



### **FROM THE PATIENT PARTICIPATION GROUP (PPG)**

Whilst talking at one of our regular PPG meetings, we discussed what we like about the Ferry Road Health Centre. We all agreed we liked the following:

- Same day appointments are usually available by phone or on-line
- Ability to see the Nurse Practitioner who deals with minor ailments
- Reception and Dispensary staff are very friendly and always on hand to assist
- Text reminders of appointments – this avoids lost consultancy time
- The waiting area is comfortable and relaxing with magazines, books and music.

### **DR. MUCCI TALK**

On the 17<sup>th</sup> March patients from Ferry Road attended an excellent talk by Dr. Mucci, Geriatric Consultant. The talk was in Sedlescombe and our PPG organised transport to enable us to join the 140+ people who listened to advice on how to avoid frailty in old age. For information on forthcoming events check the surgery website and Facebook page.



### **FOODBANK**

Are you in a time of crisis? Maybe the Rye Foodbank can help. Every day people in the UK go hungry for reasons ranging from redundancy, to receiving an unexpected bill on a low income.

The Rye Food bank is open at the Rye Baptist Church Hall every Wednesday from 13:00–15:00. For more information call 07934 182906 or 07934 184256. Vouchers for the Foodbank are available from Health Visitors, Rye Primary School, Rye Academy, Citizen Advice (Rye Library Tuesday mornings) and local Vicars and Ministers.



### **Dental Problems**

Patients are reminded to see a dentist if they have a dental problem. Many patients request to see the doctor believing that antibiotics are required. However often antibiotics are inappropriate and do not replace a long term treatment plan from a dentist. If you attend the surgery with toothache, or what appears to be a dental problem you will be advised to see a dentist. If you are not registered with a dentist please ring NHS111 or go to the NHS choices website to find one.



### **Foot Care Service**

Age UK East Sussex Foot Care Service provides a basic nail cutting service and also an enhanced service if you have a diabetic condition. There is a charge for this and patients can be seen either at the surgery or in their own homes. Patients are able to self-refer and more information/referral packs are available from Reception.

### **One Problem Per Consultation**

We know that getting an appointment with a Doctor is sometimes difficult and we know that patients do 'save' their problems and present them to the Doctor at the same time but we would ask that you stick to our 'One Problem Per Consultation' policy. Prioritise what you want from your Doctor

Please do not be offended if the Doctor asks you to rebook for your other problems. They are working in your best interests in order to keep you safe.

## **Surgery News**

 We said “Goodbye” to Amy and Cathy from our Nursing Team in March. Amy has worked here for nine years and many of you would have seen her for blood tests and blood pressure checks. Cathy has been with us for four years as our Nurse. We wish them well in their new jobs..

 We welcome Victoria Hansell as our New Practice Nurse and Raquel Morley as our new Health Care Assistant. Victoria was born and bred in South East London. She trained in 1980 and has been a Practice Nurse for many years. She knows the area well and has moved with her family to Hastings to enjoy country life. Raquel trained in health care in Spain and has lived locally for a number of years. She will be providing our phlebotomy service.

## **Prescription Charges**

From 1<sup>st</sup> April the cost of one item will increase to £9.00 Pre-payment certificates are available (3 months £29.10, 12 months £104). This will cover ANY prescriptions you are prescribed. Ask at Dispensary for more information.

## **New Text Service**



We are trialling a new SMS service that will enable us to notify a patient of results, remind them to book appointments, leave a message if we fail to get through and send advice to them. This is in addition to the text reminder service we offer for patient appointments. Please make sure we have your correct mobile number. We know people regularly change and update their mobile phones. Please don't forget to let us know of any changes.

## **On-line services**

Patients registered with the surgery can now book appointments, request repeat prescriptions, and view parts of their GP record, including allergies, vaccinations and test results on line at a time convenient to them, thanks to GP online services. This service is free and enables people to log on via their computer, smartphone or tablet, at a time that suits them rather than calling or visiting the surgery. This service works alongside the traditional methods of accessing our services, it does not replace them. If you want to register for this service you will need to fill out a form at the surgery and produce proof of identity. Call in and ask us about this service.

## **Domestic Violence**

Domestic violence is controlling, coercive or threatening behaviour between people. It includes the following types of abuse; psychological, physical, sexual, financial and emotional. If you feel you would benefit from talking to someone and getting the support you need contact the local Domestic Abuse Advisor on 07741 328 343 or 07741 328 342. They are available Monday to Friday between 9-5pm. There is also a 24 hour National Domestic Violence Helpline – 0808 2000 247 and a Men's Advice Line 0808 801 0327. Remember, you are not alone.

## **Smoking Cessation**

Our stop smoking service here at the surgery is free, is friendly and can massively boost your chances of quitting for good. This service is staffed by expert advisers providing a range of proven methods to help you quit. They will give you accurate information and advice, as well as professional support, during the first few months you stop smoking. For an appointment or more information please contact our Reception Team.