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Be in the know...

Hello!. A warm welcome to the Spring

Edition of our newsletter.

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Spring Edition

Firstly, from all the staff at Ardingly Court Surgery, we would like to thank you for your patience and understanding during the weeks leading up to the surgery split. We appreciate that it has been a difficult time but do look out for our exciting plans and changes to come!

Palace Place

Our shiny new premises by the Royal Pavillion Gardens.

We are very excited to announce that Ardingly Court Surgery will be moving to it's new location sometime late 2019. Due to our ever growing patient numbers, the demand for GP appointments- more so now due to practice closures, as well as the general population increase, this new building will enable us to grow with the demand and provide more specialised services for our patients, run more clinics and continue our dedication to give you the best care possible!

We will be in touch with you over the next year with more information about these exciting developments at Palace Place.

Ardingly will operate as normal: 8:15am-1pm 2-6pm Monday: **Tuesday:** 8:15am-1pm 2-6pm Wednesday: 8:15am-1pm 2-6pm DE Thursday: 8:15am-1pm 2-6pm Friday: 8:15am-1pm 2-6pm Saturday: Closed Sunday: Closed **Ardingly Street** TEL: 01273 688333 Brighton FAX: 01273 671128 BN2 1SS For emergencies, please call 999 immediately For out of hours GP care, please call NHS 111

Old & New Faces...

members of staff. I'm sure you will all meet and get to know them very soon.

Say Hi to our new (and old)

Dr Turlini

Dr Mearkle

Doctors

Nurses

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Advanced Nurse Practioner

Holly Spyer

Jamie-Leigh Williamson

Adele Ruddock- West

Upcoming changes.

Doctors appointments

From April 2018, you will be able to book a Doctors appointment one month in advance. You can access allocated appointments via your online system, over the phone or at reception. There will be a variety of 10 minute and 15 minute appointments to best suit your needs. 10 minute on the day appointments are handy for any on day problems that occur. This system will work alongside the old system whereby you can book triage, on the day, and Nurses appointments as per normal.

Urine samples

From now on we cannot accept urine samples unless requested by a health care professional. All patients must fill in a sample form (found at reception) or it will not be accepted. All samples must be brought to the surgery by 1pm, we cannot process them after this time. Thank you.





Ardingly Court GP Surgery

2018

Who to see Get well, stay well

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Dr Barker

Dr Haining

In this Issue: Hello's & News

Info & Self-referrals Diary / Q & A's





Can you treat yourself at home?

A well stocked medicine cabinet can treat many day to day illnesses, from coughs, colds, sore throats to aches and pains. Small doses of ibuprofen and paracetamol can aid in treating these ailments amongst other useful cabinet must haves. See below for our recommendations!

Pain Relief- Painkillers

Like aspirin, paracetamol & ibuprofen are highly effective at relieving most minor aches and pains, such as headaches to period pain, These medicines also help with some minor ailments such as the common cold by reducing aches, pain & high temperatures. Bear in mind Aspirin musnt be given to children under 16. Ibuprofen shouldn't be taken by pregnant women.

Antihistamines

These are useful for dealing with allergies and insect bites. They're also helpful if you have hayfever. Creams soothe insect bites & stings, rashes and itching from stinging nettles. Tablets control hay fever symptoms and calm minor allergic reactions to food. They can also calm chickenpox itchiness. Some cause drowsiness- please ask your pharmasist for those that dont.

Oral Rehydration Salts

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Fever, diarrhoea and vomiting make us lose water and essential minerals and can lead to dehydration. Oral rehydration salts, availiable at pharmacies are an easy way to help restore your bodies natural balance of minerals and fluid which helps with your recovery. But they dont fight the cause of your illness such as a virus or bacteria.

Anti Diarrhoea Tablets

Anti-diarrhoea remedies can quickly control the symptoms of diarrhoea, although they dont deal with the underlying cause. The most common medicine is loperamide- sold under the names of Imodium, Arret and Diasorb. It works by slowing down the action of your gut. Dont give these to children under 12 as it may have undesirable effects. Speak to your GP or Pharmacist.

Indegestion Tablets

If you have stomach ache or heatburn, a simple antacid will reduce stomach acidity and bring relief. Antacids come as chewable tablets, tablets that dissolve in water or in liquid form. The most common antacid being Rennie, Gaviscon and so forth.

