



# HRH Newsletter

**Edition No 3. March 2024**



Welcome to the Newsletter from Hastings and Rother Healthcare. We hope to bring you up to date information on what is happening in the practice, any local events which will be coming up in the future and also any updates from the Patient Participation Group.

## **What is Happening at HRH**

We are still working hard to ensure everyone receives the care that we strive to achieve for each patient. We have some new members joining our reception and admin teams and a new clinician. We are working hard to meet the increased volume of work due to winter pressure. We would like to thank all of our patients for the patience and understanding.

We welcome our hardworking Triage team who have relocated from Hastings Old Town Surgery to Warrior Square Surgery. They have moved into the first floor offices of what was Health in Mind. This has given the team more space and an additional two offices are available for other staff.

## **International Women's Day 8<sup>th</sup> March 2024**

For 2024, UN Women's theme is 'Invest in women: Accelerate progress', focusing on the fifth sustainable development goal of achieving gender equality and empowering all women and girls by 2030. UN member states, including the UK, adopted the sustainable development agenda in 2015.

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## **National No Smoking Day 13<sup>th</sup> March 2024**



Will this be the year you will give up smoking? Support is available to help you stop smoking on the Government Web site (link below) and don't forget

that we have the new 'One You Stop Smoking Service' available at Warrior Square and you can book on line appointments via patient access (or contact the surgery to make an appointment). 1:1 stop-smoking clinic now available at Warrior Square Surgery. The health benefits from quitting smoking start from the moment you stop. Secure your place by booking an appointment convenient to you via the link below. I wish everyone all the very best in their endeavours.

<https://www.patientaccess.com>

If you do not have patient access, please contact the surgery. For further information on this project:

<https://www.nhs.uk/live-well/quit-smoking/nhs-stop-smoking-services-help-you-quit/>

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### **New Service – Pharmacy First**

From 31<sup>st</sup> January you will now be able to go to your pharmacy for several problems which are listed in the attached poster. Please do use this service which I hope will prove to be helpful for patients and surgeries alike.

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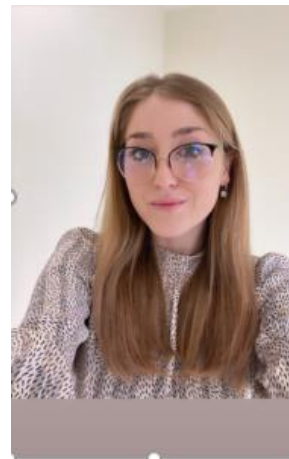
### **Hastings Voluntary Action (HVA) Healthy Hastings Hastings Ageing Network**

HVA has a list of sessions available from the Hastings Ageing Network. I have attached their up to date list of events coming up in the near future. Please do make use of this excellent service.

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### **Who's Who**

This edition features a member of our excellent Reception team. We would like to introduce you to our super receptionist, Phoebe, who has been with the team for over two years now. I asked Phoebe to describe her role:



Hello everyone. In my role as a GP receptionist, my duties include answering the telephone, and taking important information from patients to ensure navigation to the correct service. I also meet patients face to face and will warmly greet our patients and assist with any queries they may have. Other duties include dealing with patient

prescription requests, working through tasks sent from the clinicians to book patients in for blood tests and appointments etc. I also scan over patient documents and ensure changes of information are updated.

I love the interactions I have with patients, I feel I am able to make nice relationships at the front desk and often see regular patients who make me smile. I am currently studying to become a counsellor and I feel that this contributes well in working with those who may be struggling. I enjoy the challenge in 'turning a frown upside down' and wish to sprinkle as much positivity as possible. I adore the team and the organisation I work for and, as they say, 'it's teamwork that makes the dream work.'



Thank you to Phoebe and all of our hardworking receptionists. We could not function without all of you.

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### Patient Participation Group

We have a Patient Participation Group (PPG) whose aim is to work with the organisation to help improve services for our patients. If you would like to join the PPG please ask the receptionist at the surgery for a form and complete and return to the surgery, or, there is a form online which you can complete. I will contact you and let you know the dates and times of the meetings.

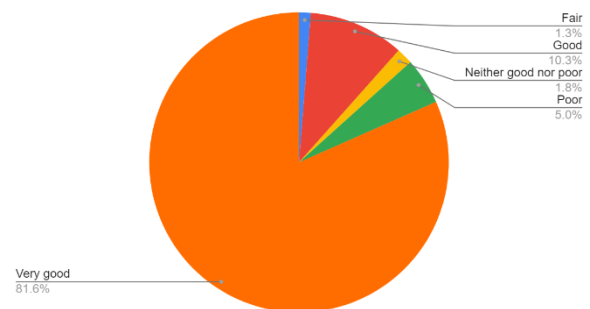
## Friends and Family Test

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### December 2023 Figures

These figures will be put up on the board in the reception area of the three sites along with an extract of some comments.

December 2023 Friends and Family Test results



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I thought I would share this extract from a poem attributed to F. Scott Fitzgerald.

***"It was only a sunny smile,  
and little it cost in the giving,  
but like morning light  
it scattered the night  
and made the day worth living".***

As always, I wish you all good health.

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Most pharmacies can help you with **seven common conditions** without needing a GP appointment



- Sinusitis
- Sore throat
- Earache (children)
- Infected insect bite
- Impetigo
- Shingles
- Urinary tract infection (women)



Ask your pharmacy for more information about this free\* NHS service

**Visit your  
Pharmacy First!**

\*NHS prescription charge rules apply where a medicine is supplied





## **HEALTHY HASTINGS**

**Healthy Hastings sessions are brought to you by the Hastings Ageing Network and are aimed at bringing health information to you via health professionals and 'real people' not through leaflets or internet links!**

**Over the next year we will be bringing you a variety of health focused sessions on different dates and times, below is what is planned so far. If there is something specific that you or your group would like to know about then please do contact me and we will try our best to arrange it.**

**Thurs 21<sup>st</sup> March 10-1pm – Town Hall Information Hub –**

**Community market place of health and wellbeing organisations offering a range of activities, advice and support – free hot drinks and cakes**

**Tues 26<sup>th</sup> March 11-12.30 – Broomgrove Community Centre**

**Active Hastings Age Friendly coffee morning**

**Thurs 25<sup>th</sup> April 10.30am – Central Hall- Chinese Medicine –**

**Come and find out about this traditional holistic method of healing and medicine practices**

**Thurs 23<sup>rd</sup> May 10.30am – Central Hall – Healthwatch East Sussex –**

**Healthwatch East Sussex help make sure your voice as patients is heard by NHS and social care providers. They also listen to your feedback on health services and access and use that to help improve care.**

**Thurs 20<sup>th</sup> June 10.30am NHS Health in Mind – Interactive Wellbeing –**

**NHS staff will join us to talk to you about things like stress, anxiety and low mood, offer coping strategies and take you through some relaxation/mindfulness exercises**

**Coming up soon –**

**Falls Prevention**

**Coping with Bereavement**

**Dementia**

**Staying connected**

**Managing finances in later life**

**Local transport services and town centre plans**

**If you have any questions on these sessions or would like to suggest a health related theme or service that we should be looking at then do get in touch**

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