

## Wadhurst/Ticehurst Practice Newsletter

Prepared by the Wadhurst Patient Participation Group.

**What is the PPG I hear you ask?** We are volunteers who care about the quality of medical support available in the Wadhurst/Ticehurst/Frant area and are prepared to give a little time to provide an interface for the practice to explore new initiatives, give feedback on current arrangements and to help if requested.

We gain no practical benefit from our involvement, nor is it a forum for people who have a particular axe to grind.

We welcome new members to the PPG from the practice area. Would you like to join us?



### Surgery update

Dr. Hassan, (newly qualified, salaried GP) is settling in well and is increasing her responsibilities as she gains working knowledge of the practice.

Dr. Blackburn has at last managed a couple of weeks' holiday. An experienced Locum GP covered during this time.

We are hoping to have Dr. Tickner back from maternity leave in February 2021.

Reception staff training ensures that all receptionists can now carry out a large variety of different tasks. Reduced face-to-face contact has required the Practice to improve their accessibility on-line, bringing in text services, video consultations and the E-Consult system (which is accessed via the website). The Practice is also using community sites to get widespread messages out to patients; for example, publicising information about the flu clinic and changes to the use of Ticehurst surgery on Facebook by community sites and gained widespread coverage and positive feedback.

**Flu clinics.** The first one was held on Saturday 3<sup>rd</sup> October at Uplands when nearly 1,000 patients were inoculated. A second half day will be held on 7th November also at Uplands, in the morning to pick up another 300 of the practice's "at risk" and "over 65" patients. The practice has exceeded its target for the year and improved on previous year's numbers. The school have been very co-operative, there had been no charge to the Practice, and they provided a fog clean before and after the clinic. It had been an intense day, but everyone had felt very safe. Feedback to the practice has been superb.



Last year the PPG had provided Reception back-up on several Saturdays for the flu clinics, welcoming patients and keeping the practitioners supplied with a steady stream of patients. This year due to current restrictions, it was surgery staff only, for an exceptionally long day!

A new receptionist, Will, has been recruited – he has GP surgery experience and is very techno minded. The surgery also has employed a receptionist on a “temporary” contract, to be available to cover both unexpected and planned gaps.



### **We are people too!**

Sadly, reception staff are suffering a level of abuse from patients objecting to being kept waiting or having to queue outside. We know that people are getting frustrated with the restrictions that Covid-19 has made to normal life. However, it is not practicable to have a waiting room where sick patients have to mingle in close proximity and which would require deep cleaning after each person. This does not give patients the right to take out their frustrations on the staff, who in some cases have had to put the phone down due to the abuse. The staff are there to help and have been left very upset by the treatment meted out to them on occasion.

### **Covid 19**

East Sussex has, by and large, been an area of low Covid 19 infections. Everyone has done an excellent job locally in keeping people safe.

Ticehurst surgery is being opened up for half a day for blood tests. Other than that, it is only being used for patients with respiratory tract symptoms, to keep the risk of Covid away from the Wadhurst building.



### **Consultations**

Telephone triage with a GP for urgent calls on the day is working well. Non-urgent telephone consultation appointments with a specific GP can be booked on-line and in advance. The Practice Nursing team have continued with their face to face appointments throughout the pandemic and done a fantastic job.

### **Flu jabs for the under 65's**

There has been discussion about flu jabs for the under 65s (those not in an at-risk group) There is no information (or stock) as yet.



### **Enjoy Living with Less Pain – Arthritis Event**

The PPG organised an interactive webinar in the summer to help people with arthritis to regain control of their lives with less pain and, hopefully, in some cases to avoid the need for an operation. This had been very well received by those who had seen it and the PPG is being asked to re-run it (or something similar) early in

2021. To view the 2020 webinar, [please click here](#). If you would like to be invited to the 2021 webinar, please email [office@sabineassociates.co.uk](mailto:office@sabineassociates.co.uk) with Arthritis Webinar 2021 in the subject line.

That is also the email address to use if you have feedback about this newsletter.

Stay well, stay safe!

Peter Sabine      Chair: Wadhurst Patient Participation Group