



Happy New Year
from Station
Practice !



WELCOME TO OUR

Quarterly Newsletter

We'd like to wish all our patients a happy and healthy New Year! We hope 2026 brings you and your loved ones joy, good health, and happiness. As we start the year, we're supporting the "One You" campaign, helping you make small changes that can have a big impact on your health:

- Drink less alcohol – find out how to cut back safely.
- Stop smoking – there's support available to help you quit for good.
- Stay active – even small amounts of regular activity make a difference.

Making one small change this year could make a big difference to your health and wellbeing. If you'd like advice or support, our team is here to help—just ask the practice team to refer you or self refer by visiting oneyoueastssussex.org.uk

Here's to a happy, healthy 2026!



In this newsletter you will find:

Latest updates, current campaigns, and more. Keep Reading!

New MMRV Vaccine- Protect your Child

From 1st January 2026 young children will be offered protection against the chicken pox.

For most children chickenpox can be mild, but for others it can be serious and lead to complications and hospitalisation.

From 1 January 2026, children will now be offered protection against chickenpox as part of the NHS routine childhood vaccine schedule from 12 months old.

Children who were born between 1st January 2020 and 31st August 2022 will be offered a single dose of MMRV from November 2026 as part of a catch up. For children over the age of 6 years, it is likely they have already had chickenpox and remain eligible for their MMR vaccine.

Find out more about the new chickenpox vaccine:

www.nhs.uk/vaccinations/chickenpox-vaccine/



Poorly child this winter?
Make the right choice

The NHS website www.nhs.uk/live-well/is-my-child-too-ill-for-school/ has guidance on a range of childhood illnesses, including hand, foot and mouth disease, conjunctivitis, and measles.

Local pharmacies are a great first point of contact if your child is unwell. Through the Pharmacy First service, you can now get expert advice, and even prescription medication when needed, for a range of common childhood conditions:

- Earache (1-17 years)
- Impetigo (1+ years)
- Sore throat (5+ years)
- Sinusitis (12+ years)
- Infected insect bites (1+ years)

Pharmacy First also covers shingles (18+) and uncomplicated urinary tract infections (women 16-64).

If you're unsure where to go, call NHS 111 for children under 5, or visit 111.nhs.uk for over 5s for instant advice and guidance.

Think You Might Have a Urinary Tract Infection (UTI)?

If you think you may have a urinary tract infection (UTI), there are a few simple steps to help you get the right care quickly.

Pharmacy First - Quick Help Without a GP Appointment

Women aged 16–64 with uncomplicated UTIs can now be assessed and treated directly by local pharmacies through the Pharmacy First service. Pharmacists can provide expert advice and, if appropriate, supply treatment without the need to see a GP.

Providing a Urine Sample at the Practice

If you think you have UTI or have been asked to provide a urine sample:

- Please bring the sample in a clean, clear container.
- Samples must be brought to the practice before 12:00pm, Monday to Friday.
- All urine samples must be signed in with reception on arrival.
- Samples that are not signed in may not be processed, which could delay your care.



Only order what you need

We're supporting the "Only Order What You Need" campaign, encouraging patients to check their medicines at home before requesting more. This helps prevent waste, keeps medicines safe, and ensures everyone gets what they need.

Here's how you can help:

- Check at home first: Before ordering, take a look at what medicines you already have.
- Order only what you need: If you have enough, there's no need to order more—just request it next time.
- Use the NHS App: Quickly and securely manage your repeat prescriptions online.
- Talk to your pharmacist or GP: If you've stopped taking a medicine or have questions, let us know.
- Return unused medicines safely: Take any unused or expired medicines to your local pharmacy for safe disposal—please don't throw them in the bin.

By following these simple steps, we can all help reduce medicine waste and keep our community safe.

What is the difference between NHS App, Patient Knows best and Engage Consult

Many patients ask which online system they should be using, and what each one actually does. Here's a quick guide to help you understand the differences.

Don't use the internet or prefer not to use online services? That's absolutely fine! You can still contact the practice in the usual ways for appointments, test results, or prescription requests—we're always here to help.

