



Patients' Newsletter

May 2025



Welcome to our Spring newsletter – we hope all of our patients are enjoying the lighter nights and slightly warmer weather.

Online consultation form

We have listened to feedback and decided recently to trial opening the online consultation form at 08:00am each day. We agree that 08:30am each day was a very awkward time for people who are travelling to work or doing the school run.

In the first week of 08:00am opening it has been well received and we have been emailed by several patients thanking us for this decision.

The telephone lines open at 08:30am for those patients who need help doing the form.

We still very much encourage everyone to do the online form themselves unless elderly, vulnerable or without internet access. The reception team complete the same form on behalf of the patients so it will always be quicker to do it yourself if you could.

If you cannot do the form yourself then we are always here to help you with this.

General telephone queries

If you wish to speak to the practice with a general enquiry, or want to book a nurse appointment, please can you call after 10:00am.

The first hour of the phone lines opening is busy with appointment queries and so general other queries should be after 10:00am please

We are also encouraging all patients to submit the 'i have an admin request' form on our internet portal for any query to save you holding on the phone.

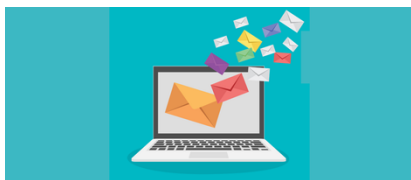


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I have an admin request

Includes fit (sick) notes, test results and repeat prescriptions





Emails



The practice have about 4 main email inboxes as well as staff individual emails. We have been receiving a huge number of emails for prescription requests, questions about forms and general enquiries requiring often duplication of work, if a patient has sent it to a couple of different email addresses.

We have asked patients to use the 'contact us online' + 'I have an admin query' form as this streamlines processes significantly. I hope patients who have used this so far can see how quick we can reply if using this form.

If you do still wish to continue to use an email instead you can do so.

Maternity Self Referral



Have you just found out you're pregnant and would like to have your care with East Surrey Hospital?

All you have to do is follow the link below and submit a self referral form. You will receive an ultrasound appointment letter in the post.

You book to see the Midwife at the practice from 16 weeks pregnant

[Book your pregnancy here](#)

Routine vaccinations for children



Babies

8 weeks

6 in 1*
Rotavirus*
Men B*

6 in 1 - diphtheria, tetanus, whooping cough, polio, Hib & hep B

12 weeks

6-in-1**
Pneumococcal*
Rotavirus**

16 weeks

6-in-1***
MenB**

12 months

Hib/MenC*
MMR*
Pneumococcal**
MenB***

Pre-school

3 years 4 months

MMR**
4-in-1 preschool
booster

4 in 1 - diphtheria, tetanus,
whooping cough & polio

Flu

2 - 16 years

School-aged

12 - 13 years

HPV

3 in 1 - tetanus, diphtheria and polio

14 years

3-in-1 teenage
booster
MenACWY

* 1st dose, ** 2nd dose, *** 3rd dose

Our childhood immunisation programme is delivered by our Practice Nurses Kirsty and Suzy.

If you have any questions before your child's vaccines we are always happy to have a pre-appointment if you have any concerns.

Musculoskeletal Services

You can refer for any MSK problems involving bones, muscles, nerves, or joints as well as persistent pain & rheumatology conditions.

When Should I Self-Refer?

Self Refer if you have been suffering from the problem for **over 6 weeks**.

<https://www.sussexmskhealth.co.uk/self-referral>

Advice if less than six weeks

What To Do In The First Few Days

Though rest is beneficial initially, early movement is vital to reduce stiffness, weakness, and promote healing. You may have heard of R.I.C.E before, to use Rest, Ice, Compression, and Elevation. This has now become the principle of P.O.L.I.C.E (Protection, Optimal Loading, Ice, Compression, Elevation).

Protection: A short period of rest can be beneficial to help your pain. Total rest should be limited to prevent loss of range of movement and muscle weakness.

Optimal Loading: Early activity promotes recovery. Gradually progress your activity quantity and intensity to optimise healing and prevent muscle loss.

Ice: Applying ice for 20 minutes three times a day may help you to reduce your pain and can reduce your swelling.

Compression: You can use a compressive bandage to reduce any swelling. Make sure that this is applied evenly to the affected area.

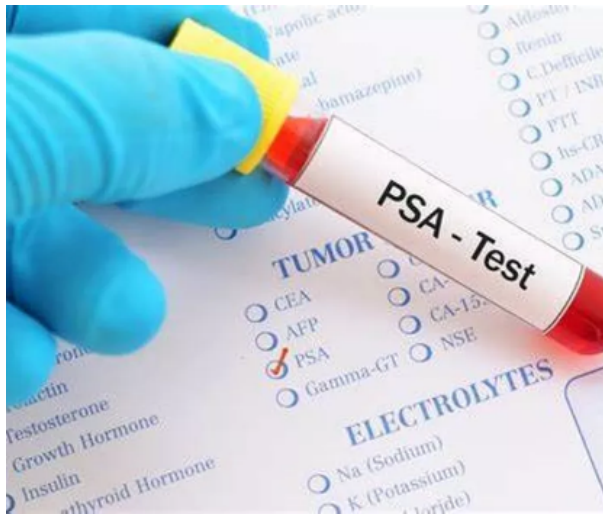
Elevation: Raise your injury above your heart during short periods of rest. This is to help your swelling and reduce your pain.



Every Wednesday we have a First Contact Physiotherapist called Nic come to the practice. You can see Nic for your orthopaedic symptoms without seeing a GP. He tends to have a waiting list of around 2-3 weeks but he can be very helpful for your symptoms.

He can refer you to the MSK Team as required.





Prostate cancer mainly affects men over 50, and your risk increases as you get older. If you're over 50 and you're worried about your risk, you might want to ask about a PSA blood test.

You have a higher risk of prostate cancer if you're Black or have a family history of prostate cancer. For that reason, we strongly recommend having a PSA blood test from the age of 45

You do not need to see the GP to request a PSA blood test - please complete an admin form on our website asking us to prepare a request form for you.



Weight loss injections



We receive a lot of enquiries from patients asking us to refer them for weight loss injections. We have to advise patients that this is not possible on the NHS without very strict criteria and guidelines. This is called Tier 3 weight management.

Before a patient could be considered for Tier 3, which has a very long waiting list, the patient must complete the following Tier 2 course and not have lost 5% of their body weight at the end.

Crawley Wellbeing offers a free 12 week course for anyone aged 16+ and with a BMI of 25 or more.

The free workshops consist of:

- 12 weekly 45 minute sessions.
- Weekly advice and support from a trained advisor.
- 12 different nutritional topics delivered each week.
- Weekly exercise sessions.
- Ongoing support to help you reach your goals.

[Tier 2 self referral link](#)

After completing the Tier 2 course if you have not lost weight we can consider a referral to Tier 3 if the BMI meets their minimum guidelines however we do advise patients the list is around 10 months at present.

Pharmacy First

**Sore Throat
5 years and over**

**Impetigo
5 years and over**

**Uncomplicated
urinary tract
infections
Women 16-64
years**

**Sinusitis
12 years and over**

**Shingles
18 years and over**

**Infected insect
bite
5 years and over**

**Acute otitis media
5-17 years**

Your local pharmacist can prescribe treatment as necessary