

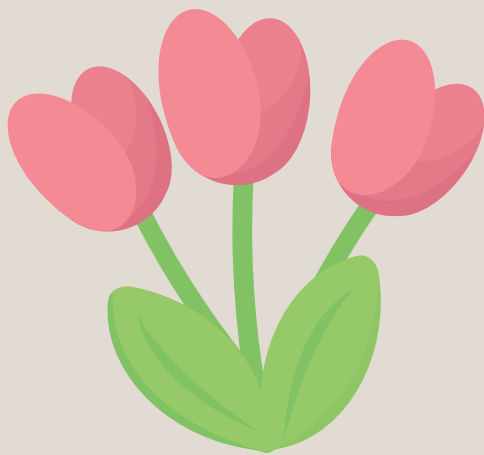


WELCOME TO OUR

Quarterly Newsletter



Welcome Spring!



As the days get longer and the weather begins to brighten, we welcome the arrival of spring—a great time to focus on your health and wellbeing. Spring is a good opportunity to get outdoors more, stay active, and enjoy fresh air, all of which can have a positive impact on both physical and mental health. It's also a time when seasonal allergies may begin, so if you suffer from hay fever, consider preparing early and seek advice or treatment.

We would also like to remind patients to stay up to date with routine health checks and vaccinations, and to order any repeat medications in good time, especially around bank holidays.

As always, our team is here to support you—please don't hesitate to get in touch if you need us. Wishing you a healthy and happy spring!



In this newsletter you will find:

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

Vaccinations & Immunisations – Important Update

With recent outbreaks of preventable illnesses, it is more important than ever to ensure that you and your family are up to date with vaccinations.

We would like to inform you about the introduction of the new MMRV vaccine, which helps protect against measles, mumps, rubella, and varicella (chickenpox).

We strongly encourage parents and carers to check that their children are fully vaccinated and to attend any vaccination appointments offered. Please do not ignore vaccination invitations, as these vaccines play a vital role in protecting both your child and the wider community.

If your child has missed any vaccinations—we will always do our best to accommodate and arrange catch-up appointments, where possible.

If you have any questions or would like to book an appointment, please contact the surgery.

Cervical Screening (Smear Test) – Don't Ignore Your Invite

We are very passionate about improving the uptake of cervical screening (smear tests) and supporting our patients to stay healthy.

A smear test is a quick and important check that helps prevent cervical cancer by detecting changes early—often before any symptoms appear.

We understand that some patients may feel nervous or unsure, but please don't ignore your invite. Our team is here to make the experience as comfortable and reassuring as possible.

- We offer appointments at convenient times
- The Hastings Primary Care Hub (ground floor) also offers appointments 7 days a week
- You can book a chat with a nurse beforehand if you have any concerns

If you've missed your screening or would like to book, please get in touch—we're here to help.

Taking this small step could make a big difference to your health.



Spring Covid-19 Vaccinations - Where to get your vaccine

This spring, COVID-19 vaccinations will not be provided at the GP practice. Instead, eligible patients will be able to receive their COVID-19 booster through participating local pharmacies and designated vaccination sites.

The NHS national vaccination programme has arranged for many community pharmacies to deliver the spring booster to make access more convenient for patients.

If you are eligible for the spring booster, you will be able to book your vaccination through the NHS booking system or directly with participating pharmacies. Some pharmacies may also offer walk-in appointments.

Patients who are typically eligible include:

- Adults aged 75 years and over
- Residents in care homes for older adults
- Individuals with a weakened immune system

The NHS will contact you in spring 2026 if you're eligible for the COVID-19 vaccine.

Thank you for helping us keep phone lines and appointments available for patients who need medical care. We appreciate your understanding as vaccinations continue to be delivered through pharmacy services this spring.

Getting your test results

We don't usually call for normal results, but we will contact you if anything needs follow-up.

Once a doctor has reviewed your results, you can view them:

- Online: via your NHS App or NHS website, or Patient Access, if you have online access to your medical records.
- By phone or in person: after 2:30 pm on surgery days. Please note, reception staff may refuse to release information if it is not appropriate for the person calling. This is part of our commitment to patient confidentiality.

Tests arranged by a hospital or consultant

- If your test was ordered by a hospital consultant, please contact the hospital or clinic directly. We cannot provide results for tests requested by other clinicians outside the practice.



Upcoming Awareness Events



Breast Cancer Awareness Month

Date: May 2026

May is Melanoma and Skin Cancer Awareness Month. This month is a reminder to protect your skin and check for any new or changing moles or marks. Early detection can save lives. If you notice anything unusual, please contact your GP.

More Info:

<https://www.nhs.uk/conditions/melanoma-skin-cancer/>

Mental Health Awareness Week

Date: 11-17 May 2026

Your mental health matters. If you are struggling, please don't wait—support is available. Speak to a GP or we can direct you to local talking therapies and wellbeing services.

More Info:

If you feel like you can't cope and are at breaking point, you can get same-day or next day help by:

- Calling NHS 111 and select the mental health option (available 24/7)
- Calling the Samaritans on 116 123 (available 24/7)
- Texting the word SUSSEX to 85258 (available 24/7)

Health In Mind – provides courses and other types of therapies that help with stress, anxiety and low mood. Contact Health In Mind by calling 0300 0030 130

Local Citizens Advice Services for people affected by cancer

Macmillan Citizens Advice provides free advice and support for people affected by cancer and their families, including help with welfare benefits, financial support, and claims.

