

NEWSLETTER

PATIENT SERVICES

Winter Protection Campaigns at Seaside Medical Centre

The RSV (Respiratory Syncytial Vaccine) is a common cause of coughs and colds. It usually gets better by itself, but for some, babies and older adults, it can be serious.

RSV is transmitted by large droplets and by secretions from contact made with an infectious person. Most people that contract the RSV will only suffer from mild illness, infants aged less than 6 months and the elderly frequently develop the most severe disease such as bronchiolitis and pneumonia, which may lead to hospitalisation. RSV is a virus that causes approximately 500 deaths each year.

This vaccine is free for our patients who;

- ♦ turn 75 years of age on or after the 1st September 2024
- ♦ are already aged 75 to 79 years of age on the 1st September 2024
- ♦ are 28 weeks pregnant or more. Being vaccinated will help protect your baby for the first few months after being born. The majority of those who are pregnant will be vaccinated by the Midwife team but this group can receive the vaccination at the Practice if necessary once they reach 28 weeks.

RSV can be more severe in people with medical conditions such as heart or lung disease or weakened immune system. This vaccination is a one off vaccination, so only needed once between the ages of 75-79 years old. We are not able to give the RSV vaccination along side the flu vaccine so we will require our patients to visit the Practice twice .

The Flu (Influenza) Vaccination Programme for 2024/2025

The Practice will once again be vaccinating patients eligible for the flu vaccination this year. Eligible patients will receive an invitation to book their vaccination through a booking link via SMS into one of our scheduled clinics. Those unable to book via these links are encouraged to ring the Practice. Children aged 2-3 years as at 31.8.2024 (those born between 1.9.2020 - 31.8.2022) will be eligible for a Fluenz nasal spray to provide protection again flu this Autumn/Winter.

Parents and guardians of eligible children will be invited by a text message with a link to book the appointment directly, our team will also be making contact . We encourage anyone that hasn't heard from the Practice to contact the team to ensure they are booked to have this important vaccination. Once again all school aged children (reception to year 11) will be offered the Fluenz at school.

If your child is home schooled then please ensure you contact the Practice to book an appointment. Any patient under 18 who are in a clinical risk group eg, diabetic or asthmatic are also eligible to receive their vaccination with the Practice.

Pneumonia Protection

Everybody aged 65 and over should now be immunised to help protect them against the pneumococcal infection which can cause diseases such as pneumonia, septicaemia (blood poisoning) and meningitis. Please phone the surgery from September to make an appointment if you feel you are eligible.

Covid-19 Vaccinations

South Downs Health and Care (SDHC) will provide eligible patients (aged 65 and over, 18 to 64 years old in a clinical risk group and pregnant) with the Covid-19 vaccination. Patients will receive a text message with a booking link to book into one of the many scheduled clinics. Patients can also ring to book their appointment on 01323 402530.

SDHC will be holding Covid clinics at various locations in Eastbourne including:

- ◆ Shinewater Sports Centre, Milfoil Drive, Eastbourne, BN23 8ED
- ◆ Langney Shopping Centre, 64 Kingfisher Drive, Eastbourne, BN23 7RT
- ◆ Hillbrow Health and Wellbeing Centre, 1 Denton Road, Eastbourne, BN20 7SR

Pharmacy First - Faster Access to Treatment

In February 2024 the government launched Pharmacy First, a scheme that enabled community pharmacies to deliver patient consultations and provide a prescription for 7 common conditions following a clinical pathway.

This service predominately is to reduce waiting times in receiving treatment as well as enabling GP's to have more capacity to treat patients' with more acute illnesses.

Patient feedback from using this service has been very positive and going forward the team will be signposting patients depending on their condition to this service.

Conditions	Age Range
Acute otitis media (ear infection)	1 to 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	Women 16-64 years

Weight Loss Injections

There has been a lot of publicity regarding weight loss injections. There is currently no local NHS access to these injections and as a Practice we are unable to prescribe the injections within Primary care (GP Practice). If you would like help to lose weight you can self-refer to ONE YOU, East Sussex, who offer help and advice on weight loss. To view more information on their services go to <https://oneyoueastsussex.org.uk/programmes/lose-weight/>.

South Downs Health and Care (SDHC) are also offering help with weight loss through their private services. For more information on their services and prices please ring 01323 402790 or visit their website sdhc.org.uk/privatehealth.

