

QUAYSIDE MEDICAL PRACTICE
PATIENT NEWSLETTER
Spring 2026
Issue Eight

<u>Practice Opening Times</u>	Telephone Number – 01273 615000
Monday – 8.30am - 6pm	Website www.quaysidemedicalpractice.nhs.uk
Tuesday – 8.30am - 6pm	Email sxicb-esx.quaysidereception@nhs.net
Wednesday – 8.30am - 6pm	Prescription email sxicb-esx.quaysideprescriptions@nhs.net
Thursday – 8.30am - 6pm	
Friday – 8.30am - 6pm	
Patient Participation Group – sxicb-esx.quaysideppg@nhs.net	

A few words Rosie, our Data Performance Officer

Hello, my name is Rosie and I have been working at Quayside for nearly three years. I started as a Clinical Administrator but have recently started a new role as Data Performance Officer. I work behind the scenes extracting and analysing data, ensuring that it is accurate and used effectively to support excellent patient care.

Outside of work, I am a busy Mum to my daughter. We enjoy spending time as a family, walking our Cocker Spaniel, exploring new places and going on adventures!

I love being part of such a great team and really enjoy working here at Quayside!

Winter Patient Data 2025/26

Calls handled by our reception team throughout the last three months have totalled 21,592. The reception team book appointments and assist with enquiries from patients and other outside agencies.

Patient Information

Are your details that we hold about you up to date, maybe you have changed your telephone number? Please do update any contact details at reception, they would be happy to help you.

Feedback from our patients

- Welcoming – great staff – on time.
- Very friendly and easy to talk to the nurse.
- Everyone is so happy, efficient, competent and kind. How lucky are we.
- Friendly, helpful, nurse explained everything she did.
- Helpful Dr, willing to listen and act accordingly.
- Receptionists are friendly and polite.

New Premises Q & A's

Is it nearly done? We are pleased to say that it is on target for completion in the summer.

Are the two practices joining up? No – we remain two independent practices, but we do talk.

Will the practice be working with Wave Leisure? We aim to make the most of our location with Wave – look out for innovations to offer help with staying active for good health.

What will the new building bring? More space, better facilities and a fresh environment for your health care.

What can patients do? We are looking for volunteers to work with our Patient Participation Group (see contact at top of other page) to provide enhancements like new waiting room furniture, that aren't part of the new build.

Immunisations – When and What?

From the age of eight weeks, it is advised to commence immunisations to help support a baby's immune system against diseases such as Polio, Hepatitis B, Meningitis and Measles among others.

With a Measles outbreak at present in London, please rest assure that our vaccination rates are 90%, thank you for keeping the rates high which helps keep our children safe.

We are now following the new vaccination schedule that commenced in July 2025, which now includes the new MMR/Chicken Pox vaccine. Visit www.nhs.uk/vaccinations for more information and if you would like to check that you or your baby's immunisations are up to date, please do chat to the team at reception, you can still catch up on most vaccines if you miss them.

It is World Immunisation Week Commencing 24th April 2026, lets celebrate protecting people of all ages against vaccine preventable diseases.

Staff Update

Our practice manager Paulette has chosen to take retirement; we wish her all the best and hope she has great fun in whatever she decides to do. Paulette's successor is Chris Horney, and we wish him a very warm welcome.

Lucy, one of our nurses will be returning to us from maternity leave in May. Welcome back Lucy.

We also welcome back Pip to Quayside, Pip worked here some time back as one of our midwives, she is returning to assist behind the scenes with our summarising department.

No smoking day 11th March 2026



Visit either of the links below for support:

www.oneyoueastsussex.org.uk
www.nhs.uk/better-health/quit-smoking