



# PATIENT'S NEWSLETTER

May 2023

## Lloyds Pharmacies

Many Lloyds Pharmacies are ceasing to trade and this may affect some of our patients.

Lloyds Pharmacy in Sainsburys is ceasing to trade imminently and we have notified our patients that they are running low on items.

Please do not rely on Lloyds Sainsburys for your prescription now.



Lloyds Pharmacy in Ifield, next door to the practice, is ceasing to trade on the 27th May 2023, however the good news is that it is just a change of ownership to Jade's Chemist from the next working day.

## COVID-19 Spring Booster Campaign

A new COVID-19 spring booster campaign launched in April to give added protection to those most at risk of getting seriously ill with COVID.

People in the following categories are eligible for a booster vaccination.

- Adults 75 and older (or will be 75 by 30th June 2023)
- Adults living in care homes.
- Anyone 5 and older with a weakened immune system

Please follow the information on your invitation to book your vaccine.

## PHARMACY FIRST FOR MINOR AILMENTS

For all minor ailments please do consider using a pharmacy first.

Ifield Medical Practice are promoting using the local skilled Pharmacists for help with minor ailments which allows the GP to see more acute concerns.

Minor ailments include:

Hayfever, cold sores, stings with minor redness, cystitis, infant colic, conjunctivitis, blocked or runny nose, mouth ulcers, oral thrush, vaginal itch, athletes foot, blisters, mild skin rashes, heartburn, nappy rash, warts, ringworm

Please do help your GP Practice and seek the help of a local pharmacist first for any of the above conditions.



We recently welcomed Dr Kajal Patel to the practice who joins us as a Salaried GP.

Dr Patel will be working 3 full days a week on a Wednesday, Thursday and Friday.

### April's appointments

During the month of April we saw **3005 patients.**

Sadly 127 patients DID NOT ATTEND their booked appointments.

We currently have 9961 patients on our practice register

May is National walking month. A brisk walk for 20 minutes a day can reduce your risk of stroke by 27%.

Now the evenings are lighter for longer it gives us the perfect opportunity to get outside and get walking

[#walkthismay](#)

### Bank Holiday Closures

Please note that we are closed for 3 bank holiday Mondays in May:

**Monday 1st May  
Monday 8th May  
Monday 29th May**

## **What happens if you are referred to the Hospital?**

Further to your consultation the Doctor may say they wish to refer you to the Hospital for their specialist expertise.

The GP will write to the health professional with information of your symptoms and any results. The GP will state the urgency of the referral – **Routine**, **Urgent** or **Two Week Rule**. This will be sent by our Secretarial team. We will send you a message in the coming next couple of days confirming that this has been sent electronically to the Hospital. We will send you the reference number, called a UBRN number, and a phone number to the bookings team, who process the referral.

### **What happens next:-**

The referral will be sent to the local hospital trust by the Bookings Team electronically. Once received at the local Hospital the specialist Consultant will triage and grade the referral and ‘start the clock’ on the referral waiting list.

### **NHS waiting lists:**

Regretfully NHS waiting lists are very long for appointments which is out of the control of the practice. We have the reassurance that the specialist has triaged the referral and given it a grade. You are welcome to call the bookings team on 01293 300270 to see your position on the waiting list.

### **Requests for expedite letters:**

When patients call the bookings team they often say ‘if it is urgent please ask the GP to send an expedite letter’. We receive phone calls from patients to ask us to expedite the referral due to the long waiting list, however we cannot do so unless there has been a significant change in the presenting symptoms. If there has not been a significant deterioration then the specialist will reject the expedite request. If your symptoms have worsened considerably please make a follow up appointment with the GP to discuss this and they will write to the specialist if appropriate.