



SEAFORD MEDICAL PRACTICE

Patient Newsletter – December 2022

From all GP Partners and staff, we wish you
a very Merry Christmas and a Happy and
Healthy New Year!

PRACTICE OPENING TIMES OVER CHRISTMAS AND NEW YEAR PERIOD

Friday 23 rd December 2022	Open as usual until 6.30pm
Saturday 24 th December 2022	Closed – weekend
Sunday 25 th December 2022	Closed – Christmas Day
Monday 26 th December 2022	Closed – Boxing Day
Tuesday 27 th December 2022	Closed – Bank Holiday
Wednesday 28 th December 2022	Open as usual until 6.30pm
Thursday 29 th December 2022	Open as usual until 6.30pm
Friday 30 th December 2022	Open as usual until 6.30pm
Saturday 31 st December 2022	Closed - weekend
Sunday 1 st January 2023	Closed – New Year's Day
Monday 2 nd January 2023	Closed – Bank Holiday
Tuesday 3 rd January 2023	Open as usual until 6.30pm

Outside of our opening hours, if you have an urgent matter than
cannot wait until we are open, please contact the Out of Hours
GP Service by calling
NHS 111, dial 111 on your telephone keypad.





PRESCRIPTION REQUESTS

Please remember to order your prescriptions that will be due around Christmas in plenty of time. Also ensure you have enough of all of your medications to cover the Christmas and New Year period.

Please note: two monthly repeat prescriptions will only be issued if the prescription is within two weeks of its due date for renewal.

One monthly repeat prescriptions will only be issued if the prescription is within one week of its due date for renewal.

Controlled drugs on repeat – requests are processed when they are within one week of becoming due.

1 in 4 calls to the GP Out of Hours Services is for medication. Please save this service for genuine urgent treatment and advice that you cannot plan for.

PHARMACY OPENING HOURS

The Pharmacies listed below should be open as shown. The details are correct at the time of publication but are subject to change. You are advised to contact the Pharmacy before attending to ensure they are open and have the medication you require.

Details of local Pharmacies can also be found by visiting www.nhs.uk

	Address	Phone-Number	Sunday-25 th December-2022	Monday-26 th December-2022	Tuesday-27 th December-2022	Monday-2 nd January-2022
BOOTS-NEWHAVEN	23-25-HIGHSTREET NEWHAVEN BN9-9PD	01273-515-837	CLOSED	CLOSED	CLOSED	CLOSED
NEWHAVEN- PHARMACIES-LTD.	43-CHAPEL-STREET NEWHAVEN BN9-9QD	01273-514-144	CLOSED	CLOSED	CLOSED	CLOSED
LLOYDS PHARMACY	THE-DROVE NEWHAVEN BN9-0AG	01273-512-696	CLOSED	10:00AM-TO-4:00PM	10:00-TO-4:00PM	10:00AM-TO-4:00PM
BOOTS-SEAFORD	29A-BROAD-STREET SEAFORD BN25-1LS	01323-892466	CLOSED	CLOSED	CLOSED	CLOSED
CAMERON-L-&-SONS- LTD.	12-14-BROAD-STREET SEAFORD BN25-1ND	01323-892-592	CLOSED	CLOSED	CLOSED	CLOSED
SEAFORD-PHARMACY	18-20-DANE-ROAD SEAFORD BN25-1LL	01323-890-928	CLOSED	CLOSED	CLOSED	CLOSED
MORRISONS- PHARMACY	DANE-ROAD SEAFORD BN25-1DL	01323-890-919	CLOSED	10:00AM—1:30PM 2:00PM—4:00PM	CLOSED	CLOSED
BOOTS-EASTBOURNE	THE-BEACON EASTBOURNE BN21-3NL	01323-411-072	CLOSED	10:00AM—4:00PM	09:30AM—5:30PM	09:30—5:30PM
ASDA-PHARMACY	PEVENSEY-BAY-ROAD EASTBOURNE BN23-6JH	01323-471-410	CLOSED	10:00AM—4:00PM	10:00AM—4:00PM	10:00AM—4:00PM