Sunscreen

Keep a sun lotion of at least 15 SPF. Even fairly brief exposure to the sun can cause sunburn and increase your risk of skin cancer. Ensure your sunscreen provides UVA protection. You can protect yourself against the sun further by wearing a hat and sunglasses. Avoid the sun during the hottest part of the day between 11am and 3pm.

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Your First Aid kit

A well prepared first aid kit can help treat minor cuts, sprains and bruises and reduce the risks of cuts becoming infected. See below for our first aid kit recommendations.

Bandages	Support injured limbs, such as a sprained wrist & also apply direct pressure to larg- er cuts before being treated in hospital.	Eye wash Solution	This will help wash out grit or dirt in the eyes.
Plasters	A range of sizes, waterproof if possible.	Sterile Dressings	Larger injuries should be covered with a sterile dressing to prevent infection until treatment can be given by a professional.
Thermometer	Digital thermometers that go in the mouth. Under-arm/ear thermometers are good ways to read a baby/childs temperature.	Medical Tape	This is used to stick dressings on the skin & can also be used to tape an injured fin- ger to an uninjured one creating a splint.
Anti-septic	Use to clean cuts before they're band- aged. Use to treat insect stings, ulcers, and pimples.	Tweezers	For taking out splinters; if splinters are left in, they can cause discomfort and become infected.

Medicine Safety

When keeping medicines at home, remember: Always follow the directions on medicine packets and information leaflets, and never take more than the stated dose. Always keep medicines out of the sight and reach of children - a high, lockable cupboard in a cool, dry place is ideal. Regularly check the expiry dates on a medicine - if a medicine is past it's use-by-date, dont use it or throw it away; take it to your pharmacy, where it can be disposed of safely.

If you have any questions about any medicines or you want to buy them, ask your local pharmacist

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How to treat the 10 most common winter illnesses

bugs that yo people, such the house a	Colds went colds by washing your hands regularly. This destrut ou may have picked up from touching surfaces used by of h as light switches and door handles. It's important to k and any household items- cups, glasses & towels clear your house is ill. If you get a cold use disposable tissue	ep if	Cold Sores Most of us recognise that cold sores are a sign that we're run down or under stress. While there's no cure for cold sores, you can reduce the chances of getting one by looking after yourself through winter. Every day, do things that make you feel less stressed such as a hot bath, going for a walk in the park or wathching one of your favourite films.
viral infectio ing from a w An easy rem	Sore Throat s are common in winter and are almost always caused ons. There's some evidence that changes in temperature varm heated room to the icy outdoors) can affect the thr hedy is to gargle with warm salty water for its anti inflam by. Dissolve 1 tsp of salt in a glass of cooled boiled wate	go- bat. na-	Heart Attacks Heart attacks are more common in the winter. This may be because cold weather increases blood pressure and puts more strain on the heart. Your heart also has to work harder to maintain body heat when it's cold. Stay warm in your home, heating should be at least 18'c. Use a hot water bot- tle or electric blanket to keep warm in bed & wrap up when you go out.
ple with lon are at risk. T nasal spray	Fin a major killer of vulnerable people. Aged 65+, pregnant & ng term health conditions; COPD, Diabetes, Kidney Dis The best way to prevent getting flu is to have the flu jab for children aged 2-17. The flu vaccine gives good prote and lasts for one year. 65+ are eligable for the Pneumo J	ease or flu ction	Cold Hands & Feet Raynauds Phenomenon is a common condition that makes your fingers and toes change colour & become very painful in the cold weather. Fin- gers can go white, blue, red, throb & tingle. The small blood vessels of the hands & feet go into spasm, temporarily reducing blood flow to your hands & feet. Dont smoke or drink caffeine as this can worsen symptoms.
ach bug. It places such is unpleasa	Norovirus as the winter vomiting bug, it is a extremely infectious st can strike all year round but is more common in winter h as hotels, hospitals, nursing homes & schools. The ill ant but usually over within a few days. Drink plenty of fl take oral rehydration fluids to reduce the risk of dehydra	and ess iids	Dry Skin Dry skin is a common & is often worse during winter when environmen- tal humidity is low. Moisturising is essential during winter. They act as a sealant to stop the skins natural moisture evaporating away. The best time to apply moisturiser is after a bath or shower while your skin is still moist and again at bedtime. Water that is too hot makes skin more dry.
winter. Man can make ti cluding med	Painful Joints le with arthiritis say their joints become more painful & st by people get a little depressed during winter months and hem perceive pain more acutely. Everything feels worse dical conditions. Daily exercise can boost a persons me al state. Swimming is ideal as its easy on the joints.	this in-	Asthma Cold air is a major trigger of asthma symptoms such as wheezing and shortness of breath. People with asthma should be especially careful in winter. Stay indoors on very cold, windy days. If you do go out, wear a scarf loosley over your nose and mouth. Be extra vigilant about taking your regular medications and keep reliever inhalers close by.

