

Autumn 2016

THE HAVEN



THE HAVEN PRACTICE

# Autumn Newsletter 2016

## Extended Hours—New Proposed Times - Saturday Opening

As many of our Patients will be aware we offer Extended Hours with our Practice Nurse each Wednesday evening from 18.30-20.00. These appointments are primarily for Patients who are unable to attend our normal clinic times.

We would like to propose that to give our Patients more flexibility we open on a Saturday morning for a clinic. This will also be with the Practice Nurse.

This would mean that we would continue to offer Wednesday evening clinics alternate with Saturday morning clinics.

In order for us to see whether this is viable we really value your opinion. We would appreciate it if you could complete the attached reply form and send back to us on:

**BHCCG.The Haven@nhs.net**

The information you give us is anonymous.

### Staff Meeting

Our next Staff Meeting date is Friday 7th October 2016 from 12.30-1.30 pm. During this time, the Surgery will be closed but you can still contact us by telephoning on: 01273 555999.

### Protected Learning Days

Our next learning day is scheduled for:

Wednesday 21st September. The Practice will be closed both for

appointments and Reception during the period 1.00 pm to 6.00 pm.

During closures our Out of Hours provider will deal with any medical emergencies.

## Midwife Details Have Changed!

Lucy is our new Community Midwife. She is based at Hollingdean Children's Centre and runs a clinic every Thursday for Patients registered at The Haven Practice.

Lucy practices from:

Hollingdean Children's Centre, Brentwood Road, BN1 7DY,  
Telephone: 01273 295623

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### FLU CLINICS

If you are eligible for a Flu Vaccine then please contact Reception and book in. Appointments will be available to book from Monday 3rd October 16.

We will have a walk in clinic on Saturday 15th October 2016 from 9.00 to 12 noon. If you are eligible for a Pneumococcal vaccination this can be done at the same time.



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Out of Hours: 01273 555999/NHS111

Facebook: The Haven Practice

### List Closure

We would like to advise you that currently our Practice List remains closed.

Please continue to check with NHS Choices website when our list will reopen.

### Feedback from Our Year 1 Medical Students

We have received feedback from the Brighton and Sussex Medical School and would like to share some of these comments with you.....

#### What were the best aspects of your GP Placement?

- ◆ We were able to be hands on from the start. Laid back Practice, felt relaxed
- ◆ Could not be more accommodating to Medical Students
- ◆ Many opportunities to take histories
- ◆ All the staff were very friendly and instantly put me at ease

#### What improvements could be made to this GP Placement?

- ◆ It would be good to continue to blend medical students with the Doctor
- ◆ More opportunities to carry out examinations
- ◆ Greater discussion regarding clinical reasoning and access to Patient notes prior to the consultation

Thank you to all our Patients for allowing the Medical Students to be present during your Consultations without your support we would not be able to teach Students and be a Teaching Practice which we value. Full Survey results from Year 1 and Year 4 Medical Students are available on our Website.

## Dotpost! A New Service

As part of our continued improvement to our services, we invite all of our Patients to attend for Vaccinations, Specialised Clinics, Appointments and Annual Checks for their health. Currently we use our Patient Text system or we post out letters as reminders.

A new service is available and we would like you to express interest if you think this would benefit your Practice. This service is called Dotpost.

How it works? When you have expressed interest in this service an invitation letter will be sent in the post with your mailings with an activation code which you may use to register you as a Dotpost receiver.

Once you are enabled you as a receiver all future correspondence will be sent to your secure Dotpost account and you will not receive a text or reminder letter.

Depending on your response we will let you know if there is enough interest to implement this service at the Practice and then ask you to complete a form with your details. Expression of interest does not commit you in anyway and is anonymous.