



Spring Newsletter

Rudgwick Medical Centre Patient Participation Group

We're here for you **for longer**



GP and nurse appointments are now available during the evening and at the weekend at local GP access hubs.

- URGENT APPOINTMENTS FOR A NEW ILLNESS
- SAME DAY AND NEXT DAY APPOINTMENTS
- ACCESS TO YOUR GP MEDICAL RECORDS WITH CONSENT
- APPOINTMENTS BOOKED BY YOUR NORMAL GP PRACTICE
- CLINICS ARE OPERATED BY IPC, A NOT-FOR-PROFIT COMPANY OWNED BY LOCAL GP PRACTICES

APPOINTMENT INFORMATION



#IMPROVINGCAREFORYOU



See a GP by video in minutes



LIVI lets patients see a GP by video in minutes – on their mobile or tablet. Because when you're ill you want to see a doctor fast and from wherever you are. Our service is available for free through the NHS for patients of our partner GP practices.



- Download the LIVI app and sign up as an NHS patient
- Book an appointment – at a time that suits you
- Get medical advice, prescriptions & referrals

You'll see a GMC-registered GP in LIVI who can give medical advice and prescriptions for a wide range of symptoms, prescriptions will be sent to a pharmacy near you. If your symptoms require a physical examination, the GP can refer you to other medical services or specialists.

Our goal is to improve the UK's health, one patient at a time. We know it's ambitious, but we believe anything is possible. And we're already proving that – with over 1,000,000 patient appointments across Europe and patient satisfaction of 4.9 stars.



Please Register Your Mobile Number With The Surgery

Rudgwick surgery encourages patients to register a mobile number with them as messages about results or prescriptions are often sent via SMS, and there are many NHS projects forthcoming which require a mobile (including potentially patients having more control over their records, and authorising beneficial organisations such as LIVI to access their records).

*If you need urgent treatment
a trip to A&E
isn't your only option.*



LOCAL ALTERNATIVES TO A&E

CRAWLEY URGENT TREATMENT CENTRE

Crawley Hospital, West Green Drive, Crawley RH11 7DH

Telephone 01293 600300 ext 4141

Open 24 hours a day 365 days a year

The Urgent Care Centre (walk in service) can treat most injuries or illnesses that are not life threatening, including chest infections, minor head and eye injuries, broken bones, sprains and strains, minor burns and scalds, bites and stings.

For more information:

<https://www.sussexcommunity.nhs.uk/services/servicedetails.htm?directoryID=16408>

MINOR INJURIES UNIT AT HORSHAM HOSPITAL

Horsham Hospital, Hurst Road, Horsham RH12 2DR

Telephone 01403 227000 ext 7202

Open Monday to Friday 9am-5pm (excl. bank holidays)

Conditions appropriate to be treated at the Minor Injuries Unit (walk in service) - Acute limb injuries, fractures, wounds, sprains and strains, minor head, eye, rib and back injuries, bites and stings, burns and scalds.

For more information:

<https://www.sussexcommunity.nhs.uk/services/servicedetails.htm?directoryID=16407>



Accessibility at Rudgwick Dental Practice

Recently, Helen Allan, the Patient Participation Group Chair, received a query from a village resident about access to the dentist's surgery for the elderly in Rudgwick. Currently some people have to struggle upstairs or arrange to go outside the village where there is a dentist with a ground floor.



Nicky Fuller, Rural Outreach Development Worker, Age UK Horsham District, approached the Practice Manager, Claire Rayner, at the dentists in Rudgwick and asked about whether a lift could be installed.

Unfortunately there is no scope to install a lift. A stair lift is not possible as it would not comply with fire regulations with the existing stair layout. A lift on the outside of the building is also not possible because of the layout and configuration of the building. A downstairs treatment room for the less mobile had been discussed in the past but there isn't enough space for the equipment needed in the downstairs rooms.

If dental patients cannot get up the stairs the dentist can refer them to the Community Domiciliary Service. Sadly there is a very long waiting list. The practice will also organise for people who can't use the stairs to go to another dentist in Horsham or Billingshurst. Anyone with any issues should call them to discuss their individual problems.



Nicky has given Claire the details of local transport options (Horsham Community Cars, CT Transport, Life Line) and Age UK leaflets to hand out so that patients can get in touch for a benefits check in case cost is a problem for transporting themselves to Billingshurst or Horsham.

Finally, if a person has NHS treatment then they can go to any practice for treatment. Again this should be discussed with the Practice Manager if managing the stairs in Rudgwick dental practice is a problem.

Tel: 01403 823991
Email: rudgwickdental@btconnect.com



Have Your Say

We are always interested in receiving feedback about the services provided by Rudgwick Medical Centre. What is being done well and anything that you think could be improved, or any other questions or concerns.

If you would like to comment please email Helen Allan, Chair of the PPG on
ppg.rudgwick@gmail.com

Coffee Morning - Save The Date!

We're holding a Coffee Morning at Jubilee Hall on Sat 6 June, 10am to 12 noon.
Please come along to meet the PPG and have a chat!

Patient Participation Group AGM

Rudgwick PPG will hold it's Annual General Meeting at Jubilee Hall on Wed 22 April 2020 at 7.30pm. All patients of Rudgwick Medical Centre are welcome.

About The Patients Participation Group

The PPG is a group of volunteers who are interested in health in our village and in working with Rudgwick Medical Centre to: provide the practice with feedback from a patient's perspective and help design services which improve the patient experience; raise awareness of the activities of the practice and other local health services; help patients to play a part in understanding and looking after their own health.

Sign up for our quarterly Newsletter! Keep yourself up-to-date with local health matters by emailing the Practice Manager Susan McKenzie at:
hscgg.rudgwick-rudgwick@nhs.net

Join the PPG! New members are always welcome. If you'd like to join the PPG, please contact Helen Allan the Chair of the PPG by email at:
ppg.rudgwick@gmail.com

Follow us on Facebook! Visit our Facebook page to keep up to date with useful information and local health events.

<https://www.facebook.com/pg/RudgwickPPG/posts/>

