

AVISFORD MEDICAL GROUP PRACTICE NEWSLETTER

Yew Tree Surgery



Middleton Medical Centre



DATES FOR YOUR DIARY

"Tea and Talk – Powers of Attorney, Wills, Wishes and What Comes Next?"

Thursday 25 September at Barnham Community Hall,

Murrells Field, Yapton Road, Barnham, PO22 0AY

Doors open at 5.45pm

**The Annual General Meeting of the Friends of the Avisford Medical Group will take place
at Yapton & Ford Village Hall (Club Room) Main Road, Yapton BN18 0ET
on Saturday, 1st November at 10.30am.**

This meeting is open to all patients of the Avisford Medical Group.

Sponsored by The Friends of Avisford PPG

Charity Number: 1074882

AUTUMN 2025

Number 6



AS YOUR REPRESENTATIVES AT THE AVISFORD MEDICAL PRACTICE WE WOULD LIKE TO HEAR YOUR VIEWS - WHAT WORKS WELL FOR YOU AND WHAT COULD BE BETTER?

Page 3

Chairperson's Message

Welcome to the Autumn Edition of the Avisford Medical Group Newsletter. In this edition we return to our more traditional format of news about our surgeries and the people who look after us. There is a lot of change happening or about to happen in the NHS – see page 6 and as briefly as possible, we look at what the changes are and what they may mean for us.

Thank you to everyone who supported the talk on 19th June about Cholesterol. This was the first really well attended event since before Covid and we learnt some valuable lessons – better audio and visual presentation is required, and any further talks need to be pitched at the right level. To sum up though, the clear messages were eat a balanced diet; moderation in all the naughty things we enjoy, and statins **are of benefit** for most people, even the young!

Thank you also to Marie and Pauline who make and donate the beautiful cards on sale at Yapton and Middleton surgeries. All proceeds from the cards and sale of books goes directly to providing support for our surgeries. Thank to everyone who has bought these cards and the books.

There are **three forthcoming events** that we hope will be of interest:

Tea and Talk – Powers of Attorney, Wills, Wishes and What Comes Next?

**Thursday 25th September at 6.15pm in Barnham Community Hall,
Murrells Field, Yapton Road, Barnham, PO22 0AY**

This event is being presented by Helen Gagan, a local Solicitor who specialises in Lasting Powers of Attorney, Wills, etc. Helen gave a similar talk about 10 years ago and many patients found it of great value. This time we are being joined by Stephen Reynolds, a Director of Reynolds Funeralcare, with so many adverts for funeral packages now is good time to find out what is available and what is the best.

Friends of the Avisford Medical Group Coffee Morning and Annual General Meeting

The Annual General Meeting of the Friends of the Avisford Medical Group will take place at Yapton Village Hall on Saturday, 1st of November at 10.30am. This meeting is open to all patients of the Avisford Medical Group. Besides the meeting there will be Tea and Coffee, a raffle and book sale.

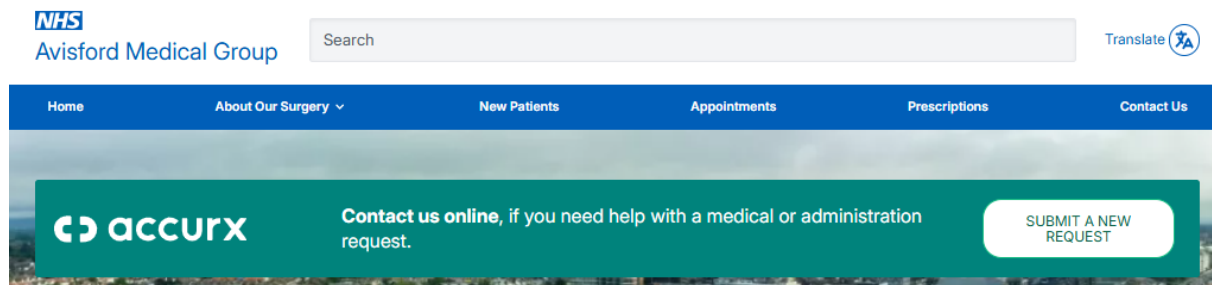
Good Food Fortnight – 26 September to 12 October 2025 - is a series of events open to all promoting all aspects of good food. It is being run across Chichester and Arun. Details on [Arun & Chichester Good Food Fortnight](#) and hello@arunchifood.org.uk or call 07435 808549.

At the end of August, NHS England published the new Patients Charter. The Charter sets out what you can reasonably expect from your GP practice. I am pleased to say that our practice meets the Charter requirements very well. More details can be found at [NHS England » You and your general practice – English](#)

Finally, please do contact us with your views and ideas. We are here to represent you, so please do talk to us, our email is [**avisford.friends@gmail.com**](mailto:avisford.friends@gmail.com) and we would love to hear from you.

Best wishes

John Thompson MBE



As we come into Autumn, we'd like to thank everyone for their patience with us during the summer months whilst we faced some staffing challenges.

However, this did highlight to us the importance of patients helping themselves by going to the most appropriate service for their need.

If you have a medical emergency, you should call 999 or visit A&E.

