



WELCOME TO OUR

Quarterly Newsletter ✦

As summer comes to an end, we are preparing for the busy autumn and winter months. Over the coming weeks, we will be getting ready for our flu vaccination programme, annual health reviews and other important checks to help keep you healthy.

Flu Vaccination Programme

The Station Practice regrets to advise patients that we will be unable to provide adult flu vaccinations during this season. This follows the unexpected cancellation of our vaccine order by our supplier shortly before the start of the vaccination programme. Eligible children will continue to receive their flu vaccination through the practice, and parents/carers will be contacted with details of how to arrange their child's vaccination.

Eligible adults are advised to contact their local community pharmacy to arrange vaccination. More information about eligibility and how to book can be found on page 3. **Thank you for your continued patience and support. Our team remains committed to providing safe, high-quality care while managing increasing demand.**

Getting ready
for Autumn



In this newsletter you will find:

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

Preparing for Autumn

Annual Health Reviews

We continue to invite patients for their annual reviews based on their month of birth. If you have a long-term condition such as diabetes, asthma, COPD or high blood pressure, please help us by attending your review when invited. These appointments allow us to review your health, medications and any tests that may be required.

Help Us Help You

There are a few simple ways you can support the practice:

1. Order repeat prescriptions only when needed and allow at least three working days.
2. Attend your appointments or let us know if you need to cancel.
3. Keep your contact details up to date so we can send invitations and important messages.
4. Use the NHS App to request prescriptions, view your medical record and manage appointments where available.



Stop Smoking This Autumn



Autumn is the perfect time to make a fresh start. Quitting smoking is one of the best things you can do for your health and wellbeing.

Stopping smoking can:

- Improve your breathing and circulation.
- Reduce your risk of heart disease, stroke and cancer.
- Boost your energy levels.
- Save you money.
- Protect your family from second-hand smoke.

We are pleased to work in partnership with **One You East Sussex**, who offer free, personalised stop smoking support. Their advisors can help you create a quit plan, manage cravings and access stop smoking treatments where appropriate.

How to Get Support

If you'd like help to quit smoking, speak to a member of our practice team or contact reception. With your consent, we can refer you to One You East Sussex, who will contact you to arrange your first appointment.

Every quit attempt is a step towards better health – we're here to help you succeed.



Flu Season 2026/27 – Protect Yourself and Others Get Your Flu Vaccine

IMPORTANT UPDATE

We regret to inform our patients that The Station Practice will not be providing adult flu vaccinations during the 2026/27 flu season. This follows the unexpected cancellation of our vaccine order by our supplier shortly before the start of the vaccination programme. Despite the practice planning and ordering vaccines in readiness for the season, the supplier's decision means we are no longer able to obtain the stock required to provide the service.



Why get vaccinated? Protect yourself and others by getting your flu vaccine.

- Reduces your risk of serious flu illness
- Helps protect vulnerable people around you
- Keeps you well through the winter



We share our patients' disappointment and are sorry for the inconvenience this situation may cause.

The cancellation of the vaccine supply was outside of the practice's control.



Flu Vaccinations 2026/27

From September 2026

-  Pregnant patients
-  Children aged 2–3 years

Eligible children will receive their flu vaccine at The Station Practice. Invitations will be sent shortly.

From October 2026

-  Adults aged 65+
-  Adults aged 18–64 in eligible clinical risk groups
-  Carers and other eligible patients

Adults: Eligible patients can receive their free NHS flu vaccination at participating pharmacies and other NHS providers.



How to get vaccinated?

Book online: Visit the NHS flu vaccination booking page to find a local provider : www.nhs.uk/nhs-services/vaccination-and-booking-services/book-flu-vaccination/

Book by phone: Call 119 free of charge if you cannot book online



Housebound patients

Eligible housebound patients will be contacted directly by the vaccination provider to arrange the visit.

Getting to Know your Practice - Meet the Pharmacy Team

Did you know that our Pharmacy Team plays an important role in helping patients manage their medicines safely and effectively?

Clinical Pharmacists

Our Clinical Pharmacists are highly qualified healthcare professionals who work alongside our GPs. They can:

- Review and optimise your medications.
- Carry out medication reviews.
- Support patients with long-term conditions.
- Help manage side effects and medication queries.
- Prescribe medication where appropriate.

Pharmacy Technicians

Pharmacy Technicians help ensure your medicines are prescribed safely. They:

- Monitor blood test requirements for certain medications.
- Carry out medication monitoring and recalls.
- Reconcile medicines after hospital discharge.
- Support patients with medication-related queries.

Prescribing Clerks

Our Prescribing Clerks process repeat prescription requests and work closely with our clinicians and Pharmacy Team. They:

- Process repeat prescriptions.
- Liaise with pharmacies and patients regarding prescriptions.
- Ensure medication requests are reviewed in line with practice policies.
- Help coordinate prescription queries and medication administration.

Together, our Pharmacy Team helps ensure patients receive the right medicines, at the right time, while supporting safe prescribing across the practice.



Understanding Our GP Appointment (Total Triage) System

At The Station Practice, all requests for a GP appointment are reviewed through our Total Triage system. This helps us make sure patients are seen by the right clinician, at the right time, based on their clinical need. When you contact the practice, our reception team will ask for a brief reason for your appointment. This information is passed to a GP or another appropriate clinician, who will decide the most suitable next step. This may be:

- A same-day or routine GP appointment.
- A telephone consultation.
- An appointment with another healthcare professional, such as a pharmacist, physiotherapist or mental health practitioner.
- Advice or referral to another NHS service, where appropriate.

