

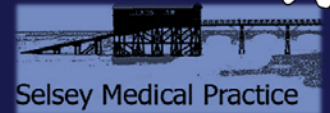
Selsey Medical Practice Newsletter

The latest news and information
from your local surgery

Spring 2025

Total Triage is Here!

**We are improving our
appointment system**

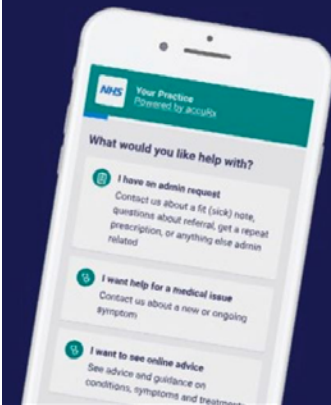


What is "Total-Triage"

Total Triage means that every patient requiring a GP appointment is triaged by a clinician first. You will be asked to complete an online query form through the NHS App or our website and this will enable us to direct your query to the most appropriate person who can help you as quickly as possible.

If you do not have internet access our team will complete this form for you over the phone.

This new service will start on Wednesday 14th May 2025



Total Triage is being used in many GP practices across the country and feedback from patients is positive. To find out more about how the requests are managed please look at pages 4 and 5.

Get the NHS App. Download the App here: www.nhs.uk/nhs-app/

The NHS App is perfect for accessing our new Total Triage system as well as a host of other useful health related information.

Did you know that you can view your test results by using the NHS App? This means you can get information quickly and avoid ringing the practice.

You can also order repeat prescriptions (and nominate a pharmacy), view your GP health record to see information like your allergies and medicines, register your organ donation decision and choose how the NHS uses your data.

You can also access the NHS 111 online service to get answers to your medical questions and get instant advice or help from services near you.





Patient Group - Visit our Facebook Page

We are very lucky to have an active and supportive Patient Group. They are consulted on developments at the surgery and collaborate with us to ensure we best meet your needs.

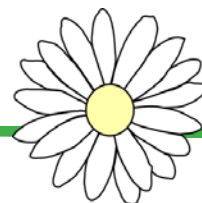
This is a good opportunity to outline the purpose of a Patient Group.

Representatives from various Patient Groups in Sussex have worked to produce an easy to read document outlining our core functions, which are:

- Co-operation – members working with the practice to improve the service.
- Representation – a voice for all patients.
- Two-way – a conduit for practices to keep patients informed and to hear directly from patients about what is working and how things could be improved.
- Communication – a way to let the practice know what patients are thinking and to suggest positive ideas and voice concerns.
- Challenging – as a critical friend, the Patient Group must be prepared to constructively challenge the practice and the service it provides.
- Assurance – a place to discuss changes and be a sounding board for the practice.
- Responsive – a place to develop projects and ideas based on the needs of the area and its patients.
- Collaboration – a group that works with other Patient Groups and local health and care organisations.
- Practical – helping at vaccinations clinics; hosting seminars; etc.
- Supportive – a way to support the wider Sussex Health and Care Partnership with campaigns and opportunities for patients to have their say.

But...Patient Groups are not a place for personal complaints, a talking shop, or doctors' fan club, an all-access pass or a governing body. I hope you will give us honest feedback when we hold our annual patient satisfaction survey. This year we intend to ask you when we act as marshals at the 'flu immunisation clinics. There will be some survey forms in the surgery for those not eligible or who choose not to have the vaccination.

Barbara Shepherd, Chairman, Selsey Medical Practice Patient Group



Selsey Care Shop

Selsey Care Shop (121 High Street) will soon be celebrating its seventh anniversary. Over that time, ten different services have been developed addressing loneliness, and offering support to voluntary carers, those living with dementia, the unemployed, those with money issues, and those requiring Buddy Transport. Help is given through the Hidden Garden, counselling, support with housing needs, and practical tasks.

The Shop is open seven days a week and they now have 12 additional hubs across the Peninsula to offer access to their services. They work in lots of partnerships and get tasked with a variety of needs. At present one of their oldest service users is 98 and the youngest is 18.

So if you think they can help you or someone you know, please pop in, call **01243 201616** or look at the Care Shop website <https://www.selseycommunityforum.uk/Care-Shop/>

The shop opening times are:

Monday to Friday	9:00am - 4:00pm.
Saturday	9:00am - 1:00pm.
Sunday	10:00am - 1:00pm.