TESCO-INSTORE-PHARMACY- H	BRASSEY-PARADE- HAMPDEN-PARK- EASTBOURNE- BN22-9NG-H	0345-026-9960-H	CLOSED-H	CLOSED-H	CLOSED-H	CLOSED-H
BOOTS-H	64-KINGFISHER-DRIVE- LANGNEY- EASTBOURNE- BN23-7RT-H	01323-763-331-H	CLOSED-H	CLOSED-H	CLOSED-H	CLOSED-H
BOOTS-HAILSHAM-H	25-VICARAGE-FIELD- HAILSHAM- BN27-1BG-H	01323-842-495-H	CLOSED-H	CLOSED-H	2:00PM---5:00PM-H	CLOSED-H
SEAFORTH-PHARMACY-H	VICARAGE-LANE- HAILSHAM- BN27-1BH-H	01323-841-500-H	CLOSED-H	2:00PM---5:00PM-H	CLOSED-H	2:00PM---5:00PM-H
KAMSONS-PHARMACY-H HAILSHAM-H	12-CAREW-COURT- HAWKSWOOD-ROAD- HAILSHAM- BN27-1UL-H	01323-449-484-H	09:00-12:00PM-H	CLOSED-H	CLOSED-H	CLOSED-H
KAMSONS-PHARMACY-H	MIMRAM-ROAD- STONE-CROSS- BN24-5DZ-H	01323-766-977-H	2:00PM---5:00PM-H	CLOSED-H	CLOSED-H	CLOSED-H



OUR APPOINTMENTS AND EXTENDED ACCESS APPOINTMENTS

We offer a mix of appointments that can be arranged in advance (known as **pre-bookable**) and **book on the day** appointments. These appointments are a mix of face to face and telephone consultations. For more urgent health matters our Clinical Team will speak with the patient over the telephone and make an assessment and will either invite the patient in for a face to face consultation or deal with the matter via the telephone.

Our Receptionists are trained to ask you what you need to consult about. This ensures you see or speak to the most appropriate member of the healthcare team and also enables our clinicians to deal with telephone calls in order of clinical priority and urgency.

Our appointments are not exhaustive and once all appointments have been taken up, patients will be offered an **Extended Access Service** appointment.

This service is provided by South Downs Health and Care GP Federation, who are able to provide additional appointments for all GP Practices in Eastbourne, Hailsham and Seaford as well as the Havens and High Weald.

The Extended Access Service is designed to provide more doctors and other well-qualified healthcare staff who can look after you. Appointments are available six days a week Monday to Saturday.

The GP or Advanced Care Practitioner you see or speak to will not be from Seaford Medical Practice and it is very possible they won't be from East Sussex, but the Healthcare



Professionals you speak to will be fully qualified, will be able to access your medical records and will be able to issue a prescription, if required.

These appointments are bookable via our Receptionists.



HAVE YOU HAD YOUR FLU VACCINATION YET?

Although we have nearly finished our main Wednesday and Saturday vaccination clinics we still have vaccine in stock and urge all eligible patients to book an appointment.

Patients eligible for flu vaccine 2022/23 are:

- Residents in a care home for older adults and staff working in care homes for older adults
- Frontline health and social care workers
- All adults aged 50 years and over
- Persons aged 5 to 49 years who are household contacts of people with immunosuppression
- Persons aged 16 to 49 years who are carers
- Persons aged 6 months to 49 years in a clinical risk group (see list below)
 - asthmatics on steroid medication
 - chronic heart disease
 - chronic liver disease
 - chronic neurological disorder
 - chronic respiratory disease (COPD etc)
 - chronic kidney disease stage 3, 4 or 5
 - diabetes
 - immunosuppressed
 - learning disability
 - obesity
 - pregnant
 - patients with no spleen

Children who will need Fluenz nasal spray (fluenz nasal spray is given to all those aged 17 years and under unless contraindicated)

- All children age 2 & 3 years (dob 1.9.18-31.8.20 – will be vaccinated at the surgery)
- Children in primary school* (will be vaccinated at school)
- Secondary school children in years 7, 8 and 9 who will be offered the vaccine in order of school year (starting with the youngest first). This group are likely to be offered vaccination later in the year once children age 2 and 3 and primary school age children have been vaccinated.*

Don't delay – book yours today!