Did you know you can self refer?...

There are many services you can approach before seeing your GP, see the table below for more info:

Pharmacy	Wellbeing			
Getting advice from a local pharmacist is the best first step for a minor health con- cern. But if you think you or your family member are more seriously ill, then a GP or hospital would be more appropriate.	 The Wellbeing service provides access to one-on-one talking therapies such as CBT, group therapy e.g. for managing stress and online guided self-help. Click: www.brightonandhovewellbeing.org/adults-self-referral 			
As well as helping with common illnesses- like sore throats, coughs, colds, tummy troubles (constipation), aches and pains - pharmacy teams can also help with stop- ping smoking, cutting down on alcohol, advice on safe sex and emergncy contra- ception. Most local pharmacies have consultation rooms for private coversations. Your phar- macist can also talk to you confidentially without anything being noted in your med-	 Call: 03000 020060 (8am-6pm mon to fri) Mental Health Rapid Response Service- If you feel you are not able to keep yourself safe, and do not need immediate medical assistance, you should contact the MHRRS which is able to offer immediate support. Call: 03003 040078 (24 hours a day, 7 days a week) 			
ical records, which some people may prefer.	Sumaritans: 116 123 (free number) or 01273 772277			
Pavillions	BPAS			
 Pavillions drug and alcohol services for adults residing in Brighton and Hove (BN1, BN2, BN3 & BN41 postcodes). Support is available to anyone concerned about their drug or alcohol use, or families and carers supporting those struggling with substance misuse. Call: 01273 731900 Click: www.pavillions.org.uk For people aged under 18 years old, please contact RUOK? instead. RU OK? is a drugs and alcohol misuse service for under 18's. Call: 01273 293966 Click: www.socialsubcultural.com/ruok 	 BPAS is a national organisation with a branch in Brighton. It offers: Pregnancy testing and advice Counselling around pregnancy options Contraception advice Miscarriage advice and treatment Foetal anomaly care Pregnancy termination/abortion Pre-abortion STI testing Post-abortion counselling & Contraception Click: www.bpas.org Call: 03457 304030 (open 24 hours a day, 7 days a week) 			
Maternity	Sexual Health			
The maternity service provides hospital-based services at the Royal Sussex County Hopsital in Brighton & The Princess Royal Hospital in Haywards Heath & communi- ty-based services, inc homebirths. In addition specialist support services are offered for mental health, pregnancy loss, domestic abuse, travellers & teenagers. The self-referral portal is only for use from 6+ weeks of pregnancy. If you have any concerns during pregnancy contact your midwife or maternity triage for advice. Maternity Triage at: Call: 01273 664793 - Royal sussex Call: 01444 441881 - Princess Royal Click: mypregnancymatters.co.uk	 A free & confidential service providing sexual health screening & testing (inc chlamydia screening & HIV testing) & advice on reversible contraception inc emergency contraception (the morning after pill), health promotion and condom provision. Walk-in clinics & pre-books are availible at various locations: Call: 01273 242091 Click: www.brightonsexualhealth.com Brighton station health centre walk-in sexual health clinic- walk in and prebookable appointments available, not appropriate for repeat prescriptions of the contraceptive pill, erectile dysfunction or cervical smears. Call: 03333 210946 			
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Dates for your diary...

Bank Holiday Closures 2018



Measles outbreak

Due to a recent outbreak of Measles, it is recommended that you check whether yourself/ children/ parents have been immunised. Anybody who has not had both doses of the MMR vaccine should complete the doses. This immunisation will help prevent the spread and reduce the amount that may become infected.

Continued Services...

Practice Assist

Since July 2017 we have been working with Care UK in an effort to reduce wait times for GP appointments

As you would normally, call the surgery and ask the receptionist to book you in for a phone consultation. When you call, we will take your details and a GP will call you back within a 2 hour slot that day. This system also works for our in-house Triage list. Any on-day emergencies, will be addressed as soon as possible and there will be appointments reserved especially for these matters.

Please note: if it is deemed that you need to be seen, the GP will book you a face-to-face appointment on the SAME DAY.

