



Summer Newsletter 2024

Annual Care Reviews

The purpose of the review is to ensure patients are taking the right medication and your condition is being managed.

Annual reviews are conducted for a range of conditions:

Asthma/Chronic Obstructive Pulmonary Disease (COPD): this is with the Nurse for a 20 minute appointment. The Nurse may decide to refer you to have a Spirometry Test . When the results are back these are re-view by the Nurse who will advise.

Cardiovascular/Heart Disease including Atrial Fibrillation, Heart Failure: You will have an 20 minute appointment with the HCA for a blood test, weight/pulse rhythm check. The GP will review the result and advise if an appointment is needed.

High Blood Pressure : You will be asked to complete 7 day blood pressure readings or 1 reading as this need to be monitored especially if you are on medication. If needed you will be invited for a review with our Clinical Pharmacist.

Chronic Kidney Disease:

You will need a 10 minute appointment with the HCA for a blood test, where you will need to provide the first urine sample of the day (A pot can be collected before the appointment) We will do what is called a dip stick test and this will then be sent to be tested. Then you will need an appointment with the GP

Diabetes: This is a 30 minute appointment with the Nurse, we will take a blood sample assess you do a doppler exam & you will need to provide a urine sample . The GP will review the results and advise is an appointment is needed

Dementia: You will have a blood test with the HCA and then an appointment with the GP is needed to review the results as well as other care needs.

Learning Disabilities: This is done by our PCN Learning Disability Team they will come to your home if you can not attend the Practice. If you are able to attend our Nurse will carry our this 30 minute appointment

Mental Health: You will need a blood test and an appointment with the GP which can be done on the same day . The appointment with the GP is a 20 minutes.

LGBTIQ+ People Health: This is a 30 minute appointment with the GP

Non-Diabetic Hyperglycemia: This is a 20 min appointment with the HCA they will take a blood sample, height, weight , BMI and blood pressure.

We would encourage all patient to attend these appointments when invited as it is in your best interest and to help us support you

Staff Meeting

Our next Staff Meeting will be held on 16th August at 12.30 pm

Protected Learning Day

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

During closures please note our Out of Hours Service number is:

01273 555999

Flu Season is Nearly Here...

This year we will be inviting eligible Patients for their flu vaccinations in September 2024 and will be vaccinating in the priority order set out by NHS England.

- ◆ From 1 September for Children and Pregnant Women
- ◆ From 3 October all Adults and Patients in at risk groups

If you wish to decline the Vaccination it would be much appreciated if you could let the Reception Team know so we can record this on your record to ensure we do not keep sending invites out to you.

Inside this Issue:

Annual Care Reviews	1
Flu Vaccinations	1
New Online Registration System	1
Transgender & Non-Binary	2
Digital Ambassador Service	2
Help for Patients	2
Mental Health	3
Carers Information	4
Leave a Review	6

New Online Registration

We have a new quicker way to register with the practice just follow this link:
<https://register-with-gp.ht1.uk/?gpCode=G81646&gpName=The%20Haven%20Practice>

You will normally be registered on the same day using this system.

If you would like a paper form you can download a form from the website or come in and collect one



THE HAVEN PRACTICE

THE HAVEN PRACTICE

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Telephone: 01273 555999

Email: Sxicb-bh.thehaven@nhs.net

Web: www.thehavenpractice.co.uk

Out of Hours: 01273 555999/NHS111

Facebook: The Haven Practice

Twitter: @haven_practice

Digital Ambassador Service

Free support to become more confident and do more online

You can self-refer by calling 07808 646075 or 0808 196 5883 or by emailing Sxicb-h.prestonparkcommunitypcn@nhs.net or contact Reception to refer on your behalf.

Transgender & Non-Binary

Awareness Days

November

Transgender

Weds 13th - Tues 19th

Awareness Week

November

Wednesday 20th

Transgender Day of

November

Remembrance

Help for Patients!

Check In and Chat

What is Check In and Chat? Do you (or someone you care for) feel lonely or isolated? If so, you're not alone- which is why this service has become available. Volunteers phone patients to provide social contact. Where appropriate, they can encourage patients to make positive changes such as connecting with others, becoming more physically active and learning new skills. Volunteers can also signpost to other services in the community. How to make a Referral You can self-refer to this service by calling 0808 196 3646. Alternatively, please contact Reception and we can refer on your behalf.

Social Prescribing

Social prescribing is a way in which patients can be supported to link with a range of local, activities, opportunities and support that can improve their health and wellbeing. It is about supporting and empowering patients to take control of their own health and wellbeing by giving people time, focusing on "what matters to me" and taking a holistic approach to people's health and wellbeing. Social Prescribing is about developing stronger partnerships, between patients, their community and the supporting services.

Many things in life can make people feel unwell or affect their overall health and wellbeing negatively, and a medical prescription is sometimes only part of the solution.

