



Victoria Road Surgery
Patient Participation Group

News for our patients in
Worthing & Durrington

Summer 2015

**Holiday on the horizon?
Don't leave it until the
last minute to book for
any vaccinations needed**
-call at the surgery for a travel
form straightaway

MIAMI...nice!

It's good to know that if all of our 'on the day' urgent appointments are fully booked, our reception team may offer you an appointment at the



new MIAMI clinic based at Durrington. The MIAMI (Minor Injury Assessment & Minor Illnesses) clinic is a new service being launched by 19 local GP practices across Adur and Worthing and it will begin at Durrington Health Centre. At the MIAMI clinic you will be seen by a GP, nurse, or paramedic practitioner, who - with your consent - will have access to your medical record.

The clinics will be available weekdays from 8am to 8pm for urgent appointments, for 'one-off' health issues or problems (not for long-term condition support and management). There will also be pre-bookable appointments for family planning, sexual health, smears and chronic disease management at the weekend from 10am to 2pm. You will only be able to access these appointments via your own GP Practice, so please call us first. We hope that the MIAMI clinics will help to improve access to doctors and nurses for our patients, and reduce waiting times.



MIAMI waterfront

New Children's Walk In service at the MIAMI

In addition to the pre-bookable clinics, we have also launched a new children's walk in service at the MIAMI clinic.

If your child (up to 18) is unwell, you can visit the MIAMI clinic at Durrington Health Centre, Durrington Lane, Worthing BN13 2RX from 4pm to 7.30pm Monday to Friday for help, advice and treatment.

The MIAMI Children's Walk In service is not intended to treat long term conditions (e.g. asthma, diabetes) or serious medical conditions.

The types of conditions the clinics can see are:

Sore throat, ear ache, vomiting, persistent diarrhoea, stings, bites or allergies and sprains and strains.

Your child should see their own GP for on-going problems.

If you do visit the MIAMI Walk In service, the team will inform your normal GP surgery of any treatment your child has received.

The MIAMI Children's Walk In service is not intended to be a substitute for an A&E department.



Carry on Nurses

We are proud of our lovely nursing team (l to r) Sue Norton, Beckie Griffiths, Claire Flint, Colette Barrett & Jean Milne. They are led by Lorraine Bruce who is pictured here with one of our youngest patients. He is a cutie but we are not sure if he looked as contented after Lorraine had administered one of his childhood immunisations!

Welcome back to VR

Natalie Novak trained at the University of Nottingham, graduating in 2005. She undertook her GP training in Eastbourne, qualifying in 2010, and before moving back to Sussex spent a few years working in London. She is now very happy to be living and working on the south coast and joined the surgery on a permanent basis in December after returning from maternity leave. In her spare time she enjoys travelling, sport and music but at the moment she is mainly concentrating on bringing up her daughter, Elodie, who is now 9 months old.



1704

The number of appointments our patients have missed at the surgery over the last six months.

284

The number of hours these wasted appointments equates to.
- Provide us with your mobile number so that we can text you reminders and cut down on lost appointments.



Jane de Jong
Practice Manager

Following the arrival of their beautiful baby daughters we welcome back both Dr **Madeleine Babicki** and Dr **Natalie Novak** and we are simply delighted they have returned - they have been much missed by both us and their patients. You are able to book and see either of them at Victoria Road main surgery or at Durrington Health Centre.

Since I last wrote we have a new Lead Nurse, **Lorraine Bruce**. We are very proud of our lovely nursing team headed by Lorraine - they are **Sue, Jean, Becky, Colette, Catherine and Claire** (see their photos overleaf). Additionally our super health care assistants **Denise** and **Jess** and our phlebotomist, **Belinda**. Our list size has increased now to 12300 which is the most numbers of patients we have ever cared for! It's proving a challenge for the doctors as their work load is forever increasing. We ask for your support by using self-care and referring to www.patient.co.uk and the NHS Choices website.

Parking at Victoria Road



We have been working closely with our Patient Participation Group to try and get a change of use for disabled parking directly outside of the

practice in the town centre and at last we are proud owners of a single yellow line spanning one end of the surgery to the other so as long as you display your disabled badge you can now park! It has also stopped a local Van Hire Company parking up their large vehicles which has been quite dangerous for all patients arriving and departing from the surgery. We know and understand parking in Victoria Road is difficult and do wish we could do more to help our patients.

We are now offering online access to your medical records.

It is not all of your records; just summary information, but it is a start. The system will work the same as it does now for ordering prescriptions and making appointments online. You will need to register by completing forms that are available at the practice or download from the website. You will then need to present at reception with photo ID of yourself so that the receptionist is able to provide you with log-on information. It is obviously extremely important that we do check your identity for this purpose.

You can now continuously provide us with your feedback. Either go to the website iwantgreatcare and enter in the name of this Surgery and then provide your comments or simply collect a feedback form from the desk by reception. We are happy to receive your feedback - thank you. Of course you can still complete the feedback forms available in the waiting room and I will provide a monthly report to you as always, again available in the waiting room.

Finally know we are here to help. If you are experiencing any difficulties relating to your care you can always ask to speak with me or alternatively Julie, our Patient Care Co-ordinator, would be happy to help you with advice.

Zara runs for the lads



After running consistently for a year and completing 5k & 10k runs **Zara Hunnisett**, one of our Reception team wanted to challenge herself so plumped for running in Brighton's Half Marathon.

When choosing a charity she felt that it was definitely the guys' turn, so opted for Prostate Cancer UK, whose aim is to fight to help more men survive prostate cancer and enjoy a better quality of life.

Come race day she experienced a mix of nerves and excitement but determination to finish the 13.1 mile course.

Through sheer grit, support and a great deal of pain she succeeded in a time of 2hrs 29mins and through everyone's generosity raised £310 for Prostate Cancer UK. *Well done, Zara!*

iWantGreatCare

Tell us about your care at Victoria Road Surgery - good or bad.

Your comments are really important and will help improve the service for you and others.

The service is anonymous unless you wish to leave your details.

Please visit:

www.iwantgreatcare.org

Victoria Road's Got Talent Chris Bacon Video Producer

Chris Bacon has been a patient at Victoria Road since he was born in 1951. The surgery was then based in Homefield Road and located behind Dr MacGregor's house, the other GPs were Dr Palmer and Dr Pain. Chris remembers that there were not any



appointments bookable - you just used to go in and sit on a 'u' shaped bench and each time a patient came out from the doctor everyone moved round one seat at a time. It did seem very funny in those days, Dr MacGregor would start surgery first then the back door would open and shut as some of the patients would get up and walk out if they particularly wanted to see only Doctor MacGregor Gibson. Chris remembers the coffee table that is in the waiting room at Victoria Road started its life in the old surgery!