



Wealden Ridge Medical Partnership

Patient Participation Group Newsletter- June 2023

Welcome to the Wealden Ridge Medical Partnership, Patient Participation Group (PPG) June 2023 newsletter. We hope that you are all enjoying the fine weather.

We are sure that you will have noticed the change of header on our newsletter and that is because this issue will hopefully get you all up to date on the merger between the Chailey/Newick partnership and the Heathfield/Firs partnership.

There has been a huge amount of work going on behind the scenes as the merger between two practice groups entails much more than a simple agreement to merge. There are staffing issues to resolve, IT systems to integrate, administration roles and responsibilities to discuss with staff.

Whilst the two partnerships will formally complete the merger on 10th July some matters are already decided. The senior partner will be Dr Ragu Rajan who many of you will know; there will be in total nine partners, including Dr Claire Wiseman and Dr Sarah Crowley both from the Heathfield site and a new partner Dr Jack Wills.

Our own Julie Acey will become the new Group Practice Manager and the current Heathfield Practice Manager, Scott Lavocah will become her deputy. The Operations Manager for the two Heathfield sites will be Grainne Young, the Operations Manager for the Newick/Chailey sites will be Rose Thomas. Administration Manager will be Charlotte Deeprise-Shepherd.

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Marbles Road
Newick
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BN8 4LR

01825 722272
hwlhccg.newick@nhs.net

South Chailey Surgery
Mill Lane
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Other names to look out for are the Pharmacy team led by Jigna Patel, with Pharmacist Trudy Ong and two Pharmacy technicians, Megan Pottinger and Wenda Avery.

The Heathfield and Firs sites are both found, not surprisingly, in and near Heathfield (Heathfield Surgery, Heathfield High Street, Heathfield, TN21 8JD



and The Firs Surgery, Little London Road, Cross in Hand, TN21 0LT).



All four locations as of the 10th July will be open to patients of all four sites. However due to the



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merger of the two clinical systems due to happen over the weekend of 8th & 9th of July, there will be some disruption to access to on-line services. To limit disruption, patients that haven't already may wish to register for the NHS App to access their on-line record to order medication and book appointments. The practice team will be working hard over the days/weeks following the clinical system merge to ensure services are up and running as soon as possible.

As more information becomes available we will endeavour to keep you updated.

High Weald Lewes Havens Social Prescribing Service

For Over 50-year-old Patients and/or Carers

Patient Information

You may find that your Health Care Professional has suggested you be referred to the Social Prescriber, Debbie Boyes, based in your GP practice.

What is social prescribing?

It's widely recognised that by helping a person consider some of their social, psychological, and practical needs, an improvement in wellbeing is possible. This service is considered non-urgent and suitable for those coping with one or more of the following situations.

- one or more long-term health conditions.
- those who may need some support with their mental health and would like to think broadly about their needs.
- those who may be feeling lonely or isolated.

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- those who may have complex social needs which are affecting their wellbeing

This link explains more about the reasons for social prescribing
<https://www.england.nhs.uk/personalisedcare/social-prescribing/>

Social Prescribers aim to do the following (in approx 4 appointments over 12 weeks):

- Make contact by phone, see you in person (at the GP practice and sometimes can offer a home visit).
- Listen, assess, and help you make a personal plan about what matters to you.
- Provide information about different possible community activities and services which could help you feel better.
- Support you, if necessary, to access those chosen activities or services related to health, social care, and your local community.

The Social Prescriber is available to focus on your social rather than medical needs. They are not medically trained. When they meet you, they will take some notes and some details can be added to your patient records (if you wish). This helps us provide better holistic healthcare across the primary care team. Some notes can remain confidential (if you wish).

Finally, sometimes information will be shared in exceptional circumstances such as if a situation arises where the Social Prescriber is concerned for your



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safety or that of others. They will discuss their concerns and involve you where possible.

Did not attend (DNA)

Unfortunately we are still experiencing many instances of patients not showing up for appointments. Please do cancel your appointment if you cannot make it as we will then be able to give that slot to another patient.

Physiotherapy.



Shingles

A vaccine to prevent shingles, a common, painful skin disease, is available on the NHS to people in their 70s.

The shingles vaccine is given as an injection into the upper arm. Unlike the flu vaccine, you'll only need to have the vaccination once and you can have it at any time of the year.

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Most people will only need 1 dose, but some people who cannot have the routine vaccine for health reasons will need 2 doses.



The shingles vaccine is expected to reduce your risk of getting shingles. If you do go on to have the disease, your symptoms may be milder and the illness shorter.

Shingles can be very painful and uncomfortable. Some people are left with pain lasting for years after the initial rash has healed. Shingles can also be fatal for around 1 in 1,000 over-70s who develop it.

It's fine to have the shingles vaccine if you've already had shingles. The shingles vaccine works very well in people who have had shingles before, and it will boost your immunity against further shingles attacks. Your GP will tell you how long to wait after you recover from shingles before having the shingles vaccine. This may be up to 1 year.