Surrey Macmillan Citizens Advice Service

- Advice available by phone or outreach at East Surrey, Ashford, St Peter's and Frimley Park hospitals.

0344 847 7727

macmillansurrey@citahants.org

South West Surrey Macmillan Welfare Benefits Service

- For patients receiving treatment at Royal Surrey County Hospital or those receiving end-of-life care in Surrey. Open Monday–Friday, 9am–5pm.

01483 230849

admin.macmillan@casws.org.uk

Brighton & Hove Macmillan Welfare Benefits Advice Service

01273 468 770

Horizon.benefits@nhs.net

East Sussex Macmillan Benefits Advice Service

01323 635989

macmillan@moneyadviceplus.com

Getting to Know your Practice - Meet the Medical Secretary Team

Behind the scenes of the practice, our Medical Secretaries play a vital role in keeping everything running smoothly.

They are responsible for managing referrals to hospitals and specialist services, ensuring that important clinical information is sent accurately and promptly.

They also handle incoming correspondence, such as hospital letters, medical reports, and non-NHS requests, including patient letters and other documentation. All of this work ensures patient records are complete and up to date.

Our Medical Secretaries work closely with GPs and other clinicians to support patient care, helping to coordinate appointments, follow up on referrals, and ensure nothing is missed.

Although you may not always see them, their work is essential in making sure your care is safe, efficient, and well-coordinated.

They are a key part of the practice team, working hard every day to support both patients and clinicians.



Seen in Secondary Care – How Your Letters Are Processed



When you attend a hospital or other secondary care service, the hospital will usually send a letter or report to your GP practice summarising your appointment, tests, or treatment.

At the practice, these letters go on a journey before any actions are taken:

1. Arrival and Scanning: Once we receive the letter, it is scanned into your electronic patient record.
2. Distribution to Teams: The letter is then reviewed and sent to the relevant teams who may need to take action–this could include:
 - Coding team – to update your medical record accurately
 - Reception team – for appointment follow-ups
 - GPs or pharmacists – for clinical review, medication changes, or follow-up care
3. Actioning the Letter: Each team reviews the letter and takes the necessary steps, which may include contacting you if required.

Because of this process, it is important to allow at least two weeks from the date of your hospital appointment for the letter to reach us, be processed, and acted upon.

This careful process ensures that your care is accurate, safe, and coordinated, even if it takes a little time for everything to be completed. Thank you for your patience and understanding–it helps us make sure nothing is missed in your care.



Spring Into Health – Tips for a Healthier You

Spring is here, and it's a great time to focus on your health and wellbeing. Here are a few simple steps you can take to make the most of the season:

1. Get Active:

Longer days and warmer weather make it easier to walk, cycle, or enjoy outdoor activities. Regular activity helps your heart, mood, and overall wellbeing.

2. Mind Your Allergies:

With flowers and trees in bloom, seasonal allergies may start to flare. Talk to your GP or pharmacist if you need advice on managing symptoms.

3. Stay Up to Date with Vaccinations:

Flu and other preventable illnesses can still affect you. Make sure your vaccinations are current, especially for children, older adults, or those with long-term conditions.

4. Mental Wellbeing:

Spring can lift your mood, but stress and anxiety don't disappear. Remember, our team is here to support your mental health, and small steps like getting outside, staying connected, and practicing mindfulness can help.

5. Don't Forget Your Local Pharmacy:

Your local pharmacist can help with minor illnesses, seasonal advice, vaccinations, and medication queries. You don't always need to wait for a GP appointment!

Find your local pharmacy here: <https://www.nhs.uk/service-search/pharmacy>

Spring is a perfect time to take small but meaningful steps toward a healthier, happier you.



Patient Participation Group (PPG) – New Members Welcome

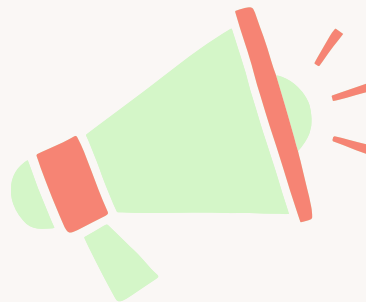
Our practice is looking to recruit new members to join our Patient Participation Group (PPG).

A PPG is a group of volunteer patients who work in partnership with the practice team to help improve services and strengthen communication between patients and the surgery. Members share constructive feedback, ideas and suggestions that can help us continue to develop and improve the care we provide.

We welcome patients who are interested in contributing positive feedback and working with us to help shape local healthcare services.

If you would like to learn more about the Patient Participation Group or are interested in joining, please speak to a member of the reception team and ask for a PPG joining form.

PRACTICE TRAINING AFTERNOONS



Our team are committed to providing high quality patient care and staying up to date with the latest clinical guidance. All clinical and non-clinical staff are required to complete regular mandatory training.

The practice will be closed from 12:30pm for staff training on the following dates:

Tuesday 21 April 2026

Wednesday 10 June 2026

Tuesday 7 July 2026

Wednesday 9 Sept 2026

Thursday 22 Oct 2026

Tuesday 16 Feb 2027

If you require any non-emergency assistance during this time, our telephone message will have further instructions.

Cancelling your appointment!



APPOINTMENTS NOT ATTENDED IN MARCH

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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.



Contact number 01424 464756

WWW.THESTATIONPRACTICE.CO.UK