



April 2026, Issue 2

Ardingly Court Patient Newsletter

Staff update:

We are pleased to announce we have new GPs at the surgery

1. Dr Davies (Mr) - Mondays and Thursdays
2. Dr Peto (Miss) Tuesdays, Wednesday AM and Fridays
3. Dr Baddeley (Mr) —Thursdays
4. Dr Lemareka (Mrs) has joined us on a permanent basis - Monday, Tuesday, Wednesday and Thurs AM

Increased access amendments:

- The doors & phonedlines now open at the same time (8:00) for equity of access.
- Our phonedlines are now open 08:00am—18:30pm.
- The surgery doors will continue to be shut between 13:00 -14:00pm and 18:00-18:30 however, the phone lines will remain open during these times and we now have a intercom buzzer at the door for patients to use to speak with a member of reception if needed.

Prescription ordering

Please note that we need 48 working hours notice for prescriptions

We are unable to take prescription requests over the Telephone. There are other ways of ordering prescriptions.

- Online - You will need online access for this, please ask reception for details.
- In person - Hand your request to reception staff or post in letterbox outside if we are closed. Ask your pharmacy.
- Some pharmacies will order medication on your behalf if you discuss it with them. Please note not all pharmacies offer this service.



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WHO ELSE CAN HELP?

Top Tips:

1. Keep a copy of your medication list and any allergies.
2. Always have your or a relatives Full Name, Date of Birth and NHS number handy when calling the hospital.
3. Use Self referral options when you can.

MEET THE CLINICAL STAFF:

NURSES:

- RACHEL
- HOLLY
- ISAAC

DOCTORS:

- DR TURLINI
- DR HOWARD
- DR LEMAREKA
- DR DAVIES
- DR PETO
- DR BADDELEY

HEALTHCARE ASSISTANT

- ELERA

FIRST CONTACT

PHYSIO:

- JAMES

- **Primary Care Network** : Our primary care network offer a range of support for patients from social prescribing to health coaching and much more. Please ask the reception team or your GP for more information about this.
- **Pain Café** : This a free service that normally takes place at 2-3:30pm on the 2nd Friday of every month at Robert Lodge

lead by a clinical pharmacist who will cover topics such as chronic pain and what could help.

- **Free language translators to accompany patients appointments** : please request a translator when booking. If you appointment is on day we can attempt to arrange telephone interpreter.

WHAT STAFF MEMBER'S CAN DO:

Nurses:

- Rachel - Diabetic reviews, smears, wound care, immunisations for adults and children, travel vaccinations,
- Isaac - Asthma & Chronic Obstructive Pulmonary Disease (COPD) reviews, wound care, immunisations for adults and children, travel vaccinations
- Holly - Asthma & COPD reviews, smears, wound care, immunisations for adults and children, travel vaccinations.

Doctors:

All of our doctors carry out Dementia, Hypertension, Stroke, Mental Health, Learning Disability reviews.

All of our doctors can perform routine examinations and help with some urgent or routine problems you may be having.

Dr Turlini can remove and insert coils and Implants.

- We have a first contact Physiotherapist on site Thursday PM. They can assess you, give you exercises, or refer you on (you do not need an appointment with a GP first-reception can book you directly).
- Pharmacist technician - can answer questions about your medications or liaise with your GP regarding medications .
- Alternatively, for information about your medications – how it works, when to take it, and side you can visit NHS website Medicines A to Z <https://www.nhs.uk/medicines/>

APPOINTMENTS

What Appointments do we offer:

- We offer both face to face and telephone appointments (reception can guide you if appropriate for telephone call).
- Daily high priority appointments - infections (not including dental issues), children under 5, Palliative patients, extremely frail or elderly patients, suspected cancer, new lumps and bumps.
- Routine - a new, ongoing or non-urgent issue (waiting time is generally 2 - 4 weeks)
- On Day - we have approximately 50% of appointments that are released on day every day at 8:00
- Each day 1 month & 1 week pre bookable appointments are released for next period (on first come first served basis). If you are not able to wait for the next routine appointment available you may wish to call back on another day for an on day appointment.

