



Selsey Medical Practice

Spring 2026



Welcome to the Spring edition of our GP Practice Newsletter! As the days get longer and the weather warms up, we're here to help you and your family stay healthy and informed. In this issue we share seasonal health tips and updates from our practice.

Patient Group Survey

As the first blooms of spring begin to appear, we wanted to take a moment to look back and share a huge thank you to everyone who participated in our Patient Survey at the end of last year.

Whether you shared a quick compliment or offered constructive suggestions for improvement, your voice is the most valuable tool we have for growing and bettering our practice.

We have used your feedback to identify key areas where we can enhance your experience. Here is what we're focusing on based on your input:

- Care Excellence: Continuing to provide the compassionate care and personalised service our patients know and trust.
- Digital Inclusion: Ensuring that we support our patients navigating through the digital

You said, We did

You said: you are worried about digital inclusion with the new triage system

We have: Provided more support from our team to help fill in online forms both in the practice and on the telephone

You said: Its's hard to see preferred GP.

We are: Working with our teams to ensure that continuity of care is maintained and patients see their preferred GP where possible.

You said: Wait times at reception can be long.

We will: Introduce additional reception cover at peak times

Free

Falls Prevention Workshop

FREE 2 hour workshop to find out how to:

• Improve your strength and balance with exercises to do at home

• Lower your risk of falling and maintain independence
Stay safe if you do fall



Tuesday 7th April 2026 1.30 pm - 3.30 pm

at

The Selsey Centre, Manor Road, Selsey PO20 0SE

For more details and to book your place please email helenrothwell@wholelifefitness.co.uk or call 07785 747669

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Patient Participation Group

We are always pleased to welcome new members, If you are interested in helping to shape the services provided by your practice, have an idea comment or suggestion, then please get in touch with us. You can either pick up a PPG leaflet from the practice or leave a message for us at reception. Alternatively you can email selseypatientgroup@outlook.com



Total Triage

In line with the governments aims for the NHS and to ensure that every patient receives the right care at the right time from the right professional, we use a Total Triage model.

What is Total Triage

Total Triage means that for most non-emergency medical problems, you will first submit an online request, which is then assessed (triaged) by a member of our triage team. This helps us decide on the best next step for you, which could be a phone call, text advice, or an appointment with an appropriate service or clinician.

How to use Total Triage

Visit our website or your NHS App: look for the "Contact us online" banner click the link



Choose an option: You can submit a request about your medical symptoms or an administrative query (e.g. sick notes, medication questions).

Fill out the simple form: This takes just a few minutes and asks all the key questions our team need to know.

Verify your telephone number: If you have a mobile you can verify your number with a 6 digit code which will then help us by confirming you details,

Submit: Your request is sent directly and securely to the practice. Once you have submitted your submission you will receive a confirmation code.

Key Benefit: Using Accurx allows us to deal with urgent issues faster and ensures patients who genuinely need to be seen face-to-face are prioritised efficiently.

Please only call us if you cannot access the internet or are unable to complete the form yourself.

Nurse appointments, including blood tests can still be made at the front desk or over the telephone, you do not need to complete an online form.

Know where to Go for Help

If you ...	The Best Place to Go is...
Have a minor illness (Colds, coughs, sore throats, tummy troubles, minor cuts)	Your Local Pharmacy. They are highly skilled professionals who can give advice, recommend treatments, and even supply some prescription only medicines without a GP appointment.
Have a non-urgent medical query (Routine advice, sick notes, repeat prescriptions)	Our Practice using Total Triage via Accurx
Minor injury	Bognor Minor Injuries Unit or A&E
Need Medical or mental health assistance or advice when the practice is closed, but it's not a life-threatening emergency	NHS 111 Online or Call 111. 111 can arrange out-of-hours appointments, you can get you advice from a clinician, or they can direct you to the nearest appropriate service.
A life-threatening emergency (Suspected heart attack, stroke, major accident)	Call 999 or go to A&E

Sneezing Into Spring?

As spring arrives, so does the dreaded **pollen count**. If you're tired of the watery eyes and endless sneezing, it's time to get ahead of your hay fever symptoms before they take over. Most experts recommend starting **antihistamines or nasal steroid sprays** about two weeks before your typical symptoms kick in to build up a protective barrier. For those looking for a drug-free boost, simple habits like wearing wraparound sunglasses, showering after being outdoors, and applying a thin layer of barrier balm (like Vaseline) around your nostrils can trap pollen before it triggers a reaction. Don't let the seasonal sniffles keep you indoors—a proactive approach can make all the difference!



Immunisations

Routine vaccinations are one of the most effective ways to protect everyone from serious illnesses.

Why immunisations matter:

- They protect from diseases
- They help prevent outbreaks in the community.
- They protect vulnerable people who cannot be vaccinated.