If you need urgent dental help and cannot find a dentist, you should call 0300 123 1663 (Mon – Fri 8am – 4pm)

For minor issues, you may be able to treat these at home.

As a reminder, most pharmacies can also help. As well as advising on medical for minor issues, they can treat seven common conditions. There are age restrictions on which patients pharmacists can treat.

Most pharmacies can help you with **seven common conditions** without needing a GP appointment

NHS
Providing NHS services

Speak to your pharmacist if you suspect you have:

- Sinusitis
- Sore throat
- Earache (children)
- Infected insect bite
- Impetigo
- Shingles
- Urinary tract infection (women)

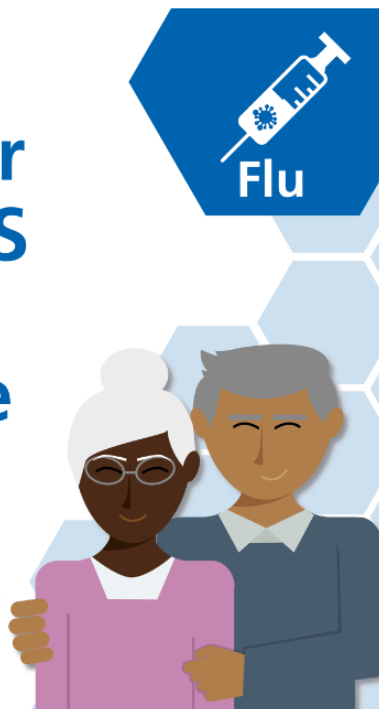
**Visit your
Pharmacy First!**

Flu Vaccinations

NHS

**Get your
free NHS
flu jab
if you're
eligible**

Do all you can to
keep yourself well
during winter.



We are also shortly coming into Flu Season. Based on feedback from last year's clinics, we have decided to go back to having Saturday clinics for Flu Vaccinations. We will be running clinics on the following days:

- Saturday 4th October at Yapton Surgery
- Saturday 11th October at Middleton Surgery

If you are eligible for your vaccination, you will be invited to book an appointment. The invite will contain a self-booking link for you to book your own appointment. Please use this if you are able to as it frees up our phone lines for those patients who can't.

If you cannot make these dates, then most pharmacies are offering flu vaccinations.

The Avisford Medical Group Website (www.avisford.co.uk) directs patients to our Online Consultation service called Accurx Triage. If you have an admin request, you can submit this at any time during the day without having to telephone the surgery. We aim to reply within 72 hours.

Patient Feedback and GP Survey

Each month, we review feedback left by patients. We use this feedback to understand what our patients are experiencing, and try and make improvements where possible. You are able to share your feedback by completing a Friends and Family Test form in the surgery, or visiting www.iwantgreatcare.org and leaving your feedback there. We will also invite patients to leave feedback after appointments at the surgery by sending them a link to iWantGreatCare.

Displays in our waiting room are updated quarterly with data, feedback and what we are doing with the feedback. Please check this out next time you visit.

We collected and share patient feedback:

1st April 2025 – 30th June 2025

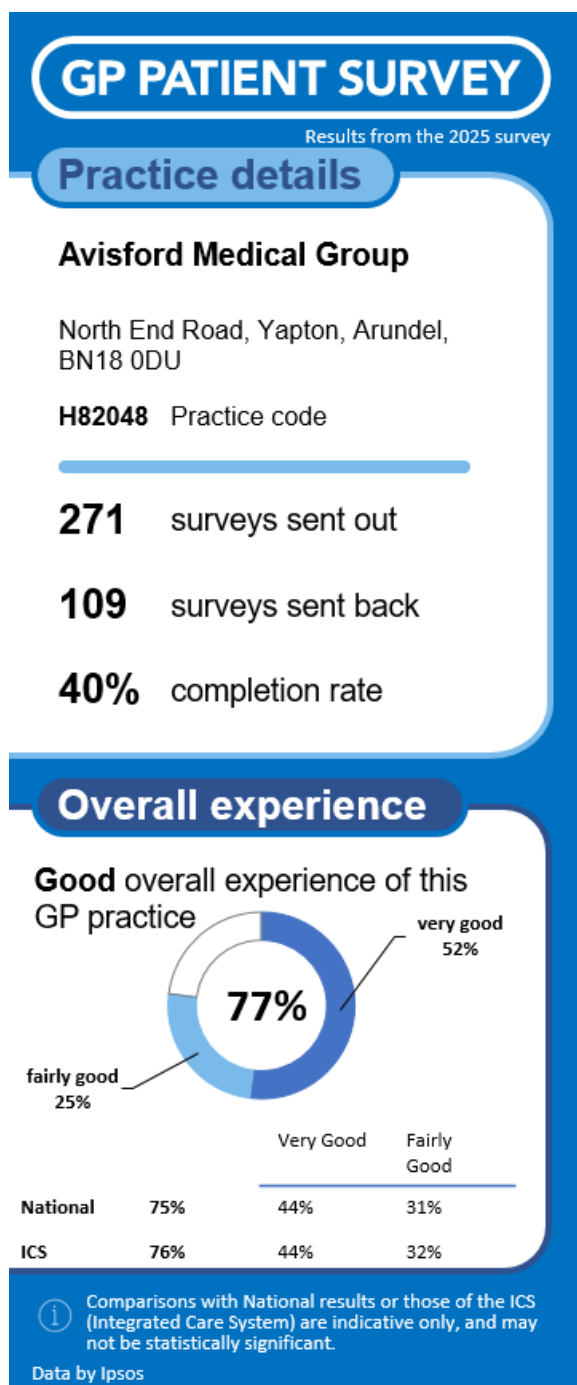
Overall rating 5 for this quarter



Thank you. We will continue to strive for improvements so please share your thoughts and suggestions.