2

You can find details of the social events and activities they organise (and other events in the town) in the [Selsey Community Diary](#)

Friends of Selsey Medical Centre

We are extremely fortunate to have the valuable support of such a dedicated group of volunteers as the Friends of Selsey Medical Centre.



Help the Friends support Selsey Medical Centre.

The Medical Centre and its patients are most fortunate to have the valuable support of the Friends of Selsey Medical Centre (FOSMC). Since 1990 these dedicated volunteers have raised funds to help finance equipment and facilities not provided by the NHS. All this improves the experience of every one of the 12,500 patients now registered with the Medical Centre.

Most recently the Friends have donated £20,000 towards the following:

- SOCIAL LIAISON OFFICER, offering non-medical personal advice and assistance weekly at the Surgery.
- BUDDY TRANSPORT SCHEME, providing a low-cost taxi service from home to surgery and local hospitals driven by volunteers.
- ROBINS, providing companionship and support in last weeks of life.
- TRAINING FOR SURGERY STAFF IN DEMENTIA.

In addition, since the beginning of 2024 the Friends have funded the following for the Surgery:

- Water cooler for patients' benefit.
- Screen rental for patient information in surgery waiting rooms.
- Doppler (ultrasound machine to measure blood flow through the blood vessels).
- Reusable tourniquets.
- Redecoration and upgrading of three clinical rooms.

As a local resident you benefit from these services and equipment that the Friends help to finance.

Please support the Friends with a donation now or a legacy in your will.

Despite careful management, expenses far exceed income.

Out of a growing population of over 12,000, only about 300 residents support the Friends!

WE NEED MANY MORE DONORS WILLING TO GIVE GENEROUSLY.
PLEASE BECOME A FRIEND BY BECOMING A REGULAR DONOR.

FORMS ARE AVAILABLE IN THE SURGERY RECEPTION
(OR PHONE OUR MEMBERSHIP SECRETARY
ON 01243 606328 FOR FURTHER INFORMATION.)



Waiting Room Water Cooler

We now have a lovely water new cooler in the waiting room (kindly supplied by The Friends - see above),

This is available for all patients, visitors to the surgery and staff, and we hope you will enjoy using it, especially as the weather warms up. To help reduce waste and support our environmental efforts, please bring your own vessel (e.g., Bottle or cup) to fill up. Thank you.

Total Triage - The New Way to Access Care.

From 14th May 2025, we are changing the way appointments can be booked with a GP or Healthcare Professional at our practice. We know that the current “8am rush” to get an appointment is far from ideal — it’s stressful for patients and challenging for our staff.

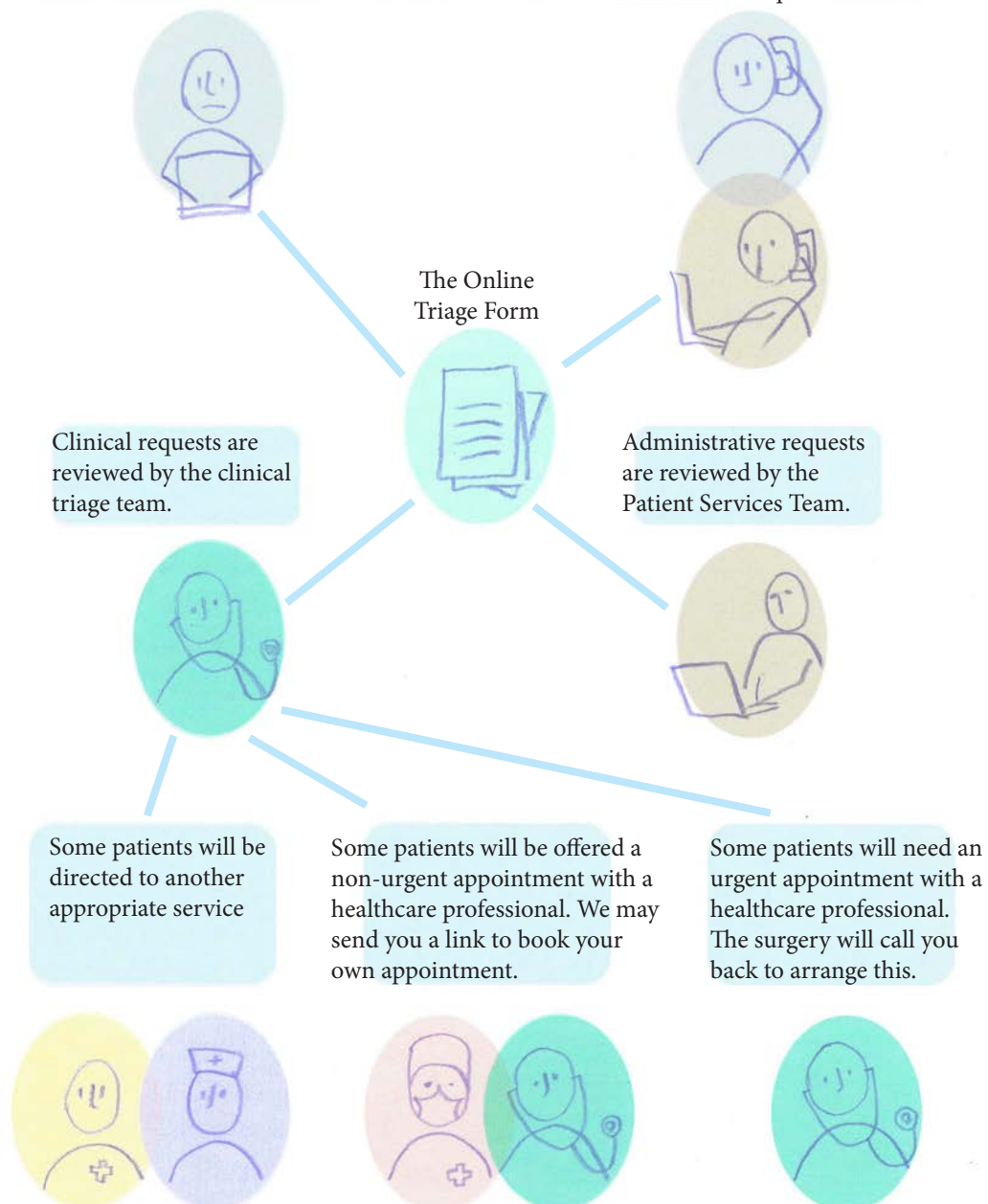
After a review of our system, we are introducing a new way of managing our appointment demand called Total Triage. The digital system we are using to do this is called Accurx.

Total triage is a new approach recommended by NHS England to improve accessibility to Primary Care services. The main objectives are to enhance the quality of care our patients receive, to ensure that they are given the most appropriate appointment or advice to meet their needs and that this is done in a timely way. This is also to ensure patients can be treated for acute queries sooner rather than later and to secure pre-bookable appointments for ongoing care related issues.

This is how Total Triage works:

Patient submits a request via the NHS App or through our website.
Urgent requests between 7:00 and 11:00
Routine between 13:30 and 17:00

If you can't use a computer or smartphone, telephone the surgery and member of staff will submit the request on your behalf. You will need to answer some questions.



Frequently Asked Questions

We know some patients will have questions about using the new system. We hope to be able to preempt some here. We will have a much fuller explanation on our website if you'd like to know more.

How do I book an Appointment?

You will no longer need to queue up via telephone at 08:00am for an appointment.

The online consultation system will operate from 07:00am to 17:00pm every working day (Monday to Friday excluding bank holidays). Patients will be asked to submit their medical and admin requests via a short online form. The medical form contains a few questions about your medical issue, it would be helpful if you are able to include as much detail as possible regarding your concerns. You will be able to upload photos if it is appropriate to do so.

It is designed to be easy and quick to complete. You will receive an acknowledgment notice once you submit your form, you can also opt to have a copy of your request sent to you.

For urgent appointment requests, patients should try to submit their request between **07:00am - 11:00am**. For routine appointment requests, we ask that patients submit their request between **13:30 - 17:00pm**.

How do I book an appointment if I don't have IT access or have special communication needs?

A friend, relative or carer can complete the online form on your behalf (they will need a few details such as full name and ideally date of birth or NHS number).

If the right technology is not available to you, or you have communication needs which prevent its use, then you can call us on **01243 608201** and one of our Patient Services Team can help by filling in the triage form on your behalf.

Please note, you will no longer be able to make GP appointments at the front desk. This is because the system requires us to ask confidential information to complete the request.

What about nursing and other healthcare appointments?

Other healthcare professional appointments such as a nurse, blood test, dressings etc. do not require a triage form. You can book these by calling the Practice on **01243 608201** or by visiting the front desk.

How do I submit an admin query?

There is an option to submit an admin query using the online Triage form (for general administrative issues such as requesting a letter from a doctor, fit notes, repeat prescription, test results or anything else admin related). A member of the Patient Services Team will review your request within 72 hours.

