

# NORTHLANDS WOOD PRACTICE - NEWSLETTER WINTER 17-18

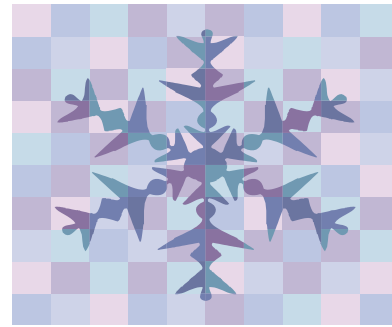
## NEWS AND UPDATES FROM THE PATIENT GROUP

### FLU CLINICS AND KEEPING WELL THIS WINTER

It is hoped that by now all of those patients entitled to free flu vaccinations have now had them, but the vaccine is still available if you are eligible. It is one of the most important things you can do to stay well and it may also help relieve pressure on the NHS this winter. It is not just the elderly who need extra protection against this virus but children and “at risk” patients. Please enquire at reception to see if you are eligible for a free vaccination.

With the weather turning colder and winter now being with us, West Sussex County Council is highlighting some of the ways in which we can stay well this winter, taking pressure off our GPs. Eating at least one hot nutritious meal a day is very important for our health and well-being, particularly in cold weather. Some people, due to illness, frailty or a disability, may find it difficult or impossible to shop, cook or heat a frozen meal. The home-delivered hot meals service may be the answer.

The national award-winning meals on wheels service in West Sussex is run on behalf of the County Council by Apetito. Meals are delivered at lunchtimes between 11.00 am to 2.00 pm up to seven days a week, including Christmas Day. To find out more about meals on wheels or to sign up for the service, call 01903 718893 or send an email to [westsussex.office@apetito.co.uk](mailto:westsussex.office@apetito.co.uk).



### NORTHLANDS PHARMACY

It has come as a shock to many of our patients to see that Gary Marshall is no longer the owner of Northlands Pharmacy. After many years as our local pharmacist, he has retired and we wish him a long and happy well-earned retirement. Gary has asked us to thank all those patients who have sent him their good wishes and thanks, which he appreciates greatly

**Kamsons** has taken over Northlands Pharmacy and by way of introduction...

*Please let me introduce myself, my name is Rahul Patel and I am the Pharmacy Manager at the new Kamsons Pharmacy. Kamsons pharmacy is a family owned group of 60 pharmacies largely based in the South East.*

*We don't only dispense your medications, we offer a wide variety of services including free prescription delivery, medication and minor ailment advice, medicines use reviews and a private prescribing service for erectile dysfunction and malaria prophylaxis. Please come and pay us a visit, you will still recognise many of the friendly faces in the pharmacy alongside a few new ones.*

*Our new opening times are Monday – Thursday 09.00 until 18.00 and Friday 09.00 until 19.00 and we can be contacted on 01444 453280.*

### INTERESTING FACTS!

We have almost 7500 patients registered at the Practice currently. Surprisingly the largest demographic are the 0 – 9 year olds, accounting for 15% of the practice population, closely followed by 30–39 and 40 – 49 year olds - not quite so surprising as many of these patients will be the parents to the children! We also have some centenarians!

### SHOCKING FACTS!

Over the last three years, how many appointments do you think have been booked but patients who have subsequently failed to attend?

**Answer? 1529** missed appointments! That is more than 500 appointments per year, more than one a day, which other patients would have dearly loved. We estimate the total amount of time lost to missed appointments to be around 586 hours!!!

Whilst there can be genuine reasons for missing an appointment from time to time, it does have big implications on the resources of the practice and the NHS and, of course, on all those patients who could have taken that appointment.

**PLEASE** help us by cancelling an appointment if you cannot make it. In extreme cases we will de-register a patient who persistently fails to attend appointments.

See the following table for more detailed information.



### STAFFING CHANGES – Goodbye and Hello!

We have said, 'Goodbye' to Dr Iona Griffiths who now moves onto the Princess Royal Hospital having completed four months at the practice. We wish her every success in the future. We now say, 'Welcome', to our new GP Registrar, Dr Natalie James who will also be with us for four months. Dr Hannah Tremewan, GP Registrar, will return to the practice from maternity leave in January. We also welcome Sabrina Dawson who has joined our Admin Team as a medical secretary.

### Activities and Events for the Older person - AGE UK

Age UK hosts a number of activities and events in the Mid Sussex area. For a free taster session at Age UK centres, please call:

John Macrae Centre Manager of Haywards Heath on 01444 450248  
Or Peter Hornsby for Burgess Hill on 07904 976736  
or email

[haywardsheath@ageukwestsussex.org.uk](mailto:haywardsheath@ageukwestsussex.org.uk)  
[/cherrytreecentre@ageukwestsussex.org.uk](mailto:cherrytreecentre@ageukwestsussex.org.uk)

Age band	Total patients in age group	% of total practice population	Number of appointments not attended over the last 3 years	Number of patients who have failed to attend booked appointments in the last 3 years
0-9	1115	15	205	125
10-19	762	10	124	64
20-29	798	11	236	144
30-39	1107	15	272	154
40-49	1109	15	181	98
50-59	852	11	129	66
60-69	792	11	134	67
70-79	591	8	126	52
80-89	264	4	102	42
90-99	47	1	19	5
100+	2	1	1	1
<b>TOTAL</b>	<b>7439</b>		<b>1529</b>	<b>818</b>

### FUNDS FROM DEVELOPERS GO TO MEDICAL CENTRES

Some of you may already know that the practice has secured a significant amount of money from property developers. The funding will allow the practice to provide an additional consulting room for a nurse or GP to use by dividing our upstairs minor treatment room and “borrowing” some space for the admin office. Securing the funding has taken over two years to achieve and the practice has had to submit a formal bid with supporting quotes and documentation. The money awarded can only be used for this purpose and will only be released once work is completed. It cannot, therefore, be used to purchase additional equipment or employ new staff.

With the rapid growth of new patients at the surgery, as a result of new housing developments in the area, more space is required, which will help to ensure the sustainability of the practice for the future. Hopefully, work will start to create an additional consulting room on the first floor in Spring 2018.



### YOUR PRACTICE NEEDS YOU!

#### FRIENDS AND FAMILY TEST CARDS (FFT)

Please continue to fill in these cards each time you visit the surgery.

#### One important point!

If you do have a problem or complaint, please let us know either at reception or by contacting the Practice Manager, Rebecca, so we get the opportunity to put things right, if we can, which will benefit us all. Whilst we try very hard to give the service that is required within the constraints we have, we can get it wrong. Often, frustrations are recorded anonymously on the FFT cards or by other methods, like Facebook, but without any specific details we cannot investigate to try and resolve the problem and importantly report back to you. Please help us to help you – let us know. We welcome constructive criticism, so please let us know directly!