HOW APPOINTMENTS CAN BE BOOKED

- In person face to face, via telephone, online from 8:00 am Mon - Fri
- An online account can be set up by reception staff, or you can set up basic NHS app account independently.
- E-consultation advice service can be sought via the banner on website homepage (not for urgent matters).
- We have access to NHS extended hours weekend appointments if this is preferred. We are a host site for NHS appointments on alternating months on a Saturday and we can book you at Wellsbourne Health Centre, St Peters Medical Centre & Stanford medical centre at other times.

Update on Phlebotomy services at the practice:

We are pleased to announce we have recruited a new Health Care Assistant (Elera) and are now back to full capacity for blood tests. Thank you for your patience whilst we had a staff vacancy and had reduced a capacity for blood tests.

Do Not Attends (DNA) - sadly a huge number of appointments are wasted. This unnecessarily increases wait times for other patients.

If you are no longer able to cancel your appointment, please do cancel it. You can cancel via phone or text message this means we can offer this appointment to another patient.

Over 90 days:

- 24 hours (8%) - nurses appointments were lost to DNA
- 30.75 hours (4.7%) - Doctors appointments were lost to DNA

Please note we will send warning letters to patients who repeatedly DNA and will consider removal from our patient list.



Our Primary Care Network (PCN)

East and Central Primary care network brings 9 GP practices together with other local services such as:

- Community groups
- Mental health
- Social care/ prescribing
- Frailty home service
- Charities
- Health and wellbeing coaching
- Patient engagement
- Pharmacy
- Weight management
- Visiting service.



You can find out more about these services and what they offer by speaking with the surgery reception team or following this link to the PCN website <https://ecb.pcn.gpweb.org.uk/our-primary-care-network>



Pain Café



Meet, Learn & Share Tips and experiences



- **Meet others who live with pain**
- **Focus on what matters to you**
- **Explore what chronic pain is and what could help you**



- **Hosted by a clinical pharmacist who works with people living with chronic pain**
- **No booking needed**
- **Come along for a free tea/coffee and a chat**



2nd Friday of the Month



2.00pm-3.30pm



**East Brighton Health Hub, Robert Lodge, 35 - 70 Manor Place,
Brighton, BN2 5FG**

Further location info : www.brightonhealthhub.org.uk

Friends and Family feedback:

We have been gathering feedback from all patients who have attended the surgery for an appointment. This is part of our ongoing service improvement with our patient participation group. Some recent data below:

October 2025:

Excellent:	290	86%
Good:	33	10%
Fair:	2	1%
Poor:	8	2%
Other:	2	1%

November 2025:

Excellent:	142	82%
Good:	20	12%
Fair:	3	2%
Poor:	6	3%
Other	1	1%

December 2025:

Excellent:	84	41%
Good:	112	55%
Fair:	1	1%
Poor:	4	2%
Other:	1	1%

January 2026

Excellent:	115	84%
Good:	14	10%
Fair:	2	2%
Poor:	4	3%
Other:	1	1%

Patient Participation Group (PPG):

We now have a group that normally meets 3-4 times a year.

If you are interested in participating please contact the surgery's practice manager by calling the surgery or by letter and we can arrange a chat about the work we do and how you can be involved.

The PPG forum is not for clinical issues or complaints but it is a great way for patient's voices to be heard.

Our next meeting is in May.

We know sometimes it is challenging to get an appointment:

The NHS is facing unprecedented demand, with hospital waiting times being much longer than in the past patients are asking to see their GP much more frequently whilst waiting for hospital assessments.

Mental health issues have increased & there are increased requests for many referrals and assessments for many conditions & this means that we have an overall increased demand for appointments.

We are here to help but have a strict zero tolerance stance to abuse of any kind directed at any staff members this includes; verbal abuse, swearing, insults, shouting or intimidation of any kind.