Recently, a National GP Patient Survey was completed. 271 surveys were sent out, and of those that responded, 77% of patients had a good experience at our GP Practice.

We would like to thank those patients that take their time to feedback. It helps us understand your experiences and look to how we can make improvements.



As the Patient Participation Group (PPG) for the practice, the Friends are heavily involved in the work of West Sussex PPG Forum. The Forum's primary objective is to make PPGs more effective (several practices do not have properly functioning PPGs), through advice on how to run a PPG; share information about what works well, especially around improving patient engagement; giving feedback on proposals for local services and other ICB (Integrated Care Board) plans.

The Friends also play an active part in the Regis Community Health Board. The Board comprises health professionals, practice managers and PPG members from the four practices (Avisford, Arundel, Flansham and Bersted). We learn about local health initiatives and services, share information about service delivery and the concerns of our patients.

There is one issue that all PPGs are determined to see in place and that is a complete directory of services available to patients and how to access them. This would benefit practices as they would not have to do the signposting they do now, and patients would be able to access the services they need more quickly.

The NHS 10-year plan

There has been much in the news recently about the NHS 10-year plan. The background is that an independent review by Lord Darzi found that there were not enough GP appointments, waiting lists were too long, outcomes for major diseases were poor and staff were demoralised. So the key actions in the plan are:

- To move care from hospitals into the community – a neighbourhood health service
- Increase the use of technology, including AI. The key development is the NHS App which by 2028 will give patients access to most of their medical history and to services.
- Place a greater emphasis on prevention of illness with the focus on not only healthier lifestyles but more equal provision of healthcare.

The neighbourhood health model is being piloted in Community Treatment Centres.

The NHS App has been launched but a particular concern is that a significant part of the population does not have access to technology. However, the Government has assured us that alternative means of access will be available. Age UK among other charities are offering help to make the most of the NHS App and we may put on an event offering similar help.

Other actions in support of the plan include the extension of the Sussex Integrated Care Board (ICB) to include Surrey Heartlands; a dramatic reduction in the budget of ICBs and some work will move back the Department of Health and Social Care or the Local Authority. Also related to this is the abolition of all Healthwatch groups across the country. As for the rest - time will tell!

More information is available at: <https://www.gov.uk/government/publications/10-year-health-plan-for-england-fit-for-the-future-easy-read>

There are also forums open for those who wish to be more involved:

<https://yoursaysussex.govocal.com/en-GB/projects/shaping-health-and-care-services-in-sussex-2026-27>

FRIENDS OF THE AVISFORD MEDICAL GROUP

(CHARITY NUMBER 1074882)

Tea and Talk Powers of Attorney,
Wills, Wishes and What comes
next?
(Admission free)

Talks by Helen Gagan, Solicitor,
& Stephen Reynolds of Reynolds Funeralcare

(A CHANCE TO ASK QUESTIONS)

THURSDAY, 25TH SEPTEMBER

6.15PM

(DOORS OPEN AT 5:45PM FOR TEA/COFFEE &
FUNDRAISING RAFFLE)

BARNHAM COMMUNITY HALL

Yapton Road, BARNHAM

PO22 0AY

HELP US TO HELP YOU

If you have completed any part of this form, please either place it in honesty box (near the books) in either surgery or put in an envelope marked Friends and hand into reception at either surgery. Alternatively, you can email us at **avisford.friends@gmail.com**.

1. I would like to have regular updates & the Friends Newsletter sent to my email address:

Name:

Email address:.....

Please note that email addresses will only be used by the Friends and not shared with third parties. They are held on one secure computer and will not be shared without your permission.

2. I would like to have details about becoming a member of the 50:50 Club.

This information is available on our website: **avisfordfriends.co.uk** OR we can send it by email or post.

Email address:

Name & address:

3. I would like to make a donation to the Friends of the Avisford Medical Group.

Please make your cheque payable to ***The Friends of Avisford Medical Group*** and deliver or send to:

The Friends of the Avisford Medical Group, c/o Middleton-on-Sea Surgery, Elmer Road, Bognor Regis PO22 7SR **OR** c/o Yapton Surgery, North End Road, Yapton BN18 0DU

4. Gift-Aid

If you are a UK taxpayer, The Friends as a registered charity can claim back 25% of the amount donated from HMRC. If you are eligible and would like any donations to be increased by 25%, we can claim this Gift Aid but need your full address and this form signed.

Name:

Signature:

Address:.....

I confirm that I am a UK taxpayer (please tick here)

Dated: