



# MidDownsMedical Practice

## Patient Participation Group Newsletter - June 2022

Welcome to the Mid Downs Medical Practice, Patient Participation Group (PPG) newsletter.

We are a group of volunteer patients who meet with doctors and staff on a quarterly basis and act as your representatives, providing views, opinions, and giving feedback about the surgery and the services provided from a patients' perspective.

The PPG has recently been reformed with new members. The committee currently consists of four patient representatives and four staff members, Practice Manager Julie Acey, Deputy PM Rose Thomas, Care Co-ordinator Eilidh Callander and Dr Ed Sheppard. We are continually seeking new members to join our committee as we would ideally like to see at least 2 or 3 more patient representatives. Please contact the practice if you would like to know more, it is not at all onerous, it's interesting and you will be helping both yourself and your fellow patients.

### The NHS App

For those of you with the appropriate Smartphone or tablet we would encourage you to consider using this app.



Newick Health Centre  
Marbles Road  
Newick  
East Sussex  
BN8 4LR

01825 722272  
hwlhccg.newick@nhs.net

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Chailey  
East Sussex  
BN8 4PY

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The NHS App enables people to:

- get health advice using the [health A-Z on the NHS website](#)
- find out what to do when they need help urgently using [NHS 111 online](#)
- [register as an organ donor](#)
- [choose whether the NHS uses their data for research and planning](#)

Patients can register and prove who they are so they can:

- order their repeat prescriptions and view, set or change their nominated pharmacy, where they want their prescriptions to be sent
- view their GP health record securely
- manage their first hospital or clinic appointment with a specialist, when they are referred by their GP, through the NHS e-Referral Service (e-RS)
- view useful links their doctor or health professional has shared with them

All GP practices in England are connected to the NHS App. This means that anyone aged 13 or over and registered with a GP practice in England can use it.

The NHS App is separate to the [NHS COVID-19 App](#), which is used for contact tracing.

The NHS App was the most downloaded free iPhone app in England in 2021.

To get access to your full medical records in the NHS App, you need to contact your GP Practice



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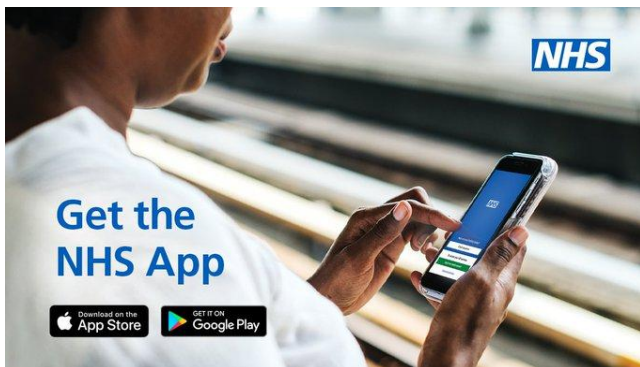
and request access to your detailed record. You will need to provide proof of your ID to do this. The GP Practice will take appropriate time to action your request.

This is completely separate from the vaccination information and will not affect your access to the vaccine passport. If you are planning to travel, please register to use the NHS App at least two weeks before travelling. The paper letter, available via 119, should be requested at least five days after a second vaccine, and can take up to five days to arrive so make sure to leave plenty of time if you need it to travel.

You can read more:

[NHS App help and support](#)

[Demonstrating your COVID-19 vaccination status when travelling abroad - GOV.UK \(www.gov.uk\)](#)



### How to get your Springcovid booster:

If you are in one of the eligible groups, you will be contacted by the NHS when you are due a spring booster. You will usually be offered an

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appointment around 6 months after your last dose of COVID-19 vaccine. If you are eligible for a spring booster, but have not had a 1st or 2nd dose of the COVID-19 vaccine yet, you should have them as soon as possible. If you have a severely weakened immune system you need to get a 3rd dose before you get a booster. As we approach the holiday season, please remember to get your vaccinations/boosters in good time if you are going away.

### New online e-consultation software

The practice are excited to announce the implementation of e-consultations. Patients can now use Engage Consult to ask for medical advice from our clinical team or admin queries to our admin team at Mid Downs (i.e. sick notes or chasing a referral). To use this tool, patients simply visit the website and click on the link to take them to the portal. They would then register an account or log in through the

Safe and effective  
**Online GP Services**

ASK THE PRACTICE A QUESTION »

ONLINE CONSULTATIONS »

24/7 NHS SELF-CARE ADVICE »

Connected | Supported | Engaged



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NHS app and fill out a questionnaire which ascertains their needs. We aim for all requests to be responded to by the end of the next working day.

### Staff news

The practice recently said farewell to two members of the practice nursing team, Mandie Bridger & Jane Vick have now both retired from the practice.

We are pleased to advise of the appointment of our new Lead Nurse, Sam Thompson. Sam joined the practice at the beginning of May 2022.

### Meet the staff...

For each edition of the PPG Newsletter there will be a focus on a member of the practice team from each department to give patients an insight as to the work they do.



Name: Julie Acey  
Position: Practice Manager  
Time here: 3 years

The Practice Manager ensures a medical practice, or group of related medical practices, remains financially sustainable while delivering good patient service. She makes key business decisions and oversees day-to-day practice operations. She works to expand the medical practice to make it more profitable and to better meet the needs of the local community.

### Practice Manager Job Duties:

- Works with the partners of the practice to develop business strategies and patient services
- Designs and implements workplace procedures
- Liaises with general practitioners, nurses, physiotherapists, and other medical practice employees to ensure they have necessary support
- Manages practice and department budgets
- Oversees daily practice operations, including appointment scheduling, billing procedures, debt collections,

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cleaning, security, and occupational health and safety

- Leads a team made up of medical secretaries, receptionists, clinical support staff and the deputy practice manager
- Manages patient records and IT system
- Evaluates appointment procedures and patient services
- Recruits, trains, and supervises new administrative employees
- Interacts with patients and gains customer feedback about the practice
- Addresses patient complaints in a compassionate and timely fashion
- Manages the production of patient brochures, newsletters, and other correspondence
- Monitors practice's progress in meeting government targets

Julie is always open to hearing patient's views. Please contact her via the practice email:- [hwlhccg.newick@nhs.net](mailto:hwlhccg.newick@nhs.net)

### Comments & Suggestions

The PPG invites patients to submit any suggestions and comments into the PPG boxes found in both surgeries. If you would like a reply, please include your e-mail address on the slip provided. We would also like to remind people to let us know if they would like to hear regularly from us to provide their contact details to the PPG:-

Email: [esxccg.ppg@nhs.net](mailto:esxccg.ppg@nhs.net)

#### When the surgeries are closed

Use the **NHS 111** service if you need medical help or advice but it is not a life-threatening situation. Simply dial 111 for 24-hour advice and information (free to call from landlines and mobile phones) or via their webpage: [www.111.nhs.uk](http://www.111.nhs.uk)

**For immediate life threatening emergencies, call 999. Chest pains and / or shortness of breath are examples of an emergency.**

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