm (including a light lunch). Topics being discussed are Benefits, Financial Worries, Mental Health, Alcohol and drug dependency and scam prevention. Book now 01323 738390.

SEASONAL FLU

Flu is a very unpleasant illness and can be very serious for older people, and patients at risk of developing complications which include those with a weakened immune system, neurological disorders, liver, lung or renal disease, heart problems, diabetes and pregnant women.

We urge everyone who is eligible to get the vaccine to help protect themselves and their families this winter. Flu vaccines are available at a number of outlets (supermarkets, chemists etc.) but we would encourage you to come along to the surgery as we also take this opportunity of carrying out other checks as well. Please call the surgery to arrange your appointment now.

SHINGLES

This year's programme is for patients aged 70 and 78 on 1st September 2016 (and for those aged 71, 72 or 79 that haven't been vaccinated yet). If you are unsure whether you fit the age range criteria, there is an eligibility calculator at

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/548122/9855_Shingles_2016_interactive_02.pdf

If you do fit the age range criteria we recommend that you have this vaccine. Every year over 50,000 cases of shingles occur in older people aged 70 and over, please call the surgery to arrange an appointment.

Surgery News

- We are delighted to introduce two new members to the Team here at Ferry Road. Kathy Gledhill has recently joined as a Receptionist/Admin Assistant. Kathy will be working three days a week on Reception and also providing administration services to the Dispensary as well as general secretarial duties.
Sally Hulme is a new member of the Nursing Team. Sally will carry out all nursing duties including cervical screening, child immunisations, dressings, ear syringing and health checks. Sally will be working every Wednesday.
- Hardly a day goes by without the media referring to the crisis the NHS is facing. Pressure on GP's and Nurses is exceptional. In many cases, patients can take care of their own minor ailments and injuries, reducing the number of GP consultations and enabling GP's to focus on caring for higher risk patients and those with complex needs. Our Reception team are happy to download self-help leaflets for you or these can be accessed at <https://www.nhs.uk/conditions/pages.hub.aspx>
- Our PPG organises Healthy Living Talks, if there is a subject/topic you would like included in one of their forthcoming events please contact Jo Maynard, PPG Chair, via the surgery.
- NHS Health Check is a holistic check on your health. Aimed at adults aged 40 to 74, the check aims to put right any emerging problems and offer advice on keeping yourself healthy in the future. After the check you will have a good idea of what your risk is of developing heart disease, type 2 diabetes and kidney disease. There are some risk factors for these diseases that can't be changed – for example your risk increases with age – but there is a lot you can do to reduce your risk. You can maintain a healthy weight, be physically active, eat a healthy and balanced diet, stop smoking and cut down on alcohol. Don't put it off, book your NHS Health Check today. Think of it as a midlife MOT
- "Let's Get Moving" is a new NHS service to increase the physical activity levels of adults (16-74) who are not meeting the recommendations for physical activity, in particular those who are considered inactive. If you feel you would benefit from this service, please call the surgery to arrange an appointment. You will be offered support, targeted advice and signposted to appropriate services to increase your activity. You may even qualify for reduced gym membership.
- Aged between 15-24? Have you been tested for Chlamydia? If not, please ask a member of our team for a testing kit. Screening is simple. All you do is provide a urine sample. You will receive your results by text within three weeks. Chlamydia is one of the most common sexually transmitted infections (STI's). It is very easy to treat and cure. However, if left untreated it can cause painful complications and serious health problems such as infertility.
- Baffled By Benefits? Are you confused about your benefits, worried about your income and need some advice? Expert benefit advisors are on hand every other Wednesday here at Ferry Road Health Centre (drop in session between 2-4 pm) to support you and resolve your benefit issues, including Attendance Allowance, Pension Credit, Disability Living Allowance and Personal Independence Payment. You may also qualify for travel subsidy if you are ill and need to travel long distances for your hospital appointments. Call the surgery for details of when the next Drop in service will be held.