



**DID YOU KNOW**

It is possible to get a doctor's advice all day every day? Even when the practice is closed, there is a doctor available to give you telephone advice. You may be asked to visit an out of hours surgery or, where medically necessary, you can be visited at home. This service is available between 6.30pm and 8.00am Monday to Friday, during weekends and bank holidays. Simply call the practice on 01444 244294 for the contact telephone number. The out of hours doctors have recently relocated from The Avenue in Burgess Hill to the Princess Royal Hospital so if you subsequently need to be referred to A & E, it's much easier for you.

From 27 March 2013, there will be a new national service for patients to use when they need help and the concern is less urgent than an emergency 999 call or when the patient is unsure who to call. The new number to call is 111. This is a free phone number where patients will speak to a trained advisor who can determine the correct service. The call will be handed over without the need for the patient to phone another number.

It is hoped that this new service will reduce A & E admissions and ambulance call outs. Patients will be put in touch with the appropriate service and those with an emergency who are directed to A & E shouldn't have to wait so long. NHS Direct will cease to exist, and the out of hours doctors will forward 111 requested information to the practice so that there is a complete record of patient care held at the practice.



**WE'RE NOT UP TO DATE.....**

Although the practice reviews the information on our NHS website, (NHS choices), regularly, the latest patient comment is from 2010! If you feel you would like to comment on the services that you receive from this practice, please go to:

<http://www.nhs.uk/services/gp/leavereview/defaultview.aspx?id=4372> and add your review.

**SMOKING AND UPDATES REQUESTS BY TEXT AND PHONE**

The Department of Health has requested that we obtain the smoking status of all our patients over 15. We will be sending you a text message on your mobile phone, or a voice message on your home phone, if your records have not been updated within the last 2 years. You will need to press a number

on your keypad which will update your record automatically with the information you give us. Please select carefully! You can be confident that your personal details will remain secure.



**PARK VIEW HEALTH PARTNERSHIP, SIDNEY WEST PRIMARY CARE CENTRE,  
LEYLANDS ROAD, BURGESS HILL, RH15 8HS**

**Tel: 01444 244294 Fax: 01444 480420 e-mail: [parkview@nhs.net](mailto:parkview@nhs.net) website: [parkviewhealth.co.uk](http://parkviewhealth.co.uk)**

**FEEDBACK FROM PATIENT SURVEY / PATIENT GROUP**

The patient group met at the beginning of January 2013 (if you have a mobile phone number registered with the practice, you will have received an invitation to this). One of the items on the agenda was a discussion about the result of the Autumn patient survey regarding availability of appointments and getting to see your doctors. The group agreed that generally the results were very good. They were disappointed that there was a poor response (194 / 5075 patients completed the survey), despite 78% of patients visiting the practice in the past year. There was some discussion about identifying carers and the support that the West Sussex Carer support team is able to provide. It was confirmed that there are two patient surveys a year carried out in and by the practice and that the next one will focus on GPs. All GPs will have to carry out a revalidation exercise to prove their fitness to practice medicine from both a peer and customer service viewpoint. Each GP will have to gain feedback from at least 50 patients using questions supplied by the General Medical Council. The patient group meeting notes are published on our website as are the full results of the survey ([www.parkviewhealth.co.uk/news.htm](http://www.parkviewhealth.co.uk/news.htm)).

**REDESIGN OF SERVICES INTO THE COMMUNITY**

This is part of an on-going drive to improve patient input into services which are provided in the area so that patients have more say in how their health services are designed. During the past 12 months, NHS West Sussex and the new Mid Sussex and Horsham Clinical Commissioning Group have been making it easier for patients to get treatment in the community, closer to their home, rather than visit hospital outpatient departments. Most GPs are now referring patients requiring dermatology, urology and musculoskeletal secondary care to these clinics which are designed as a 'one stop shop', removing the need for a number of visits to various hospital departments to gain all the information required to treat the patient's symptoms. The latest community clinic is ophthalmology where the Acute Community Eye Services (ACES) offers treatment at designated local opticians and saves a trip to the Eye Hospital. You can pick up a leaflet about this in the waiting room at the practice.

**LETTER FROM A GP**

Do you ever feel that, as you haven't attended number of things to discuss? Or are you leading in and so bring a list to your appointment?



the practice for some time, you have a very busy life and find it difficult to come

Often patients come in to the practice with a number of different problems and are sometimes disappointed that the doctor will ask them to make a further appointment. As clinicians used to making a diagnosis and organising a management plan we are trained to consider each problem thoroughly and exclude serious underlying pathology as far as we able to in the practice and then arrange further investigations or appointments as necessary. It then puts us in a very difficult position when a patient wants a quick answer to a problem such as headaches which may not have been causing them particular concern but they wanted a quick word of reassurance. In this example we would need to take a full history of the nature of the headaches and the frequency and consider other medical conditions and medications and examine the patient appropriately before we are able to give that quick word of reassurance and sometimes this causes frustration to the patient and doctor when there is no time to deal with other queries.

If you ask us to do prescriptions which could be done by the reception staff in the normal way or complete a form which could be done outside practice time, this will mean that you will have less time to discuss clinical concerns with your clinician.

It really helps us in the practice if people do not save up too many problems to deal with and then expect everything to be sorted out in one consultation. You will often get a more effective service by booking appointments as you need them and being aware that we are trying to keep to time for everyone else waiting as far as we possibly can.

*With thanks to Dr Angie Gurner for this article*