	NHS APP	PATIENT KNOWS BEST	ENGAGE CONSUL
What is it:	A secure app that lets you manage your NHS health services in one place.	A personal health record used mainly by the hospitals and specialist teams.	An online form that lets you contact the practice for medical advice or admin help.
How to get started:	Download the app on your smartphone, or go to nhs.uk and search 'NHS App'	Use the link sent by your hospital team, then sign in via the Patient Knows Best website or the NHS app using the same login as the NHS App.	Visit the Engage Consult link provided by the practice on our website. Complete the online form with your symptoms or request. A clinician will review your submission and contact you with the next steps.
What it can do for you:	Order repeat prescriptions, book and manage appointment, see parts of your GP record, test results and receive message from the practice etc	See your hospital letters, records and test results, view your hospital appointments and appointment letters, and access shared care plans from your hospital or specialist teams.	Send medical or admin requests to the practice, request sick notes, upload photos if needed, ask questions about your health or medication, and get self-care advice.



Getting to Know Your Practice – Meet the Reception Team

Most patients are familiar with our doctors, nurses, and clinical staff, but many others work tirelessly behind the scenes to keep the practice running smoothly.

This month, we're shining a spotlight on our Reception Team—the friendly faces and voices who are often your first point of contact with the practice. Every day, they:

- Answer incoming calls and manage appointment bookings.
- Support triaging clinicians by ensuring patients are scheduled appropriately and efficiently.
- Perform essential front-desk duties, from greeting patients to handling paperwork.
- Coordinate and complete tasks from both clinical and non-clinical staff.
- Serve as the vital bridge between our administrative and clinical teams, keeping the practice organised and running seamlessly.

While their work may often go unseen, the Reception Team is crucial to patient care, ensuring that appointments run smoothly, queries are answered, and patients get the help they need when they need it. Their role requires patience, organisation, communication skills, and a deep commitment to supporting both patients and colleagues.

Next time you speak with a member of the Reception Team, remember—they do a very difficult job and are keeping the heart of the practice beating!





Long-Term Conditions Reviews & Annual Blood Tests

If you have a long-term condition, such as diabetes, high blood pressure, thyroid disease, coronary heart disease, heart failure or are taking certain long-term medications, you will be invited for an annual review and blood tests.

Why do we invite you?

These reviews help us check that your condition is being managed safely and effectively, and that your treatment is still right for you.

Why is it important to attend?

- To monitor how well your condition is controlled
- To check for any side effects from medications
- To make sure your treatment remains safe and effective
- To give you the chance to ask questions or discuss any concerns

Why blood tests matter?

Some medications require regular blood tests to ensure they are not affecting your kidneys, liver, or other organs. Without up-to-date results, it may not be safe to continue prescribing certain medicines, as this could put your health at risk.

Attending your review helps us keep you well, avoid complications, and ensure you receive the safest possible care.

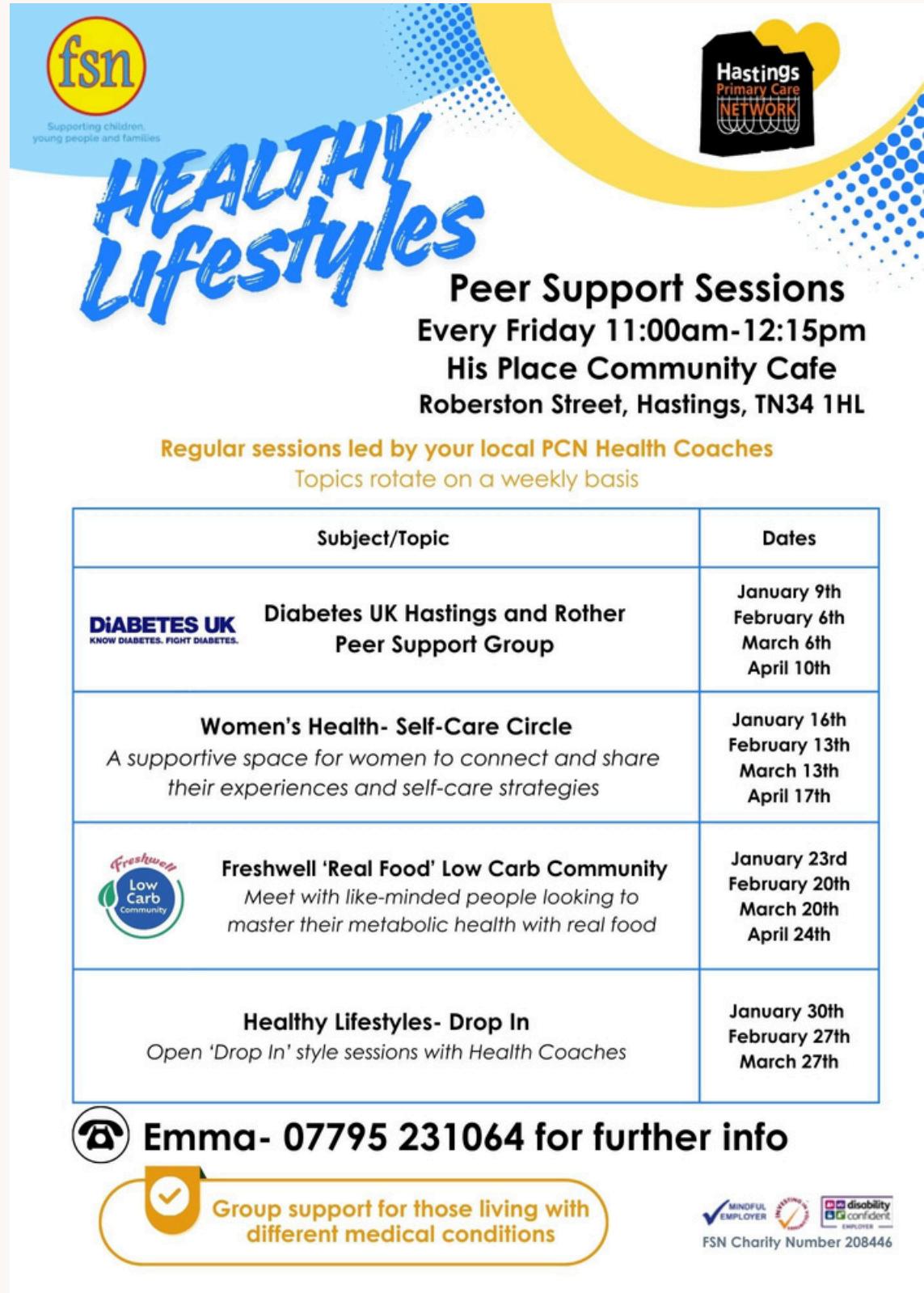
If you're invited, please book your appointment as soon as you can.



