

QUAYSIDE PATIENTS NEWSLETTER

Issue One - Summer 2024

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Who are we?

Quayside Medical Practice is a NHS General Medical Practice in Newhaven run by our team of seven GP's with a supportive team of doctors, nurses and colleagues.

What are our contact details?

You can call us Monday to Friday 8.30am to 6pm on 01273 615000,

You can email us at:

sxicb-esx.quaysidereception@nhs.net (admin only - please do not use this email for medical problems or appointments and prescription requests)

sxicb-esx.quaysideprescriptions@nhs.net (don't forget to include your name and date of birth!)

Patient data for July 2024

- 4112 appointments were booked by our team, these were for GP's and nurses.
- 3954 patients attended their appointments booked. If you are unable to attend an appointment, please do let us know so these appointments can be allocated to other patients.

Feedback quote of the month by one of our patients:

" My GP was really understanding and welcoming. I found the surgery great in the short time I've been a patient. Everyone here is brilliant including the reception staff, nurses etc. I'm really glad that I am a patient here"

Upcoming Events

Vascular Disease Month: September 2024

Migraine Awareness Week: 23rd to 29th September

Quayside Staff Training: 3rd October 2024

Flu Clinic: 5th and 19th October 2024 (booking available soon)

Your Feedback: Please let us know what you would like to see in YOUR newsletters, pop in and let us know.

Summer 2024 - continued

Our interview of the month is with: Dr Paul Moore, who is the Lead Partner.

How long have you worked within your role Paul? 30 years

Tell us two tasks that you carry out within your role: Listen & think and decide what to do.

What do you enjoy about your job? Freedom to do whatever's needed and the fact that problems change but the people don't.

Tell us a frustrating part of your role Paul: I'm not at my best after 10 hours at work! It never stops, which can be overwhelming.

Is there an update on our move into the centre? We are trying to finalise arrangements for the building, making sure it is fit for the future for both our team and our patients.

Patient Participation Group

The overarching purpose of our Patient Participation Group is to represent the views and experience of all Quayside patients on the quality of care the practice delivers and to participate in health improvements for the local community, including access to local services. It is not to discuss or respond to questions on individual's medical information.

We thereby aim to encourage all patients to engage in their own health care. You may participate by attending meetings at the practice, which are generally held quarterly, or by on line dialogue. Participants must be registered at Quayside or be Carers of patients registered at Quayside.

We want to ensure that the feedback we receive represents the varied needs of all our registered patients and the local community. We would therefore encourage patients of all ages to become involved, even if only on an occasional basis.

[Patient Application Form.doc \(live.com\)](#)

What does our practice offer?

Alongside our GP's, our team also work with a team of nurses, a physiotherapist and the Mental Health & Wellbeing Team. So what can we help with?

- Day to day health concerns - Immunisations including travel clinics
- Sexual Health - Women's Health
- Mental Health - Health Promotion and Wellbeing
- Ongoing Conditions (Diabetes/COPD/Asthma/Heart Disease)