

Spring 2024

THE HAVEN



THE HAVEN PRACTICE

# Spring Newsletter 2024

## Our Practice Survey Results 2024

Thank you to our patients that took part

Here are the results:

How helpful do you find the receptionist at your GP practice: 75% Very Helpful

How easy is it to get through to someone at your GP practice on the phone: 52% Fairly easy

How easy is it to speak to the doctor or nurse on the phone at your GP practice: 47% Fairly easy

How do you normally book your appointment at your GP practice: 77% By phone

Thinking of times when you are willing to see any doctor how long until you usually get seen: 45% 2 to 4 days

How do you rate how quickly you were seen: 25% Excellent 25% Very good

Are you satisfied with our opening hours: 100% Yes

Do you find it easy getting nurse appointments: 91% Yes

Would you recommend the practice to your family or friends: 95% Yes

### Our New Carers Lead

We would like to announce that Lisa Hunt is our new lead

If you would like support or information please contact us via our email if you are a paid or unpaid carer

If you are under the age of 18 and you are in a supporting role please let us know and we can offer you support and refer to the Carers center if you think this would be useful

### Practice Equipment

When you have borrowed equipment from the Practice such as a blood pressure monitor or Oximeter please can you remember to return it as soon as you have finished monitoring as we only have a limited amount and this will enable other Patients being able to use this equipment.

### Staff Meeting

Our next Staff Meeting will be held in May and we will post the date on our Website nearer the time.

### Protected Learning Day

The Practice will be closed on the following date for staff training:

Tuesday 23rd April 24 from 12.30-18.30 pm.

During closures please call our main number and you will be redirected to Our Out of Hours Service.

Main Number:

**01273 555999**

### Closure of the COVID Pass service

The NHS COVID Pass service has now closed and is unavailable to patients now.

There are no longer any domestic requirements to demonstrate vaccination status, and no countries require proof of COVID-19 vaccination as a condition of entry.

## Easter Bank Holiday Closure

We will be closed on Good Friday 29.03.24 & Easter Monday 01.04.24

As we are closed on a Thursday afternoon we will be closed from tomorrow 28.03.24 from 1.00pm

If you need medical assistance during these times call us on 01273 55599 & you will be directed to your out of hours service or 111 for advice 24 hours a day or online to 111.nhs.uk

We will be open on Tuesday 02.04.24 from 08.30am

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# THE HAVEN PRACTICE

## THE HAVEN PRACTICE

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Brighton  
Sussex BN1 6HE

Telephone: 01273 555999

Email: [Sxibc-bh.thehaven@nhs.net](mailto:Sxibc-bh.thehaven@nhs.net)

Web: [www.thehavenpractice.co.uk](http://www.thehavenpractice.co.uk)

Out of Hours: 01273 555999/NHS111

Facebook: The Haven Practice

Twitter: @haven\_practice

Instagram: haven\_practice

Surrey & Sussex Cancer Alliance -Cancer Support

If you would like support or more information with please follow this link which you may find helpful:

[Health and Wellbeing information and support :: Surrey and Sussex Cancer Alliance](#)

## Join our PPG Group

### What is our PPG?

A Patient Participation Group (PPG) is a group of people who are patients of the Practice and want to help it work as well as it can for patients, doctors and staff. .

If you would be interested in join our PPG please email us and you can participate either face to face meetings or virtually.

We would value your support and opinions to shape the future of the Practice.

Our email address is [sxibc-bh.thehaven@nhs.net](mailto:sxibc-bh.thehaven@nhs.net)

## Thinking About Quitting Smoking

There are a number of ways the surgery can help with nicotine replacement or medication that reduces the pleasure from smoking.

There are also online resources, please follow the links below:

Brighton and Hove City Council: Smoke free legislation ([brighton-hove.gov.uk](http://brighton-hove.gov.uk))

Public Health England: Stop smoking services in community pharmacy settings ([brighton-hove.gov.uk](http://brighton-hove.gov.uk))

Some facts you might want to consider:

Smoking damages the lining of your arteries, leading to a build up of fatty material (atheroma) which narrows the artery. This can cause angina, a heart attack or a stroke.

The carbon monoxide in tobacco smoke reduces the amount of oxygen in your blood. This means your heart has to pump harder to supply the body with the oxygen it needs.

The nicotine in cigarettes stimulates your body to produce adrenaline, which makes your heart beat faster and raises your blood pressure, making your heart work harder.

Your blood is more likely to clot, which increases your risk of having a heart attack or stroke.

If you would like to give up smoking please book a Smoking Cessation Appointment with the Practice Nurse or Health Care Assistant

### NHS Quit Smoking

If you would like to do this via the NHS please follow this link and watch this video which explains how this works:

[link](#)

# Quit Smoking Start Saving

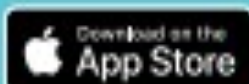
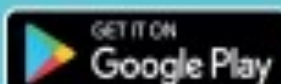
Join the thousands  
of people who are  
quitting smoking.



Download the free  
NHS Quit Smoking  
app to get started  
or scan the QR code  
for more information.



SCAN ME





# MENOPAUSE EDUCATION EVENING & GROUP CONSULTATION SESSION

THE EDUCATIONAL SESSIONS WILL  
BE VIA A ONLINE WEBINAR,  
FOLLOWED BY AN IN-PERSON  
GROUP CONSULTATION.

For more information please contact us by  
email at: [sxicb.pcnwellness@nhs.net](mailto:sxicb.pcnwellness@nhs.net)



# Getting support for your emotional wellbeing in your GP surgery

Do you have a diagnosed mental illness, or are having difficulties with your mental health and wellbeing?

