

QUAYSIDE MEDICAL PRACTICE

PATIENT NEWSLETTER

Autumn 2025

Issue Six

Practice Opening Times

Monday – 8.30am - 6pm
Tuesday – 8.30am - 6pm
Wednesday – 8.30am - 6pm
Thursday – 8.30am - 6pm
Friday – 8.30am - 6pm

Telephone Number – 01273 615000

Website www.quaysidemedicalpractice.nhs.uk

Email sxicb-esx.quaysidereception@nhs.net

Prescription email sxicb-esx.quaysideprescriptions@nhs.net

Patient Participation Group – sxicb-esx.qauysideppg@nhs.net

Vaccinations Update

It is that time of year again! This year Quayside are offering Flu and COVID vaccinations to those patients that are eligible. You can have the flu vaccine at the same time as other vaccines such as the COVID-19, we can also book you a separate appointment for your shingles vaccine if eligible. Our vaccination clinics that we are offering will be on Saturdays throughout October, please do pop in or call us to book your appointment.

Please attend the practice for these vaccinations rather than anywhere else as your records can be immediately updated and we have already purchased your vaccine so don't want it to go to waste.

Summer Patient Data 2025

We handled a total of 19,416 calls over the three month Summer period. We booked a total of 11,889 appointments over the same period of time, of which, a total of 11,426 patients arrived for these appointments, this is a 96% attendance.

Feedback quote of the month

"I feel that I have been well treated and looked after by all the staff. The service is kind, sensitive and professional."

NHS App

The NHS App allows you to view your health records, order repeat prescriptions, manage GP and hospital appointments, contact your GP surgery, and access health information and advice. You can also use it to manage your organ donation decision, view your NHS number, and get access to services like NHS 111 online.

QR code for Apple



QR code for Android



NHS Pharmacy First – Helping your GP

Your local pharmacist offers a service called Pharmacy First. You can self-refer or Quayside can direct you to a local chemist and the pharmacist can give advice and now, if necessary, prescribe medication. The following conditions that can be assessed and treated by a pharmacist are:

- 1) Impetigo (aged 1 year and over)
- 2) Infected insect bites (aged 1 year and over)
- 3) Earache (aged 1 to 17 years)
- 4) Sore throat (aged 5 years and over)
- 5) Sinusitis (aged 12 years and over)
- 6) Urinary tract infections (UTI) (women aged 16 to 64 years)
- 7) Shingles (aged 18 years and over)

A few words from Gwen, our Care Coordinator Safeguarding and Learning Disabilities

Hi, I am Gwen. My role is wonderfully varied, my main focus being the Safeguarding Care Coordinator. I support our most vulnerable patients, working closely with our Safeguarding Lead GP. Before work, you will find me swimming at Wave Leisure and at weekends in the sea. I have completed numerous swims and now training for a new challenge which will be swimming from Dover to Calais as part of a six person relay, raising money for charity.

When I am not swimming or working, I volunteer at Seaford Rugby Club and manage a walking rugby team, a sport that my husband and I introduced six years ago. We have even taken it international, playing matches in France and Belgium.

Other passions include Gig rowing with the Newhaven Gig Rowing Club when I can fit that in!

Referrals

Did you know that there is one number that is very useful when finding out information regarding referrals?

When you telephone the referrals help line, they can assist you with information such as a time period or when you will receive your referral appointment, they can also assist you with information around hospital appointments.

Telephone 0300 303 8360



Helpful Contact Telephone Numbers

Crisis Help Line – 0800 030 9500

NHS Dental Help Line – 0300 123 1663

MSK – 0300 300 0003

Referral Updates – 0300 303 8360

Patient Transport – 0300 777 4444

Cruse Bereavement – 0300 011 3300