



THE PPG - SURGERY NEWS SHEET

Surgery News

Extended hours

We wish to remind all patients that we are continuing to offer improved access pre-bookable appointments on Tuesday, Thursday and Friday evenings and alternate Saturday mornings in association with Newick surgery. These are intended to mainly help those patients who are unable to access our facilities during the day.

From 1st June 2019 we will be extending this facility by offering additional extended hours clinics on Tuesday and Thursday evenings and alternate Saturday mornings with nurse led clinics alongside the GP clinics. There will also be an early morning clinic on Wednesdays. All of these appointments are pre-bookable only. Please contact reception for further information

Telephone system

We have recently introduced a queuing system on our telephones at Buxted and East Hoathly and would appreciate feedback from our patients. Short surveys are available to complete at reception.

A few Statistics – The surgery receive an average of 1000 call each day and the busiest time is between 8 and 9am, so please try to avoid this time if you are not calling for an appointment. The average wait time is 2 minutes and 5 seconds.

The reception staff try their best to answer calls as quickly and efficiently as possible, so please help them by telling them clearly what your problem is so that they can determine who is the most suitable clinician to see you.

Appointments

The appointment system consists of a combination of telephone assessment, pre-bookable, book-on-day and doctor bookable only appointments. Please see the surgery website for full details.

www.buxtedandeasthoathlymedicalcentres.co.uk and look under the Appointments tab.

New Registrars

Dr Stephanie Quinn has recently joined us until August 2019.
Dr Rosalie Goodacre will join the surgery in September.
Dr Jenny Andrews is leaving at the end of May.





Health Awareness Displays

May and June are Men’s Health months. There are lots of useful booklets and leaflets to take away. Please just pop in, even if you have no appointment, browse the display and pick up a leaflet or two. Subjects include, Prostate Cancer, Stress, Osteoporosis, Diet, Weight, Alcohol and more. Come and take a look.

As part of this theme, Nurse Fiona will be available to test your Lung Function. Drop in and see Fiona. No Appointment necessary.

On the same day the Sight Outreach Bus will be in the Car Park. Come and have a chat with the team from ESAB about and sight related queries you may have or may want to ask on behalf of someone you know. They have lots of useful information and equipment.

EAST SUSSEX ASSOCIATION OF BLIND AND PARTIALLY SIGHTED PEOPLE



THE OUTREACH SIGHTBUS
is coming to
Buxted Medical Centre
on
Wednesday, 12 June
from
10am – 2.30pm

The bus has lots of useful information and equipment to help people with all aspects of sight loss or partial sight loss.
Come and visit their friendly team and have a chat.
The bus has disabled access.






Have you had to wait for your prescription from the Pharmacy?

How stock shortages of drugs can affect patients.

Stock shortages of drugs can lead to delays in patient care and can result in increased visits to pharmacies to collect supplies of medicines when the full prescribed order is not initially available. Stock shortages can also lead to an increase in adverse reactions, for example when an alternative medicine is prescribed, this can cause confusion for patients and ultimately lead to decreased compliance.



This has been a hot topic of discussion recently in the media which is why we feel it is important that our patients have the correct information.

The pharmaceutical industry is not immune to manufacturing problems, for example, caused by difficulty procuring bulk ingredients; batches not passing Quality control; manufacturers discontinuing lines. In the pharmacy and dispensary, we deal with these issues behind the scenes on a daily basis unbeknownst to our patients in the vast majority of cases. The reason it has hit the headlines recently is because of the amount products that are currently unavailable and the current political climate. However, there is no proof to say that these current stock issues are due to Brexit.

When a medicine goes into short supply, it can also have a major impact on community pharmacists. Shortages inevitably lead to increased time spent in sourcing products, discussing alternatives with prescribers and counselling patients. 'Double dispensing' can also occur, where patients have to return to the pharmacy at a later date for a second dispensing of their prescription.



Shortages can also have an impact on key pharmacy relationships as they can increase conflict between the patient and the pharmacist and the pharmacist and the Doctor. For example, there could be misconceptions from both patients and Doctors that the problem is due to the pharmacy's stock management rather than a genuine supply issue.

What can we do about these shortages?

Rest assured that all the staff at Buxted Pharmacy and Dispensary (and indeed all community pharmacies) will be doing their utmost to reduce the impact of these shortages on you the patient. We are very fortunate at Buxted to have many wholesalers at our disposal, which allows us to minimise the effect of shortages at a single supplier. We work very closely with our suppliers so that we are able to procure stock either before it is unavailable or before the prices are set to rise, in this way we seek to stop medication shortages even being noticed, or at the least keeping them as short term as possible.

However, in some cases despite our best efforts some shortages will last long enough, or happen so quickly that we can't avoid having to change patient's medication. It is therefore even more important that patients ensure they take account of the 72-hour period requested by the medical centre to prepare a repeat prescription as this will aid us in sourcing stock where difficulties might arise.



Our patients are our first priority, and we will always seek to deal with these problems as quickly as possible.



Summer is coming. Take care of your skin.



Everyone knows it's important to apply sun lotion on warm, sunny days, but did you know that up to 80% of UVA rays can penetrate through clouds? While your skin may not burn on a cloudy day it still experiences damage. UVB rays that cause burning are mostly blocked by clouds, however UVA rays are able to pass through clouds.

Sunburn doesn't just happen on holiday or in hot, sunny places. The sun is often strong enough in the UK, even when it's cloudy.

We all love a sunny day and need some sun to help us make vitamin D, but it's important to enjoy the sun safely while you're out and about. You may just be walking round town, doing the gardening or just sitting in the park.

When do I need to protect my skin?

In the UK, the sun's UV rays are the strongest when the sun is highest in the sky between 11am and 3pm, from early April to late September. During this time, the sun can be strong enough to cause sunburn. If you have fair coloured skin or get sunburnt easily, protect your skin during these hours by seeking shade, covering up with clothing, a hat and sunglasses and using sunscreen on parts not covered with clothing.

Getting sunburn, just once every 2 years, can triple your risk of melanoma skin cancer. Get to know when to protect your skin to reduce your risk of sunburn. Tools such as the UV index and the shadow rule can tell you when the sun's UV rays are strong, and when your risk of sunburn may be high.

When buying sunscreen, the label should have:

- a sun protection factor (SPF) of at least 15 to protect against UVB
But higher might be better.
- at least 4-star UVA protection

UVA protection can also be indicated by the letters "UVA" in a circle, which indicates that it meets the EU standard.

Make sure the sunscreen is not past its expiry date. Most sunscreens have a shelf life of 2 to 3 years.



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