Working Together to Support Your Wellbeing

We're delighted to be working in partnership with our Primary Care Network Health and Wellbeing Coaches. They provide fantastic support to help patients improve their physical and emotional wellbeing, build healthy habits, and feel more confident managing their health.

We're pleased to share details of their upcoming peer support sessions—please see the poster for dates and information on how to attend.



The poster features the FSN logo (Supporting children, young people and families) and the Hastings Primary Care Network logo (a yellow heart shape with the text 'Hastings Primary Care NETWORK'). The main title is 'HEALTHY Lifestyles' in large blue letters. Below it, the text reads: 'Peer Support Sessions Every Friday 11:00am-12:15pm His Place Community Cafe Roberston Street, Hastings, TN34 1HL'. A sub-section says 'Regular sessions led by your local PCN Health Coaches Topics rotate on a weekly basis'. A table lists four sessions with their dates:

Subject/Topic	Dates
DIABETES UK KNOW DIABETES. FIGHT DIABETES. Diabetes UK Hastings and Rother Peer Support Group	January 9th February 6th March 6th April 10th
Women's Health- Self-Care Circle A supportive space for women to connect and share their experiences and self-care strategies	January 16th February 13th March 13th April 17th
Freshwell 'Real Food' Low Carb Community Meet with like-minded people looking to master their metabolic health with real food	January 23rd February 20th March 20th April 24th
Healthy Lifestyles- Drop In Open 'Drop In' style sessions with Health Coaches	January 30th February 27th March 27th

Emma- 07795 231064 for further info

  Group support for those living with different medical conditions

 
FSN Charity Number 208446

Cancelling your appointment!



**APPOINTMENTS NOT
ATTENDED
IN DECEMBER
461 !**

IF YOU CAN'T MAKE IT, CANCEL IT
Forgetting to cancel your unwanted GP appointment can prevent someone else from being seen. So if you can't make it, cancel it. Missed appointments are one of the main factors which contribute to a strain on time and resource within the NHS, so reducing them is essential for both improving patients' access to health services and reducing the demand for appointments.

There are things you can do to help reduce DNAs:

- Cancel your appointment by phoning us on 01424 464 756, Monday to Friday or by using the 'cancel' option on your Online Access account or by texting back on the appointment reminder 'CANCEL'
- Make sure all your details are up-to-date next time you visit your GP - that way we can send you text reminders;
- Put the date in the diary or an alert in your phone so you definitely won't forget!

Please help us to utilize our appointments as best as possible by cancelling any future appointments that you do not need and also allow other patients who are waiting for an appointment to get this appointment.

At this practice alone, over 400 appointments are missed each month, with each one costing the NHS approximately £190. This amounts to an estimated £16,600 in wasted resources for the practice each month.