Social Prescribing works for a wide range of people including people

- ◆ Who are 18 years old and over
- ◆ With long term health conditions
- ◆ Who are lonely or isolated
- ◆ Who have complex social needs that affect their wellbeing
- ◆ Who have addiction issues – Alcohol, drugs, gambling
- ◆ Who need housing or employment support
- ◆ Who want to make lifestyle changes
- ◆ Who need debt advice and financial support

How do I get a Referral?

You can refer yourself by emailing Sxicb-bh.prestonparkcommunitypcn@nhs.net Alternatively, contact the Surgery to do so on your behalf.

We will support Patients with up to 6 sessions.

Initial contact is typically made on the phone and follow up sessions can either be face to face in the GP Surgery, in the Patient's home or continue over the phone.

From initial consultation, the Social Prescriber will help develop a personalised plan for the Patient to manage their health and wellbeing. Currently there is a waiting list of three months.

Little things
like a regular chat
make a **big**
difference to your
mental health

Find your little big thing

**Better
Health** every mind
matters



At The Haven Practice we are committed to identifying and supporting carers according to the requirements of the Care Quality Commission and as evidenced against the NHS England quality markers for general practice.

Quality marker	How achieved
<p style="text-align: center; background-color: #4b0032; color: white; padding: 5px; border-radius: 10px;">identification and registration</p>	<p>New patients are encouraged to flag their caring role on registration forms. The practice operates a Carers Register and a patient's caring role is flagged when staff pull up their medical records.</p>
	<p>Carers are able to self-identify and be placed on the carers register by using online form or speaking to a member of staff. The Haven Surgery is in regular communication with The Carers Centre for Brighton and Hove and works with the charity to identify carers and provide them access to further support. Carer awareness is going to be included in staff induction and job descriptions.</p>
<p style="text-align: center; background-color: #007bff; color: white; padding: 5px; border-radius: 10px;">holistic support</p>	<p>The surgery is flexible around appointments for all their patients. Double appointments can be booked so that carers can be seen at the same time as their cared for person.</p>
	<p>The practice is aware of local carer services and has a dedicated Carers Lead / Carers Champion, Lisa Hunt, who has met with the Carers Centre Primary care team and is in regular contact with them. The Haven is working with The Carers Centre to set up a regular coffee morning for carers at the surgery.</p>
<p style="text-align: center; background-color: #6c757d; color: white; padding: 5px; border-radius: 10px;">in-practice support</p>	<p>The practice has forms for carers to identify themselves as such. These forms include a section for a referral to the Carers Centre for Brighton and Hove. The forms are available online or as paper forms from reception. The practice aims to discuss agreed referral processes in their staff meeting.</p>
	<p>The practice runs Flu clinics annually. Once a person is on the surgery's carers register, they become eligible. They proactively contact eligible persons by text, phone or letter. This is communicated on their website.</p>
<p style="text-align: center; background-color: #006400; color: white; padding: 5px; border-radius: 10px;">appointments and access</p>	<p>The practice is flexible around appointments. Appointments can be booked via phone, in surgery with a receptionist, and via the NHS. Carers have access to dedicated appointment slots and can make use of telephone appointments and the availability of double appointments with some GPs. All appointments are available via face-to-face, telephone, or video consultation. Home visits are also available if needed.</p>
	<p>Repeat prescriptions can be requested via the NHS app, via the Patient Access app, by email, at the reception desk, by letter or via the patient's pharmacy. If the special circumstances of a carer require them to be able to request them via phone, this can be arranged, and a note be made on their record.</p>
<p style="text-align: center; background-color: #003366; color: white; padding: 5px; border-radius: 10px;">information, involvement and communication</p>	<p>The Haven Practice is working together with Brighton and Hove Carers Centre and giving out up-to-date Carer Information Packs to people that may have a caring role. They provide information on support and activities offered by the Carers Centre on one of their notice boards.</p>
	<p>Information for carers is provided in the practice on their notice board and via carer information packs. They have a dedicated section on their website with information on the definition of an unpaid carer and signposting links to the Carers Hub and Young Carers.</p>
<p style="text-align: center; background-color: #ffc107; color: white; padding: 5px; border-radius: 10px;">awareness and culture</p>	<p>Carers are being involved in care planning if they visit the surgery with the cared for together. Carers can be given proxy access to the medical records of the person receiving care if written permission has been given by the cared for. The practice uses a form for this.</p>
	<p>When registering as a carer using the form available, carer-patients are asked if they want to be referred to The Carers Centre for further support.</p>
<p>How did the practice involve carers in this declaration? With the new carers champion having been appointed recently, the surgery aims to make use of annual carers surveys (adult carers / young carers) and to demonstrate changes that they are making as a result of carers feedback within a year. Two patients who are carers (adult and young carer) are represented in the PPG.</p>	

Tell us about
your experience

NHS
nhs.uk

Leave a review



Ratings and reviews

Thanks for your
help and advice



- 1 Open a QR reader app
- 2 Scan the QR code
- 3 Write us a review



You can also leave a review by
searching via a search engine.

Search for the 'health service
you visited today' and the
'location' with the words
'ratings and reviews'.