



Patients' Newsletter

Spring 2024



Welcome to your Spring patient's newsletter

Welcome to our Spring newsletter – we hope all of our patients will start to enjoy the lighter nights and slightly warmer weather. Here's an overview of our news from the past month and some news moving forward through March to June 2024.

New online consultation form

We have been using the e-consultation form on our website for quite some time however have now upgraded to a new system called AccuRX Plus for our online consultation system. It is much easier to use and it gives the patient more freedom to write their own description of what they need.

The online form is open from **08:30-14:30 Monday to Friday** and we will respond to you on the same day.

This is especially good for queries where perhaps you do not need an appointment but just have a request or question. We have a team who look at these very promptly and reply the same day.

Appointments are also offered on completion of this form as appropriate



Ifield Medical Practice

February at a glance...



We now have 10,385 patients registered at the practice, with 172 new registrations in February



We processed 3,386 clinical documents...
 ...sent 346 referrals...
 ...issued 13,144 medications...
 ...and answered 4,699 incoming calls

We carried out 4,249 appointments, of which...

- 57% were with a GP
- 72% were face to face

...and 201 were missed by patients.

Let's turn the world purple to raise awareness of epilepsy.

Key facts

Epilepsy is a condition that affects the brain, causing repeated seizures

Anyone can have a one-off seizure, but it doesn't always mean they have epilepsy

People are usually only diagnosed with epilepsy if their doctor thinks there's a high chance they could have more seizures

Epilepsy can start at any age and there are many different types

Some types last for a limited time, but for many people, epilepsy can be a life-long condition



What to do when someone has a seizure

Do you know what to do if someone has a seizure?

Epilepsy Action have a free short online learning module to find out more.

https://learn.epilepsy.org.uk/wp-content/uploads/articulate_uploads/What-to-do-if-someone-has-a-seizure-live/story_html5.html

There is also a free course for parents of a child with epilepsy

<https://learn.epilepsy.org.uk/courses/your-child-and-epilepsy/>



Practice Manager:

Your Practice Manager at Ifield Medical Practice is Sharon Nunweek. She has been with Ifield Medical Practice since February 2022.

Sharon has worked in the NHS for 28 years and came from a nursing background and has worked in secondary care (hospitals), the local public health department, GP Education and has worked in Primary Care (GP practices) for about 14 years. No matter what sector of the NHS she works in Sharon just wants to ensure we provide the best service possible for the people who matter most - the patients.

What does she do?

A Practice Manager's day is very varied and ultimately they must ensure the wheels are turning and patients are being seen and staff are present and doing their utmost for the practice. The Practice Manager must ensure the maximum facility is being offered which is why you often may see posts advertising any free appointments we may have. The business element side is also carried out by the Practice Manager to ensure the NHS England contract is followed well and any claims for expenditure are processed.

The Practice Manager has to ensure the staff rota is covered and cover any contingencies we may have. She will deal with any complaints and compliments we may receive and assist patients with anything they may need help with.

The Practice Manager regularly meets with the GP Partners to discuss the practice and the provisions it provides. If we receive feedback from patients she will report this back to the GP Partners.

The Practice Manager is here for the staff and for the patients ensuring we do things right and well. If needed she will happily meet with patients or you can email her if you have any concerns at s.nunweek@nhs.net

The Practice Manager is supported by 3 line supervisors; a reception supervisor, an administration supervisor and a HR & Facilities Coordinator.





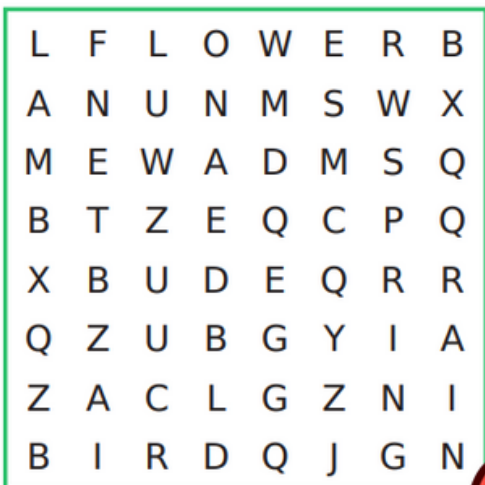
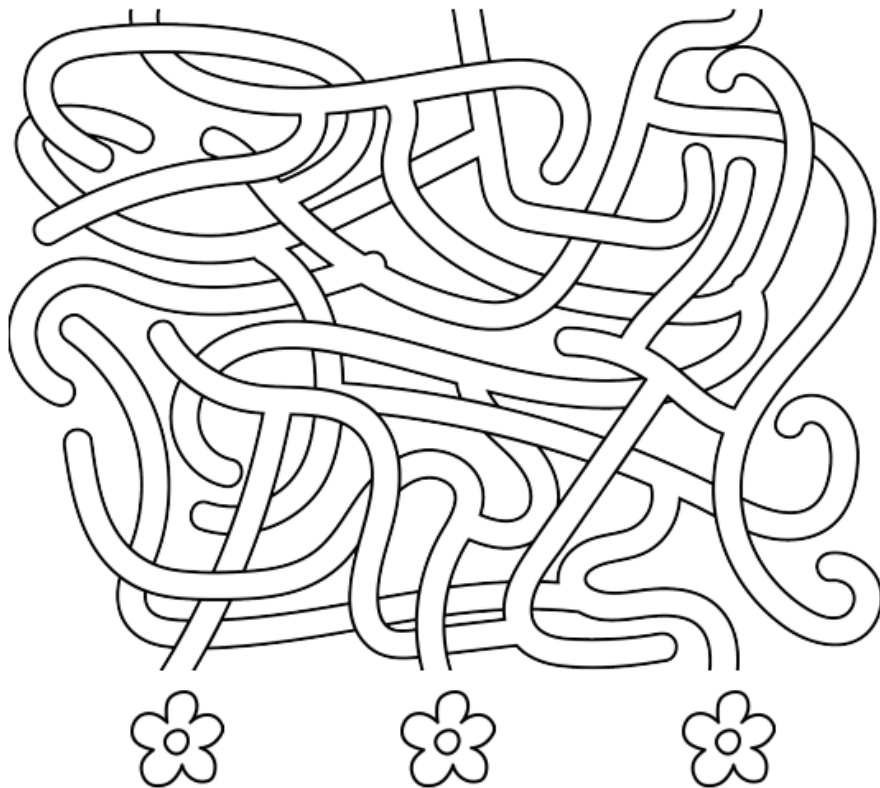
Kids corner

Spring is in the Air

DIRECTIONS: Trace the path each insect took to get to a flower.



Bumblebees will start to emerge from hibernation during spring, sometimes as early as February. On average, bumblebee colonies have 400 workers!



BIRD	LAMB
BUD	NET
EGG	RAIN
FLOWER	SPRING



Some facts about Spring

1. Other parts of the world celebrate spring at different times. For example, New Zealand and Australia celebrate spring from September to November.
2. Lots of cuddly animals give birth in the spring, including deer, birds, and rabbits.
3. Animals who hibernated through the winter, like bears and hedgehogs, come out to play again in the spring.
4. We move our clocks forward in the spring, which gives us more time to enjoy the sunlight in the evening.
5. Spring is all about new beginnings. The changing seasons bring about lots of colors outside, from green leaves on trees to yellow daffodils sprouting from the ground.

Never worry about coming to see your Doctor. A lot of our Doctors are also parents and understand how you feel and want to help you.