

Friends and Family Test

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether their patients are happy with the service provided, or where improvements are needed. It is a quick and anonymous way to give your views after receiving care or treatment across the NHS.



At Stanford we are always looking to improve the services we provide and value the voice of our patients.

We would like to invite you to take a moment and give us your thoughts.

The forms are available from all reception areas and via our website.

Charity Work

This Christmas the Stanford Medical Centre team raised a total of **£184.00** for the Rockinghorse Appeal.

The Rockinghorse appeal are a Brighton based charity whose hard work supplies life-saving and cutting-edge medical equipment, to the **Royal Alexandra Childrens Hospital**, the **Trevor Mann Baby Unit** and the **Special Care Baby Unit**.

Their aim is to ensure that all children have access to the equipment and facilities they need to receive the best possible care.

To find out more about the amazing work they do visit their website www.rockinghorse.org.uk.



A reminder to all patients who choose to park in the front car park at 175 Preston Rd, please enter your registration number in at reception.

Do you have a minute?

P	A	T	I	E	N	T	F	H	O
T	H	J	W	V	B	D	J	L	D
T	A	Y	R	B	Q	O	E	A	O
E	S	F	C	N	M	C	R	H	O
S	L	Y	E	A	U	T	O	T	L
T	Z	R	V	A	M	O	E	L	B
S	A	I	G	P	C	R	L	A	U
C	W	T	Q	U	J	D	A	E	R
R	O	N	U	R	S	E	T	H	S
D	F	O	R	F	L	U	A	E	P

**FOR FURTHER NEWS AND UPDATES TO OUR SERVICES
YOU CAN FIND US ON-LINE AND ON FACEBOOK!**



www.stanfordmedicalcentre.co.uk



Main Surgery 175 Preston Road Brighton BN1 6AG Tel: 01273 506361 Fax: 01273 552483	Islingword Surgery 79 Islingword Road Brighton BN2 9SL Tel: 01273 681971 Fax: 10273 667910	Cockcroft Surgery University of Brighton Lewes Road BN2 4GN Tel: 01273 642 864 Fax: 01273 645953175
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Stanford Medical Centre

Winter Newsletter 2016



NEWS and UPDATES

EPIC IS BACK:
SEE INSLIDE
FOR MORE
DETAILS

HEALTHCARE
ASSISTANT
APPOINTMENTS
ARE NOW
AVAILABLE AT
OUR
ISLINGWORD
AND
COCKCROFT
SURGERIES

AFTERNOON
NURSING
APPOINTMENTS
ARE NOW
AVAILABLE AT
OUR
ISLINGWORD
SURGERY

COMMUNITY
NAVIGATOR
APPOINTMENTS
ARE
AVAILABLE AT
OUR MAIN
SURGERY

NHS Choose Well Campaign

The NHS 'Choose Well' campaign is well underway and has been successfully directing patients to the best possible care. The campaign lists common problems and where to access the most appropriate help. This guide not only helps patients receive the best care in the quickest possible time, but also aims to ensure emergencies can be dealt with urgently. Further facts and information surrounding the 'choose well' campaign can be found on our website or via our Facebook page.

Self Care	Hangover, Coughs/ Colds, Sore Throats
NHS111/NHS Direct	Medical Help, Unsure who to call
Pharmacy	Headaches, Diarrhoea, Painful cough
GP Surgery	Vomiting, Ear pain, Fever, Stomach ache
Dentist	Tooth ache, Abscess, Gum disease
NHS Walk-in Centre/ Out of Hours GP	Deep Cuts, Strains, Itches, Pains
A&E/999: Emergencies only	Chocking, Chest pain, Blood loss, Black-out, Broken Bones, Head Injuries

Tackling Rising Obesity - Part One

Obesity levels have continued to rise over the last 30 years, and now records show that **25% of the adult population is classified as obese**, and **60% are overweight**, despite the increase in popularity of low-fat diets.

People often see fats as the enemy, opting for low-fat/reduced fat options with the belief that this will aid weight loss. However, there is growing evidence to suggest that eating fat is not the problem, but rather the high levels of carbohydrate in the

population's diet which is the main cause for concern.