Implementation of the British Medical Association's Safe Working Guidance

Seaside Medical Centre have implemented the BMA (British Medical Association) safe working guidance. This is to protect your care as patients and also our clinical colleagues who provide it. We are committed to delivering safe high-quality care: we are on your side.

Because our daily clinical capacity is exceeded by the number of people who contact us, we will continue to signpost people to other NHS sources of support, including NHS 111 and other local services, such as Community Pharmacies, and Urgent Treatment/Care Centres. Recent surveys have shown GPs across England are facing an unmanageable workload, which is at times affecting their ability to provide safe care. GPs are also retiring early, reducing their NHS commitments or deciding to leave the profession.

This is an unsustainable situation which must be addressed, and the BMA's safe working guidance is designed to help both you, as a patient, to receive better care, and your GP practice to provide it. England has lost over 1,300 GP Practices over the last decade and many thousands of experienced GPs. This undermines the care patients receive and ultimately General Practice as a fundamental part of the NHS.

Seaside Medical Centre endeavours to ensure care is prioritised for the most vulnerable. It would be appreciated if patients would consider alternative providers such as attending a Community Pharmacy, or an Urgent Treatment/Care Centre for minor and self-limiting problems.

The BMA's safe working guidance is designed to create a safer environment for you, our patients, who are our priority, and also for all our clinical teams, to keep this practice open and able to continue safely to deliver services with the team we have.

Please be reassured that you will continue to receive assessment and care from a range of clinical colleagues working at the practice.

BMA Campaign GP's Are On Your Side

Did you know that your Practice receives just £107.57 per year for each patient, whatever their health needs. That's less than the cost of an annual TV licence, working out to be just 30p a day for every patient registered with us. We believe General Practice deserves a bigger slice of NHS funding so we can hire more GP's, Clinical and Administrative staff to enable us to deliver services you require and make it easier for you and your loved ones to get appointments to see your GP and Practice team.

<https://www.bma.org.uk/our-campaigns/gp-campaigns/patients/gps-are-on-your-side>

Providing Practice Feedback

The Practice would like to thank everyone who has completed a Friends and Family Test. This feedback is a valuable tool to enable us to see when we are getting things right as well as highlighting areas we can improve on.

Patients who have received an appointment reminder will automatically receive a feedback link following their appointment. Patients are also automatically sent a feedback link once they have completed an Engage Consult. The Friends and Family Test is also accessible to patients on our website and in the Practice located on the first floor patient landing.

Xmas Opening at the Practice

Tuesday 24th December - Christmas Eve ***Normal Opening Times* (No evening clinic)**

Wednesday 25th December - Christmas Day - Closed

Thursday 26th December - Boxing Day - Closed

Friday 27th December - ***Normal Opening Times***

Tuesday 31st December - New Years Eve ***Normal Opening Times* (No evening clinic)**

Wednesday 1st January - New Years Day - Closed

Thursday 2nd January 2025 - ***Normal Opening Times***

Join our Patient Participation Group

Our Patient Participation Group (PPG) is a patient led representative group of patients and Practice staff who meet quarterly during the year to discuss Practice issues, new services and help improve patient experience at Seaside Medical Centre.

The Aims of the Patient Participation Group

- To offer opinions in a constructive manner and to put forward ideas on behalf of other patients.
- To improve the provision of health care.
- To improve communication between surgery, patients and the wider community about matters concerning the surgery and health in general.
- To provide assistance in development of new services.
- To encourage a spirit of self help and support amongst patients to improve their health and social care.

Join Our Patient Reference Group

To help us with this, we are setting up a virtual patient representation group so that you can have your say. We will ask the members of this representative group some questions from time to time, such as what you think about our opening times or the quality of the care or service you received.

We will contact you via email and keep our surveys short so it shouldn't take too much of your time. We aim to gather around a hundred patients from as broad a spectrum as possible to get a fair representative sample. We need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups.

If you are interested in joining the group or would like to be part of our reference group, please contact us on sxibc-esx.patientgroup@nhs.net

Contact Details

In order for us to provide you with the best possible care we do ask that you keep us updated with any changes to your contact details including any changes to your telephone numbers as we contact our patients by text regarding appointments and health campaigns. We ask that any changes to an address or telephone number is given to us in writing either through our;

Website <https://www.seasidemedicalcentre.co.uk/change-of-personal-details>

Engage Consult <https://engage.gp/sp/1399/services>

In Practice change of address/contact details/name form

Patients should update the hospital with any changes if under treatment or attending appointments.