



SUMMER NEWSLETTER

Welcome

Welcome to the 2nd edition of our newsletter. The main events in the coming months relate to staff changes, in particular we learn of Dr Barrie's retirement from the Partnership in "Dr Nick Barrie is hanging up his

stethoscope!". We have recently said a fond farewell to Dr Karen Hancock who was helping us over the winter months and has now moved to a surgery in Southwick as a GP Partner. We are currently recruiting for both positions and look forward to welcoming the new members of staff in due

course. In August we see the arrival of our latest GP Registrar, Dr Ben Whitt (ST1) who will be with us for four months.

Looking ahead, plans are already underway for the "Flu Season". Dates for the clinics will be on the notice boards and website when available.

SUMMER 2012



Dr Nick Barrie is hanging up his stethoscope!

After 31 years as a Partner in the Practice, I am sad to announce that I am retiring in October.

In 1981, as a fresh faced young Doctor (with a full head of hair) I started up a new patient list at Cuckfield, when we were at 3 High Street - currently the Dentist. I was the Junior Partner, working with my Dad, who was Senior Partner, and we happily worked together until he retired in 1990. General Practice was very different in those days, and the whole model of care was different. Nowadays we are very proactive, and work hard behind the scenes identifying at risk populations and setting about organising clinics to identify health issues before they become a problem. In 1981 we tended to see ill patients, and treat accordingly. I started a Blood Pressure Clinic but in those days it was near impossible to manage this using paper data cards, and trying to cull information from 5000 clinical notes. Perhaps this explains my interest in

computing - I introduced clinical computers to the Practice in 1987.

We moved from 3 High Street to our current building in 1990, and Dr Rob Harvey was appointed as my father's successor. Following Dr Mike Harvey's retirement in 2005 we appointed Dr Angie Gurner as a Partner and together we have all worked to make the Practice into what it has now become. We now look after 7500 patients.

I feel really proud that between us all we have evolved into a state of the art Medical Practice, with expertise in specialist areas that most Practices are unable to offer, but who concentrate on the "old fashioned" personal skills that patients have always valued. As a young GP I was interested in Obstetrics, and was pleased to deliver the babies of many of my female patients, and look after their families. Modern "progress" has stopped GPs from delivering babies nowadays, but there are families in Cuckfield for whom I have been their GP for 3 generations.

Life moves on, and it is time for me to leave the Partnership. I have agreed not to

go until a worthy successor is appointed, who will build on what I have achieved, but I am pleased to be able to announce that I will still be working on a very part time basis in the Practice after October. I will be combining this with my new role as Clinical Director for Commissioning for Horsham and Mid Sussex Clinical Commissioning Group, where I plan to use the skills I have gained over the last 30 years to the benefit of the wider population of Horsham and Mid Sussex. My wife has commented that she cannot imagine me in my bedroom slippers watching daytime TV!

Dr Nick Barrie

Diary Date

The surgery will be closed on the following Bank Holiday:
Summer Bank Holiday 27th August

Stop Smoking



Quit

Do you smoke? Have you thought about giving up? Stopping smoking can be a life changing experience. If you require help, advice and encouragement to quit smoking the Practice can offer one-to-one appointments with a trained Smoking Cessation Advisor. She can provide a comprehensive structured programme, offering education and support. For more information regarding smoking cessation there are patient information leaflets available in the waiting room. To make an appointment, please phone or ask at reception.

Your questions answered

Q What should I do if I need to see a doctor but the surgery is closed?

A If you need medical advice or assistance out of normal surgery hours, that is urgent but not life-threatening, and cannot wait until the Practice is next open, you should call the Out of Hours Service by ringing the surgery and a recorded message will give you instructions to follow, alternatively you can phone them directly on 0300 130 1313. The service is available between 6.30pm and 8.00am on each weekday, all weekend and bank and public holidays. For further

information visit the Practice website www.cuckfieldmedicalpractice.co.uk

Q Shall I go to A&E?

A Have you ever been concerned about your child and decided to bypass the Practice and attend A&E? Have you not been able to get a convenient appointment to fit around your commitments so tried A&E? Have you ever considered seeking a second opinion, such as the need for antibiotics, and attended A&E?

Patients attend A&E for a number of reasons and the Clinical Commissioning Board have advised us that compared to patients from other Mid Sussex practices our

patients are high attenders of the department for non-emergency reasons including daytime attendances which require no treatment. This is clearly a concern as they are very busy and time is taken away from critical cases by problems that would be best dealt within the Practice. You should only attend A&E following an accident or you feel there is a potentially life threatening emergency.

So consider whether your visit is appropriate and if in doubt contact the surgery first and we will work hard to accommodate you – see About the appointment system...

About the appointment system...

All consultations with a doctor are by appointment only. Our phone lines for appointments open at 8.30am.

We offer routine appointments which can be booked up to 8 weeks in advance. These appointments are for patients returning for results, medication reviews, for chronic disease management or non-urgent problems. They are also appropriate for an appointment booked for convenience (e.g. your day off work, or you are on holiday). Routine appointments are usually available with a doctor of choice.

We also offer a limited number of "On the day" appointments for urgent problems that need to be dealt with on the same day. These appointments are for single problems only and will be with whichever doctor is available not necessarily the doctor of your choice. Please ring as early as possible on the day to book one of these appointments rather than coming straight to the surgery.

In addition, every morning we make extra appointments available in our "Sit and Wait" surgery that allows us to manage patient demand. These are for acute problems only that patients feel medically

can't wait. In the afternoon there is always a Duty Doctor who will cover emergencies

Our Advanced Nurse Practitioner and Advanced Practice Nurse operate acute care surgeries for same day appointments. A doctor is always available for further assessment and advice, if required.

The surgery also provides limited pre-bookable appointments early morning on Wednesdays and some Saturdays.

On Monday mornings our Advanced Practice Nurse who is qualified and experienced offers telephone triage. When asking for an appointment you may be referred to her to assess and or treat your condition. If she feels that you need to see a doctor, she will arrange this for you.

Finally, patients can request a telephone consultation with any clinician. These take place at the end of morning surgery. Matters such as medication queries and minor ailments can be dealt with over the telephone thus saving a visit to the surgery.

If you are unable to keep your appointment please contact the surgery as soon as possible so that we can offer this slot to someone else.

We are constantly monitoring our appointments to offer a better service. If you have any comments or suggestions please let us know.

Notice Board

Are you a Carer?

Do you look after someone that could not manage without your help? This could be caring for a relative, partner, child, friend or neighbour who is ill, frail, disabled or has mental health or substance misuse problems. If you are, you will know that it can be hard and stressful, and often you feel isolated and lonely.

The Carers Support Service can help you by providing information, practical and emotional support. If you feel that you could benefit from this service please let us know or leave a message with the Carers Support Service on 01293 657040 or visit their website at www.carerssupport.org.uk Here you will find useful information on all aspects of caring such as the services available, money matters, events and activities and much more.

Contact Details - Are yours correct?

Please let the Practice know if you change your address, mobile number, home telephone or your email address so that we can keep your details up-to-date on our system.

Register for Text Alerts



Text

Many of us carry a mobile phone and know how useful text messaging can be. By registering with the Practice for this service we are able to send you a reminder of an upcoming surgery appointment.

To comply with the Data Protection Act, if you are interested in this facility please call in to reception to fill in a form as we do need written consent, as we have to be sure that the message being delivered is being received by the person for whom it was intended.