

## Carers

Do you care for someone? Have you registered with us as a Carer? We hold a clinic here on the 3<sup>rd</sup> Tuesday of every month with our Carers Health Team. There are appointments available that can be booked via our Carers Liaison Officer, Donna Powell, here at the surgery or you can contact her on [donna.powell6@nhs.net](mailto:donna.powell6@nhs.net) Donna can be contacted for any issues relating to Carers and can direct you to the services that are able to support you.



### What's new? - Regis Healthcare

Regis health care is an organisation to help us as practices work collaboratively across the Bognor Regis area. 9 Practices meet every month to work on issues and to help plan for our future developments so we can continue to provide our patients with the best service possible.

### St Wilfrid's hospice fundraising event

Pirates on the run 1<sup>st</sup> September 2018 – Chichester High School

Ahoy my hearties! Jump aboard to enjoy this colourful bouncy run. Challenge yourself to tackle this 3km inflatable obstacle course which will have you scrambling over Pirate Castle, Treasure Island, giant slides, a Spanish galleon and a giant shark. For more information or to register visit; [www.stwh.co.uk/support-us/events/pirates/](http://www.stwh.co.uk/support-us/events/pirates/)



## Flansham Park Health Centre Newsletter – Summer 2018

Welcome to our Summer Newsletter. Thank you for taking the time to read this newsletter and find out what is happening here at your Practice and locally within our community.

It has been a while since our last newsletter and as you are no doubt aware the NHS is under increasing pressure. The demand for services is currently outweighing the resources available to us and yet the passion and commitment of our staff involved enables us to keep calm and carry on doing our best.

I expect you have all had difficulty getting appointments with us at some time or another within the last 6 months. To ensure that we do our very best to cope with the demand and continue to keep our patients safe and well we have evolved to offer additional appointment options to you.

It is no longer possible for all patients to see a GP and so we have developed a signposting system where we offer the most appropriate available appointment to the patient based on their needs.

To enable us to do this our trained reception staff will be asking you questions about the reason for your enquiry on our behalf. This will ensure they can help you get the most appropriate care, which may be with a GP, Paramedic Practitioner, specialist nurse or an external provider. We refer to this system as "Active Signposting".

From here-on when making an enquiry to our reception staff please be prepared to provide them with your name, date of birth, address and the **reason for your appointment/enquiry**. The staff member may ask further questions to help them assess your situation to be sure you are prioritised in accordance with best Practice.

Thank you for your co-operation.

*W J Rogers*

Dr W Rogers and Partners



## Social prescribing

Many patients visit their doctor with problems that are not just medical in nature. Social prescribing is designed to support people with a wide range of social, emotional or practice needs, and many schemes are focused on improving mental health and physical well-being. Those who could benefit from social prescribing schemes include people with mild or long-term mental health problems, vulnerable groups, people who are socially isolated, and those who frequently attend either primary or secondary health care.

Some may be experiencing social issues such as housing problems or claiming benefits. These problems do not need to take up GP appointment time but can be dealt with by our own social prescribers. If you feel that you have a social issue and you would like to see one of our social prescribers please let one of our practice staff know so we can refer you on.

### Miami Light

We have a new service within our locality called MIAMI (Minor injury and Minor illnesses). This is based at Maywood Health Centre, Hawthorn Road, Bognor Regis. Each of our 9 practices in our Regis locality has access to these slots and they are available on a Thursday afternoon/evening. Appointments are strictly for new problems and not follow-ups for any pre-existing conditions. All patients will have to be able to get to Maywood Health Centre and they will have to give their consent for us to share their medical record with the clinician that they see. For more details on the criteria for access to Miami Light please contact one of our reception staff.



### Dr Felstead returns

A year on from the birth of her beautiful baby boy, Dr Felstead will be returning to work Wednesday 27<sup>th</sup> June.

## Text & Newsletters

We would like to continue to text our patients by SMS text and send out our Newsletters . If you would like to **OPT** out of this please contact reception for a form.

### General Data Protection Regulation (GDPR)

There is a change in data protection law, so we're providing you with more details on how we collect and manage your personal information. GDPR became law on 25<sup>th</sup> May 18 with the main purpose to protect your personal information & strengthen your rights & privacy. This does not mean that we are changing which data we collect from you or how we use this information. To make things easier & more transparent we have updated our privacy notices which explain things in more detail. (see reception for more details).

### PRG (Patient Reference Group)

We have set up a new patient participation group at Flansham which we hope will encourage patients to give us their views and opinions about our Practice. This can be fed back to our local "Community Board" which is a group that has been set up that includes representatives from all 9 practices within our locality which work with our health providers such as:

- St Richard's Hospital
- Sussex Community Trust
- Sussex Partnership
- WSCC
- and other voluntary services

We would like our group to reflect a diverse representation of our registered patients such as the elderly, working, ethnic minorities, learning disabilities and teenage population.

If you are interested in joining our group or you would be interested in becoming our "patient group representative" for Flansham Park Health Centre then please contact Alice Saunders our Senior Receptionist for more details.