Emotional Wellbeing Services are now available in many GP surgeries across Sussex, to offer you information, advice, guidance and support.

## How to get support

Contact your GP surgery. If appropriate, you may get referred to a Mental Health Support Coordinator, who will contact you to discuss the options of support available.

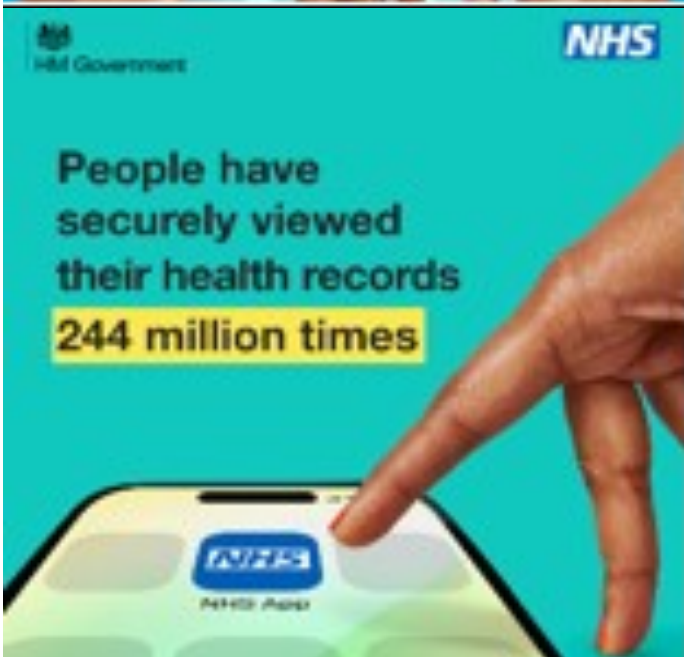
This could include one-to-one support, useful resources, and signposting to the other services available in your local area.

## Other support available

Help is available if you are experiencing a mental health crisis, are worried about a family or friend, or want to find other services available in Sussex.

[www.sussexpartnership.nhs.uk/  
getting-help](http://www.sussexpartnership.nhs.uk/getting-help)





Millions of people are using the NHS App to manage their health the easy way, from ordering a prescription to checking their records.

Find out more about the NHS App  
[NHS App and your NHS account - NHS \(www.nhs.uk\)](https://www.nhs.uk)

### **Waiting list information in the NHS App**

The NHS App now shows patients an estimated waiting time for their hospital treatment.

[More about waiting times in the app.](#)

### **Digital prescriptions in the NHS App**

Patients can now use the NHS App to view all their prescription details, order repeat prescriptions and generate a barcode for medication collection.

[More about digital prescriptions in the app](#)



## Patient Choice

### Choosing your hospital

## It's your patient choice

If your GP suggests seeing a specialist, you can choose where to go based on what matters most to you, like:

- Being seen sooner
- Being close to family or friends
- Going somewhere that's easier to get to



Scan the QR code or visit  
[nhs.uk/patientchoice](https://nhs.uk/patientchoice) to find out more.

Our lines are open Monday to Friday, 8am to 6pm

# Feeling low?

Are you struggling with low mood or anxiety?

Our friendly NHS team can talk to you about the help we can offer.

Take that first step.  
We've got time for you.



[brightonandhovewellbeing.org](https://brightonandhovewellbeing.org)



0300 002 0060



[BrightonWellbeing@spft.nhs.uk](mailto:BrightonWellbeing@spft.nhs.uk)



**Brighton  
and Hove  
Wellbeing  
Service**

**Southdown**

**YMCA**

YMCA  
DOWNSLINK GROUP

**NHS**

**Sussex Partnership**  
NHS Foundation Trust



# Key messages

- **Feeling lonely is completely normal.** Many of us can feel lonely while checking our social media, on our own or with others. It is nothing to be embarrassed or ashamed of.
- Sometimes admitting we feel lonely can be hard but it's important to remember that **many others experience similar feelings of loneliness too, and that this feeling can pass.**
- If you are feeling lonely, or know someone else who is, **there are plenty of simple, affordable actions you can take**, such as:
  - going for a walk with someone;
  - inviting someone out for a coffee and a chat;
  - finding out about affordable events nearby;
  - going along to a gym class or playing in a sports team;
  - joining a society or local community group to meet like-minded people; and
  - reaching out to those around you so you can both feel the benefits of in-person social connection.
- Find more support and advice on the [Better Health - Every Mind Matters Loneliness](#) web page to help yourself or others who might be feeling lonely, or search 'Loneliness Every Mind Matters' for more support and advice.



Department  
for Culture,  
Media & Sport

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Loneliness. It's a part of life. Let's talk about it

Try an activity for **FREE** today...

## STAY STRONG STAY STEADY STAY INDEPENDENT

Choose your way to build your strength and balance and age well

### 17 – 30 April 2024



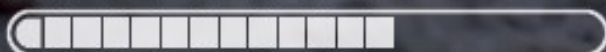
Find an activity near you or get ideas for things you can do at home.

**Better  
Health**

**Start  
for Life**

**NHS**

**LOAD THEM UP...**



90% of brain growth happens before the age of five. What you do together can make a huge difference.

**Search Start for Life for tips and advice.**



**NHS**

**HIGH  
BLOOD  
PRESSURE**

**LEAVES NO CLUES**

**...BECAUSE IT  
CAN HAVE NO  
SYMPTOMS**

**Get your free blood  
pressure in pharmacy today.**

Scan for your  
nearest pharmacy



THE HAVEN PRACTICE

See your  
pharmacist

**Help us  
help you**