Carbohydrate rich foods like bread and pasta have become abundant in many of our daily diets, and whilst our diets have evolved our bodies haven't responded as quickly.....cont.....

Did You Know?

.....that we send out reminders 48 hours before your appointment (to all whom we have a mobile number on record)

.....that you can book appointments online 24/7, just visit our website

.....that you can pre-book appointments up to 8 weeks in advance

.....we offer late night Doctors appointments every Monday evening (unless a bank holiday) and Saturday mornings

.....although you can't request repeat medication over the telephone you can however do so via our website

.....we are now on Facebook!

.....you can request to speak to a member of reception in private



FUN FACT:

“For humans the normal pulse is 70 heartbeats per minute. Elephants have a slower pulse of 27 and for a Canary it is 1000”

Tackling Rising Obesity - Part Two

All carbohydrates are converted by our digestive system into glucose (blood-sugar); the glucose then has to be rapidly stored away as the body knows that high blood-sugar levels can be harmful. Our bodies produce insulin to keep the blood-sugar down. When the body cannot make sufficient insulin to manage the carbohydrate intake, the blood-sugar level rises too high and this leads to illnesses like Diabetes and Heart Disease.

Consistently high levels of insulin (in response to high carbohydrate intake) can lead to the growth of fat cells throughout the body. These fat cells are the energy stores where most of the body's carbohydrate/glucose ends up once the body has turned it into fat, which means that the body is holding on to the fat rather than using it as fuel.

Low carbohydrate diets with moderate or high fat content result in less insulin requirement, this means that the fat cells are able to work to release the fat for use as fuel, and will aid long term weight loss.

It takes about one week for our bodies to become better accustomed to using fat as the main fuel instead of carbohydrate. Once this adaptation occurs, we tend to not feel hungry between meals because we fuel on body-fat without noticing any change in energy level.

More information can be found at <http://www.diabetes.co.uk/diet/low-carb-diabetes-diet.html>



EPIC Is Back

Extended Primary Integrated Care (EPIC) is a government funded scheme aiming to improve access to primary health care services within Brighton and Hove. EPIC will provide increased access to GP's Nurses, Pharmacists, and Community Navigators at times to suit every patient.

Patients at Stanford Medical Centre will have access to Doctors appointments most evenings and weekends and

Nursing appointments during the weekends.



Please note appointments are not available on a walk-in basis and must be pre-booked with a member of our Reception team.

The scheme works by sharing

medical resources between a handful of practices. Stanford Medical Centre will be partnering with three local surgeries. This clustering means that you may see a health care professional who is not usually based at your registered surgery however with your consent they will have access to your records and be able to assist you with all your healthcare needs.

Please ask a member of staff for further information.

Are You Eligible For A Flu Jab?

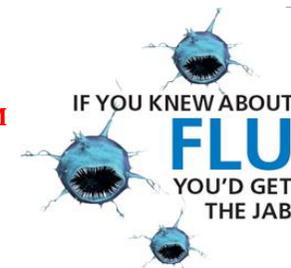
Flu is a common infectious viral illness which is spread through coughs and sneezes. While many will develop flu like symptoms over the winter months, some are more vulnerable to the virus than others and therefore a vaccination against flu is recommended.

If you fall into one of the following 'at risk' groups you are entitled to receive a **FREE FLU JAB** with the NHS;

OVER 65 YEARS OF AGE, PREGNANT, SUFFER FROM A LONG TERM MEDICAL CONDITION OR POOR LEVELS OF IMMUNITY.

Our Nursing team are currently offering appointments to all those who are eligible to be vaccinated against flu.

Please contact the surgery if you are unsure if you meet the eligibility requirements or if you would like further information relating to the flu jab.



Here To Help

Our Reception team now ask all patients if they mind giving a brief reason for booking an appointment. This helps us provide the most appropriate service for our patients. **You do not have to give the receptionist a reason should**

you choose not to, nor will you be pressured to do so.

This system aims help the receptionist direct you to the most appropriate and convenient appointment to meet your needs, and can also help the Doctor or

Nurse clarify the urgency of the request. Receptionists are part of the Practice Team and will always keep everything you say completely confidential.