EPIC Appointments

We offer extended hours services on weekdays and weekends to those who are unable to make it during daytime surgery hours or have work commintements. These appointment times vary based on week day/end rotas. These appointments will either be at Ardingly Court Surgery or St. Peter's Medical Centre (one site per month). Please ask our reception team if you wish to book in for one of these appointments.

You will find St Peter's Medical Centre here: 30-36 Oxford Street, Brighton, BN1 4LA To cancel an already booked EPIC appointment, please this number: 07540745728.

Questions & Answers

Q: How do I order my prescripton?

- A: We have numerous ways you can this:
 Hand in your repeat slip to the receptionist
- Drop it off in our deposit box/ letter box
- Faxing your request to 01273 671128
- On the internet via your online services
- Your pharmacy may fax us a prescription request.
- Verbally request via a receptionist.

Q: How do I sign up for online services?

A: Simply go to reception and ask one of receptionists to print out your online services ID and Password. You will need to follow the instructions and activate this within 7 days of receipt. You can then access appointments and your online prescription requests.

Q: Why can't I get through on the phone?

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A: The demand for appointments is exceptionally high and consequently the phone lines get extremely busy but we would like to assure you that all calls are answered as quickly as possible. We would like to apologise for any delay or inconvienience you experience trying to get through.

Q: Why do you ask for a reason for my call?

A: In order for the reception team to direct you to the best possible service, it requires knowing a little more about the reason you're calling. If you do not wish to disclose anything please state that it is personal. However, this helpful information means you'll get the right service for your needs.

Q: Why can't I see my own GP?

A: Due to such a high demand & patient list numbers it can be difficult to see your own GP. However we do offer phone consultations & now prebookable slots one month in advance. Whilst we appreciate these are tricky to book, there are few ways to go about doing so; our doors open at 8:15am, through the online booking portal & over the phone.

Q: What is your Complaints procedure?

A: You're welcome to complain in writing, online via our website or over the phone - please ask for the Practice Managerplease bear in mind we may ask for further details so that our Manager can get back to you.





A-Z Services at Ardingly Court Surgery...

Do you need to see a GP or other health care professional?

At Ardingly Court Surgery we offer a number of services for our patients. These services are shared between the GP's, Nurses and our Health Care assistant. For more information and a general booking guide, please see the table below for more information.

ABPM 24hr BP	Book in for a phone call first to arrange this fitting.	ECG	Book an appointment with a nurse. This Appointment requires more time than rou- tine.
Asthma/ COPD	These appointments require more time		Book an appointment with a nurse.
Baby/Child Imms	Baby/Child Book an appointment with our nurse.		Book an appointment with a nurse. Inc. B12, Prostrap, Depo, Nebido, Shingles, Prolia, Depixol, Denosumab, Sustanon, Zoladex
Blood Pressure	Book an appointment with a nurse		Book an appointment with a nurse and GP follow up. Inc Blood test.
Blood Tests	be taken at the surgery & at Hove Polyclinic		Book an appointment with our nurse.
CHD	Chronic Heart Disease Review. These ap- pointments include a blood test. Book in with one of our nurses.	Mental Health Review	Book an appointment with a nurse. In- cludes a Blood Test.
Cervical Smears/ swabs	Book in with one of our Practice Nurses. these appointments are longer than rou- tine. The ideal time to book is midway be- tween periods.	Minor Op	Skin tag removal - Phone call with Dr. Barker.
		NHS Health Check (40-47 yrs)	Let the receptionist know you would like to book in for this appointmet. A message will be sent to a nurse, who will book you in.
Contraceptive Pill	 1st Time: Request an telephone call with a doctor. Pill Renewal- Book in with a nurse. 	Referrals	Request a telephone call/ Appointment with a Doctor.
Contraceptive (Emergency)	Request a telephone call with a Doctor.	Sick Note	Request a telephone call/ Appointment with a Doctor.
Contraceptive Injection	Book an appointment with our nurse.	Six Week Check	Book an appointment with your own GP.
Contraceptive Implant (& removal)	Book in for a telephone call with a Doctor. These appointments are undertaken by specialy trained doctors.	SMILES Mental Health	Book an appointment with a nurse.
Coil/ IUCD Fitting	Book in for a telephone call with a Doctor. These appointments are undertaken by specialy trained doctors.	Spirometry	Book an appointment with a nurse.
		Stitches	Book an appointment with a nurse.
Diabetic Review	Book an appointment with our diabetic nurse, these appointments require more	Steroid Injection	Book an appointment with Dr. Turlini
Dementia	time than routine appointments. Book an appointment with our Nurse. This	Stop Smoking	Let the receptionist know you would like to book in for this appointmet. A message will be sent to a nurse, who will book you in.
Assessment	Appointment includes a Blood test.	Stroke/ CVA	Book an appointment with a nurse. In- cludes a Blood Test.
Dementia Review	Dementia Review Book an appointment with a GP.		Form to be filled first. Then a nurse will call
Dressings	Book an appointment with our nurse.		within a 2 week time frame to book jabs.
Ear Syringe	Book an appointment with our nurse.	Whooping Cough (20wk)	Book an appointment with our nurse.

