

Downlands Medical Centre

NEWSLETTER

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Autumn 2024

New Members of the Team

We are pleased to announce that we have two new Doctors who have recently taken up positions in the practice.

Dr Mahvesh Javaid who has joined us as a Gp Partner.



We Also have Dr Dominique Rouse who has joined us as a salaried Gp we would like to take this opportunity to welcome them to the team.



Over the last 3 months a total of **590** appointments have been wasted by patients not attending their appointments. If you are not able to make your appointment please contact us to cancel it. These appointments can then be used by other patients.

In June we saw a Total of 5,249 patients 4942 of these appointments were carried out face to face in the surgery.

307 were carried out over the telephone.

During July we saw 5461 patients

5045 of these appointments were carried out face to face in the surgery

416 were carried out over the telephone.

We understand that the demand for appointments is high. We have put measures in place to help with this.

There are a number of ways that you can book appointments.

On the telephone

Via engage consult

Routine appointments can be made at reception

You can also book appointments online.



We have opened up appointments for this years flu vaccine Please contact us or pop in to our reception to make an appointment.

Please see below the eligibility criteria

are aged 65 or over (including if you will be 65 by 31 March 2024)

- have certain long-term health conditions
- are pregnant
- Live in a care home
- are the main carer for an older or disabled person, or receive a carer
- Live with someone who has a weakened immune system.

Frontline health and social care workers can also get a flu vaccine through their employer.

Most children can get the children's flu vaccine. This includes children who were aged 2 or 3 years on 31 August 2023, school-aged children (Reception to Year 11) and children with certain health conditions.

Stoptober is fast approaching if you would like help and support to stop smoking please go to this website <https://oneyoueastsussex.org.uk/>

or telephone 01323 404600



Test Results

Once you have had a blood test most results can take approximately 2-5 working days to come back to the Surgery although some results can take several weeks.

Please allow 7 days before contacting us for the results.

When calling for your results please call after 2pm and press option 3. Please note unfortunately we are unable to comment on results that have been arranged by the hospital. Please contact them directly and they will be able to assist you..



RSV Vaccine

The RSV vaccine helps protect against respiratory syncytial virus (RSV), a common virus that can make babies and older adults seriously ill. It's recommended during pregnancy and for adults aged 75 to 79.

What the RSV vaccine is for

The RSV vaccine helps protect against [respiratory syncytial virus \(RSV\)](#).

RSV is a common cause of coughs and colds. Most people get it several times during their life.

It usually gets better by itself, but in some people (especially babies and older adults) it can cause illnesses such as:

[pneumonia](#) (a lung infection)

[bronchiolitis](#) (a chest infection that affects babies)

These illnesses can cause serious breathing problems. They may need to be treated in hospital and can be life-threatening. Getting RSV can also make your symptoms worse if you have a lung condition, such as [chronic obstructive pulmonary disorder \(COPD\)](#). The RSV vaccine helps reduce the risk of serious breathing problems like pneumonia and bronchiolitis.

Who should have the RSV vaccine

The RSV vaccine is recommended if:

- you're pregnant – the vaccine is recommended during every pregnancy (from 28 weeks onwards) to help protect your baby after they're born
- you're aged 75 to 79

If you're aged 80 or over

- If you turned 80 on or after 1 September 2024, you're eligible for the RSV vaccine until 31 August 2025.
- You're not eligible for the RSV vaccine if you turned 80 before 1 September 2024.

Please wait to be contacted before booking your vaccination.

Telephone system

We are pleased to announce that we are having the call back service installed to our telephone system.. Patient will no longer need to wait on the telephone in the queue. There will be the option to have a call back once you reach the front of the queue.

Have you updated your contact details ?

Please let us know if you have changed your phone number, email address or home address. This helps us to keep our records updated and also prevents any delays in your treatment if we are not able to contact you. This can be done by filling in a form on our website or you can come into surgery and pick up a form from our reception.



HM Government

NHS

PHARMACY FIRST

services available

without a prescription

For patients in eligible age ranges

Earache

1 to 17 years

Impetigo

1 year and over

Infected insect bites

1 year and over

Shingles

18 years and over

Sinusitis

12 years and over

Sore throat

5 years and over

Uncomplicated urinary tract infections

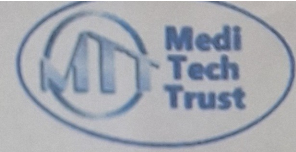
Women 16-64 years

Do you have any unopened dressings or catheters you no longer need?

We now have a yellow recycling bin in our reception that they can be placed in where they are then donated.



Community Initiative



Recycling through Surgeries

**MTT delivers
recycling
bins to
participating
surgeries**



**Patients
deposit their
unused
consumables
in the
recycling bin
placed in
their surgery**

**MTT collects full recycling bins, then processes
the contents to send to those in need**

*Many unused consumables are being donated to
hospitals in low income countries, thanks to
participating surgeries*



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