How You Can Help Us

To help us provide the best possible care, please remember:

- ✓ One problem per appointment – Our appointments are designed to focus on one main medical issue. If you have additional concerns, you may be asked to book another appointment so each problem can be assessed properly and safely.
- ✓ Let us know if your plans change – If you have been placed on the triage list but decide to seek advice elsewhere (such as NHS 111, the Primay Care Hub or another healthcare provider), please let us know. This allows us to offer your appointment to another patient in need.
- ✓ Keep your phone nearby – If a clinician is due to call you, please ensure your phone is switched on and available.

Other Services That Can Help



Contact number 01424 464756

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Other Services That Can Help

Not every health concern requires a GP appointment. Depending on your symptoms, you may receive quicker care from another NHS service:



- 💊 Community Pharmacy / Pharmacy First – Expert advice and treatment for many common illnesses, without the need for a GP appointment.

<https://communitypharmacy.org.uk/homepage/nhs-pharmacy-first-service/>

- 🏠 Hastings Primary Care Hub – Offers appointments for urgent primary care problems when appropriate.
- 🧠 Stay Well Service – Free mental health and wellbeing support for people who may be feeling anxious, stressed or overwhelmed.

<https://www.southdown.org/services/staying-well-hastings/>

- 📞 NHS 111 – Available 24 hours a day for urgent medical advice. If you need urgent mental health support, call 111 and select the Mental Health option to speak to a trained mental health professional. You can also use NHS 111 online for other urgent health concerns.
- <https://111.nhs.uk/>
- 🚑 999 or Accident & Emergency (A&E) – For life-threatening emergencies. If you or someone else is at immediate risk of serious harm or you are experiencing a mental health crisis that is life-threatening, call 999 or attend your nearest Emergency Department.

How to Contact Us

There are several ways you can contact the practice:

- 📞 By telephone – Call the practice and a member of our reception team will help you.
- 🏠 In person – Visit the practice and speak to our reception team.
- 💻 Engage Consult – Submit an online medical request, administrative query or prescription request during our core opening hours.
- 📱 NHS App or Patient Access – If you have online access, you may be able to book eligible GP appointments, order repeat prescriptions and access other online services.

Contact number 01424 464756

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Did You Know? – Your Summary Care Record



A Summary Care Record (SCR) is an electronic record that contains important information about your health, such as your current medications, allergies and any adverse reactions to medicines. With your consent, it can also include additional information, such as significant medical conditions and your care preferences.

Where Can My Summary Care Record Help?

Your Summary Care Record can be accessed by authorised NHS healthcare professionals involved in your care when it is needed, including:

-  Emergency Departments
-  Ambulance Services
-  NHS 111
-  GP Out of Hours services
-  Some community pharmacies
-  Hospital clinicians

Having access to important information, such as your current medications and allergies, helps healthcare professionals make informed decisions quickly, particularly if you are unable to communicate or are receiving treatment away from your usual GP practice.

Did You Know?

You are always in control of your Summary Care Record.

- You can choose whether to have one.
- You can change your decision at any time.
- You can ask what information is included.
- Your record is only accessed by authorised NHS healthcare professionals involved in your care.

Please speak to a member of our reception team, who will provide you with a consent form and explain how to update your preference.

Did You Know? **What's the Difference Between Repeat and Acute Medication?**

 **CURIOUS? TURN THE
PAGE!**

UNDERSTANDING THE DIFFERENCE CAN HELP YOU REQUEST YOUR MEDICATION CORRECTLY AND AVOID DELAYS.



Repeat Medication

Repeat medications are medicines that your clinician has agreed you need regularly for an ongoing condition, such as high blood pressure, asthma or diabetes. These can usually be requested through the NHS App, Patient Access, Engage Consult or by contacting the practice.

Acute Medication

- Acute medications are prescribed for a short period to treat a specific illness or problem, such as antibiotics, pain relief or creams. They are not automatically repeated and usually require a clinical review before another prescription can be issued.
- Some controlled drugs are also issued as acute prescriptions because they require more frequent monitoring and regular clinical review. This does not mean you cannot request them.

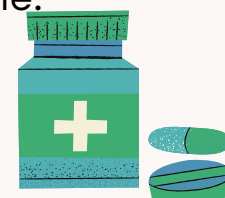
If you need more of an acute medication or a controlled drug, you can request it by:

- Using the free text option in the NHS App or Patient Access when ordering your repeat medication.
- Submitting a request via Engage Consult.
- Requesting it through your nominated pharmacy.
- Writing it on your repeat prescription slip.

Our clinical team will review your request before issuing the prescription.

If you're unsure whether your medication is repeat or acute, our reception or pharmacy team will be happy to help.

Remember: Only order the medication you need and avoid requesting prescriptions more than one week before they are due. Before placing your order, check what medication you already have at home.



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Cancelling your appointment!



APPOINTMENTS NOT ATTENDED IN JULY

484

IF YOU CAN'T MAKE IT, CANCEL IT

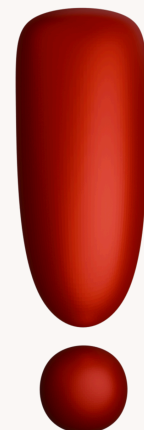
Forgetting to cancel your unwanted GP appointment can prevent someone else from being seen. So if you can't make it, cancel it. Missed appointments are one of the main factors which contribute to a strain on time and resource within the NHS, so reducing them is essential for both improving patients'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

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.

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!

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.



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