We recognise that this will be a new way of contacting us and will be a change which may take a little time to get used to, however we are hopeful that once the new system is up and running smoothly, it will offer a much more efficient and effective way of being able to get in touch with us and will improve continuity of care.

Completing the form is the best way to help our clinicians gather all relevant information right from the start, so they can make the best decisions for your care. Whether you complete the form online or contact us by phone, every appointment request will be reviewed by our clinical team, ensuring every patient receives the same level of attention and clinical input no matter how you contact us.

With more people using our website to complete a request our telephone lines will be less busy. This will improve access to those who need to contact us by phone.

We understand that change may be challenging, and we anticipate that it will take a month or so for the new system to settle in and we would ask for your support while we all get used to this new way of working.

Thank you for helping us to help you.

Booking Your Blood Tests

Selsey Medical Practice provides blood tests as an additional service for our patients.

We have a limited number of appointments available each week, so if you need a blood test and you are able to travel to St Richards Hospital, we ask that you book your blood test there. This will mean that the appointments we do have at the medical centre remain available for the patients who need them the most.

The poster below explains how to book a blood test at the hospital:

Did you know that you can book a blood test at St Richards Hospital

To book an appointment at the hospital please call **01903 285149** or visit www.uhsussex.nhs.uk/services/blood-tests/services-at-worthing-st-richards-and-southlands-hospital. Please pick up your form from reception.

Services at Worthing, St Richard's and Southlands Hospital

We provide phlebotomy (blood test) services for UHSussex hospitals and for GPs.

Blood tests provide information about your health, which is used to help in the diagnosis, treatment and prevention of disease.



Booking a blood test

(Please remember to bring your request form or labels)

Adult blood tests

Patients who have been given a blood test request form by their GP or hospital clinician can have their blood taken at Worthing, St Richard's or Southlands Hospital.

Book your blood test



Book by phone [01903 285149](tel:01903285149)



Phone line: Monday to Friday 9:00 am to 4:00 pm

[Book online](#) →



[You can book online by following this link.](#)

Shout 85258

Shout is a free, 24/7 text messaging mental health support service for anyone who is struggling to cope. Anyone of any age, who is a resident in the UK, can text the service for support.

Shout is a de-escalation, volunteer-driven service. They work with people in distress to take them to a calmer moment and empower them to take their next steps to feeling better and handle future issues. They help texters to plan for their safety and to use techniques that support their own wellbeing. They might signpost them to further support services or their GP so that they can get continuous and long-term support.

**Feeling lonely or stressed?
We're here to listen.**



Text **SUSSEX
to **85258**
for free,
confidential
24/7 support,
provided by
Shout**

Single Point of Access - for Children and Young People



The West Sussex Single Point of Access (SPoA) is a dedicated service which provides a simplified single route to access specialist emotional wellbeing and mental health support. The SPoA helps direct you to the right service, eliminating the need to refer to multiple services.

Led by Sussex Partnership NHS Foundation Trust, the service is delivered in partnership with West Sussex County Council's Youth Emotional Support Service (YES) and YMCA Dialogue.

Anyone can refer to the Single Point of Access; Children, young people, carers, families, GPs and other professionals.

There is a referral form on their website along with lots of other helpful information:

<https://www.sussexcamhs.nhs.uk/our-services/service-finder/west-sussex-single-point-advice-spoa?open=2800#single-accordion-2800>

Or Google "West Sussex SPOA"!

Goodbye to Doctor Parrish



On May 9th, thirty seven years after qualifying as a doctor and twenty six years as a GP in Selsey, I am going to retire. It feels very strange to be writing this as I come to the end of my career but here we are!

This is my chance to say thank you and goodbye.

I have thoroughly enjoyed my time at Selsey Medical Practice and have served the community to the best of my ability. The work of a GP is extremely interesting and fulfilling although it can also be sad, intense, tiring and stressful.

I am a bit worn out now but I have never stopped loving patient interactions and giving care. To have played a part witnessing and supporting you through the ups and downs of your lives and to have been a listening ear to so many fascinating stories has always been an amazing privilege.

I will miss you all but I am very happy to say that our team is strong and I am leaving you in great hands.

I am not leaving Selsey so you will probably see me around (don't forget to say hello!) If the weather is good I plan to wear myself out playing tennis, swimming in the sea, sailing our dingy or preening my garden. When it's raining I'll be at the sewing machine, reading a book or trying yet again to perfect Debussy's Arabesque which I started playing when I was 17 and have never quite managed to master!

Very best wishes to all my lovely patients.
Ali Parrish