As our team grows, so will our services. We will update you of any changes/ additions to this in our summer newsletter

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We hope you all had a very Happy Haster!!

Ardingly Court Notices

Useful Contact Numbers



Thank you

On behalf of all of the staff here at Ardingly Court Surgery we would like to say thank you for your patience during this transition period. Whilst there may be some teething problems as the adjustments are made, we hope the changes ahead will improve our services and the eventual move to Palace Place means for exciting times ahead.

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We no longer have a Nurses Drop-in

Please be aware that we are no longer running a nurses drop-in clinic on Wednesday mornings from the 1st april 2018. Therefore, please book your appointment with a nurse in the normal way. Thank you.

Chlamdyia Tests- Under 25

Just to let everyone know that there are now Chlamdyia screening kits in the waiting room toilets at ACS. Once the patient has done their sample, they will hand you the envelope which can be put directly into the bag for Pathology. Discretion is vital with this, so familiarise yourself with what the envelopes look like so the patient doesnt even have to say a word, you know what they are!

Hove Polyclinic Blood Test 16+

Monday - Friday: 8:30am - 3:30pm

Hove Polyclinic X-Ray Drop-In

Monday - Friday: 9am - 4:30pm Nevill Avenue, Hove, East Sussex, BN3 7HY 01273 242024

> Take the 5A Bus straight to the Hove Polyclinic

Blood Tests for Under 16yrs

You must report to The Royal Alexandra Children's Hospital if you are under 16. Simply collect a blood form from your GP and then take this slip to the RACH. Call 01273 696955 for further information. By appointment only. **Homeless Incentive** Every Thursday, 7pm at the Clock Tower

A member of our team is spearheading a Thursday night feed-the-homeless project. They will be making up large batches of food & proportioning them up into boxes that can be eaten the nxt day or cold such as chili, pasta dishes, ratatouille, curries etc. Packing in as many carbs and veg to make them healthy as can be!

Donantions: Currently accepting donations of food; preferably unperishables- canned food would be best. Any at the back of your cupboard? Please drop off at Ardingly reception. Thank you (:



We DO NOT accept Prescription requests over the phone. Please follow the instructions given in the answer 'How do I order my prescription?'

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STOP THE SPREAD OF FLU GERMS!

Use a tissue and wash your hands thoroughly. The germs can live on your hands and surfaces for up to: 24 Hours!!

Medical Trivia



Some baking fun for the kids!! (and adults too)...

Bunny **Biscuits**

Give it a try!



Ingredients:

Biscuits: 225g Plain flour 175g Butter 115g Caster sugar 55g Currants 1 Medium egg yolk

Icing: 350g Icing sugar Water, as needed

(8)

Decoration: Silver balls for eyes Cherry strips for mouths

Method:

- Start by preheating your oven to 180'c. 1.
- 2. Sieve the flour into a bowl, add the butter and rub together into a fine breadcrumby mixture.

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- 3. Stir in the sugar and beaten egg yolk and knead into a smooth dough.
- 4. Roll out the dough & cut into bunny shapes.
- 5. Place on a greased baking sheet and bake for about 25 minutes until golden.
- 6. Place on a tray to cool.
- Combine icing sugar and water in a bowl until 7. smooth.
- 8. Once the cookies have cooled, start to spoon on the icing. Be as creative as you want.
- Use silver balls for eyes and strips of cherry 9. or a few currants for their mouths and noses.

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Trivia & Word Jumble Answers: Trivis: 01. C+ 02. 23 03. A Disease 04. Bleeding/ Blood loss Vord Jumble: 01. C+ 02. 23 03. A Disease 04. Bleeding/ Blood loss