

Newsletter

November 2018

PPG (Patient Participation Group)

We had a very well attended, interesting and informative PPG meeting in October; please see the website for the minutes:

[Minutes of PPG meeting 01.10.18](#)

The next meeting will be on Tuesday 6 November at 6.30pm at 21 Fairlight Road, Hastings (Beaconsfield Ore Surgery Site).

We look forward to seeing you there.

Beaconsfield Road Surgery

One You



One You is here to help you make small changes that fit your life, so you feel better and healthier, every day.

Modern life makes it hard to be healthy

Without knowing it, by the time we reach our 40s and 50s many of us will have dramatically increased our chances of becoming ill later in life. Whether we are eating the wrong things, drinking more than we should, continuing to smoke despite everything we know, or just not being active enough, all of these small things can add up to an unhealthy you.

But, it's not always easy to make a change in our busy lives – tempting treats in easy reach, bigger portions for everything we eat and technology that allows us to shop, stay in touch and be entertained without ever having to leave the sofa. Modern life is ganging up on us.

The good news is we can fight back

Make simple changes with One You

Your health is important. But being healthier isn't just about 'doing the right thing' – it's about making changes to fit your life and make you feel good. One You helps you find that balance, so you feel better, every day.

Get free tips, tools and apps

One You provides tips, tools, support and encouragement every step of the way, to help improve your health right away. You are not alone – One You can help you make small changes yourself, or with friends and family.

Be healthier and reduce your risk

Making better choices today can have a huge influence on our health, and could prevent diseases such as type 2 diabetes, cancer and heart disease, and reduce our risk of suffering a stroke or living with dementia, disability and frailty in later life.

Make a change now

[Take our free One You health quiz](#) to see how you score and start the fight back to a healthier you.

400-600-600 campaign

PHE's One You campaign encourages adults, particularly those in middle age, to make changes to improve their health. The [400-600-600 campaign](#) promotes healthier eating in particular when eating out of home. It provides a simple tip to help keep calories on track and aim for around 400 calories for breakfast, 600 for lunch and 600 for dinner. This allows for a couple of healthier snacks as part of a balanced diet of 2000 calories for women and 2500 for men each day.

This campaign is designed to provide a rule of thumb and is not a weight loss programme. The advice is aimed at the general population. It does not apply to those who are underweight. One You is unable to give individual dietary advice. If you have or care for those with special dietary requirements, medical needs, eating disorders or require specialised nutrition advice, for example if you are underweight or very overweight, we recommend that you seek guidance from a registered health-care professional.

ARE CALORIES CREEPING UP ON YOU?

400 KCAL	600 KCAL	600 KCAL
BREAKFAST	LUNCH	DINNER

AND A COUPLE OF HEALTHY SNACKS

Aim to follow the 400-600-600 rule of thumb and look for a tasty, healthier option today.

Search **One You** for more advice and support.

BECAUSE THERE'S ONLY **ONE YOU**

FAILED ATTENDERS

Cancellations

If you cannot attend an appointment for any reason please inform us as soon as possible in order for us to give the slot to someone else. Due to an increase in the number of wasted appointments through patients failing to attend without informing the surgery, it has become necessary to implement the following policy:

If you fail to attend for 3 appointments with a doctor or a nurse in a 12 month period you may be removed from the practice list and be requested to find an alternative practice.

106 patients failed to attend their appointments in September 2018 and did not cancel so these were wasted appointments.

Please ensure you cancel your appointment if you no longer need it so that it can be offered to someone who does need it.

Practice Policy

At the discretion of the GP Partner the following policy may be implemented:-

1. If a patient fails to attend a pre-booked appointment on one occasion, an informal warning letter will be sent to the patient. This letter will be printed and posted to the patient.
2. If the patient fails to attend another appointment within a 12 month period, a formal warning letter will be sent reminding them that should they miss another appointment they risk being removed from the practice list.
3. If the patient fails to attend three appointments within a 12 month period, this patient's details will be brought to the Senior GP's attention who will make a decision as to whether the patient is removed from the list.

Warning letters are only valid for a period of 12 months; removal based on warnings greater than 12 months old will be invalid. In such a scenario only DNA (did not attend) appointments within a 12 month period may be reviewed to determine which stage of the policy should be applied.

Patient Access



Register now for quick and easy online access to your local GP services. You can book appointments online (subject to availability) and cancel appointments easily and safely.

Please visit one of our sites for further information on how to sign up for Patient Access or download the form and bring it with photo ID (current passport or driving license) to the Surgery: [Online Services form](#)

If you sign up for our text messaging service then you will also receive appointment reminders via text and you can cancel appointments via text as well.

Contact Us

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Essential maintenance work across our sites

Why did we have to close the sites?

Both the Beaconsfield Ore Surgery site and the Little Ridge site needed replacement boilers and electrical work. This resulted in no power or water at both sites for a whole week.

Will there be any more closures?

The main site at Beaconsfield Road requires some remedial electrical work but we are endeavoring to have this carried out over a weekend to avoid disruption.

Please keep checking our website for all future updates and news.

You can subscribe to the monthly newsletter by following this link:

[Sign up for our Practice Newsletter](#)

NHS

Hi, I'm Dr. Sidhu. Our reception staff are here to help you get the right service for your needs.

Please don't be offended if they ask what the problem is when you call to make an appointment.

Thank you for helping us to help you.

The receptionist/care navigator might suggest you see an alternative health care professional:

Pharmacy

First for Wellbeing

Nurse Practitioner

Sexual Health

Talking Therapies

**Care Navigation
Coming Soon**