



**SHIP STREET
SURGERY
NEWSLETTER
August 2015**



Are you able to help design, create and run our Patient Participation Group? We need volunteers from all parts of the Practice population—young, retired, working people, families, disabled people and many others—who can work with the Doctors and the Practice Manager. You may be able to help find the solutions to many of the problems facing the Practice. Health care faces many challenges and we are no exception. We would welcome pragmatic, realistic people who can work with us to make things better at Ship Street. If you can help please contact

Elizabeth Eades, Practice Manager

Email: elizabeth.eades@nhs.net

From July 2015 we have been unable to accept any new patient registrations. Our list size has been increasing steadily over the past year and we made this decision to ensure that the surgery can continue to safely provide NHS services to its registered patients. We will continue to accept registrations from new babies, adoptions and dependent children living with registered patients. Information will be made available in the surgery and on the website when we are able to accept new registrations

**NEW
CONSULTING
ROOM**



We have just had a new consulting room built next door to the Minor Ops room. This is now being used by the Doctors and Nurses.

SIGNAGE

We now have new signs to help you find the correct room. Consulting rooms have been numbered rather than named which should make it easier to find your way around the surgery.



**PATIENT
ONLINE SERVICES**

If you would be interested in using our online service please bring photo-id (passport/driving licence) into the Surgery and the Receptionist will print out your username and password for you to be able to BOOK /CANCEL you Doctor's appointments online as well as ordering repeat medications and reviewing your summary care record



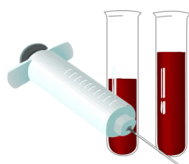
APPOINTMENTS

Routine appointments

Our routine appointments are limited to 10 minutes. Ideally, we would like them to be longer but this is just not possible in a surgery of this size. It may not be possible to do justice to several problems in this time, so if you bring a list please bear in mind that we may not be able to cover it all in one appointment without short changing you or making other patients wait.

Urgent appointments

We do offer urgent appointments “on the day”. We need to see most of these in the morning when we have more doctors available. Sometimes the clinic gets very full and waiting times can be long. Please use the service responsibly — seeing a routine problem in the urgent clinic delays us seeing a real emergency.



BLOOD TESTS AT THE REQUEST OF HOSPITAL CONSULTANTS

Blood tests that are requested by hospital Consultants should be done at the hospital. However, if this is very difficult for patients then the nurses at Ship Street will try to accommodate blood tests for some patients, although this may not always be possible as we do not have the correct equipment for complex tests.

BP MACHINE

Many patients have already found and used the new blood pressure machine in the Waiting Room. If your blood pressure needs checking or if you are just curious to know what yours is please use it too. It may mean that you don't have to make a blood pressure appointment with the nurse. The printed result can be put in the brown envelope that are available in the table beside the machine. Please write your name and date of birth on the envelope and put it in the box on the table beside the machine. You may be contacted by the surgery to make an appointment to have your BP repeated if the reading was high.



We are sorry to announce that Dr Gjorgjievska-Marsh will be leaving the surgery at the end of August 2015 and we wish her well for the future.

Dr Robert Swalwell will be joining us permanently and will be working Monday, Tuesday, Wednesday and Friday. Dr Gjorgjievska-Marsh's patients will be transferred to Dr Swalwell from 1st September 2015.

Patients may also have noticed that we have another Dr Dias! Dr Miriam Dias (who is not related to Dr Jean-Pierre Dias) started with us in June. Dr Miriam Dias will be working 3 days per week Tuesday, Thursday and Friday from September.

We would also like to welcome our new registrar Dr Fiona Thompson who will be with us until August 2016.



PRESCRIPTIONS

We prefer to take prescription requests via the Online Prescription Requests on our website www.shipstreet-surgery.co.uk or by post. Telephone requests are only taken for house-bound patients.

PLEASE GIVE US TWO WORKING DAYS TO PROCESS YOUR PRESCRIPTION TO BE PICKED UP FROM THE SURGERY OR 72 HOURS FROM A LOCAL PHARMACY. LATE REQUESTS CAUSE US LOTS OF PROBLEMS.

EMAIL ADDRESSES

We are currently updating our database and would be grateful if you could let us have your email address, if you are happy for us to contact you via email. This can be emailed to the Practice on shipstreet@nhs.net.



CAR PARKING

We all know that car parking is limited at the surgery and cannot be guaranteed. Please remember that you may need to park somewhere else and leave enough time just in case.



Fuente: Banco de imágenes y sonidos del ITE
Ilustrador: Miguel Martínez Monasterio

Extended Opening Hours

We currently provide extended opening hours on the following days and times

Monday Evening
6.30 pm to 8.00 pm

Friday Morning
7.00 am to 8.00 am



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Should you have any concerns or feedback with regard to the Surgery please contact

Elizabeth Eades, Practice Manager

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