Community Pharmacy Consultation Service (CPCS)

We are participating in a new approach to improve access for patients to GP appointments. The aim is to direct patients to the most appropriate healthcare professional, which may be a GP or a pharmacist. If your symptoms could be resolved by a booked consultation with the pharmacist instead of the GP, you may be offered a same-day referral to a pharmacy of your choice.

We think this is a good thing. Once you see how great your local pharmacist is – they are highly trained and skilled clinicians experienced in treating minor illnesses – we don't think you'll look back.

This will also help us to free up GP appointments for people with more complex health needs and ensure that everyone gets treated at the right time, by the right healthcare professional.

We are keen to hear what you think and will be listening to your comments and feedback about your experience of using this service.

What is this new service about?

When you call the practice, you will be asked about your symptoms. If they indicate that you can best be helped by a pharmacist, you will be offered a same day one-to-one, confidential consultation with a community pharmacist at one of our local pharmacies. Community pharmacists have already successfully seen thousands of patients for a consultation for a minor illness, following a call to NHS 111. This new way of arranging consultations with the pharmacist by a GP practice, has been successfully piloted around the country.

Why are you doing this?

Pharmacists are qualified healthcare professionals and experts in medicines. They can offer clinical advice and over-the-counter medicines for all sorts of minor illnesses, and a same day consultation can be arranged quickly and at a time to suit you. This in turn frees up GP appointments for those people with more complex symptoms who really need to see a GP.

What happens when I see the community pharmacist?

We will share your personal details with the pharmacist and details of your minor illness and the pharmacist will contact you to arrange your consultation on the same day, or at a time that suits you. You may be seen in person in a private consulting room, if the pharmacist thinks it appropriate, or your consultation may be carried out over the phone or via video. You will be asked about your medical history and symptoms and current medication, in the same way the GP would ask you about them. Usually, the pharmacist will provide you with advice and can sell you an over-the-counter product where needed, if you choose. They will also send details of your consultation back to us for our records. If the pharmacist feels you need to be seen by a GP urgently, they will call us to ensure you are seen, or they will advise you to contact the hospital emergency department if deemed necessary. You may also be referred back to us to arrange a non-urgent appointment or follow up.

Being referred by the Surgery and having an actual Consultation with the Pharmacist is very different to just getting advice over the counter from the Pharmacy Counter Assistant.

What if I get free prescriptions from my GP?

Your pharmacist will provide you with advice on how to treat your symptoms, which may include a medicine or product. Medicines that can be purchased in a pharmacy to treat minor illnesses, are usually



inexpensive and would not normally be prescribed by your GP anyway. You are free to choose if you wish to make a purchase or not.

What happens if I don't want to see the pharmacist?

We want to ensure that you are offered an appointment with the most appropriate qualified health care professional based on your symptoms. If you have minor illness symptoms that can be treated the same day through a consultation with a qualified community pharmacist, but do not want to accept this referral, you will be offered a routine appointment with your GP at a future date.

What if the patient is my child?

Children aged over one year are eligible to use this service and can be seen by the pharmacist. Children who are able to make their own decision about their health may be seen unaccompanied.

Why is this a good thing for patients?

Community pharmacies are local, open longer hours than the GP practice and can offer you the same consultation outcome at a time that is more convenient for you. If the pharmacist thinks you need to see the GP, they can help arrange an urgent appointment for you. Patients who have already used the service liked the convenience of having a consultation on the same day, or a day that suited them, at a pharmacy of their choice. Nearly four out of five people (78%) who had a consultation with a community pharmacist were successfully helped.



www.warmeastsussex.org.uk

Lots of top tips for keeping warm and well this winter, including:

- Keeping active indoors, if you can
- Financial support
- Flu and Covid jabs
- Checking your prescription medicines
- Clothes and footwear
- Staying in the warmth
- Take notice of Covid symptoms
- Have heating and cooking appliances checked

Plus a whole lot more helpful information and links to a number of useful organisations.