

Good Health

Summer 2025

Issue 98



Steyning Medical Practice Patient Participation Group

ppg

In this issue you will find updates from the Practice and other useful health information. This includes info about annual long-term condition reviews and about the NHS standard complaints procedure, together with an update on Upper Beeding Surgery.

There is a focus on support for the mental health of children and young people, plus information about the 'Sussex Health & Care Digital Inclusion Strategy', the aim of which is that no one is left behind.

The report about the Focus Group held last March, which was led by Jessica Dlodlo, provides helpful and detailed information about the 'Breast Cancer Pathway'.

'Learn to Live' explains how a non-formal learning model can help tackle loneliness and promote wellbeing for older members of our local community.

And in 'Letter from the PPG Chair' you can find out about the activities of the PPG and how you can help.

Steyning Medical Practice:

- 01903 497227
- <https://www.steyningmedicalpractice.co.uk/>

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- Or visit <https://111.nhs.uk/>

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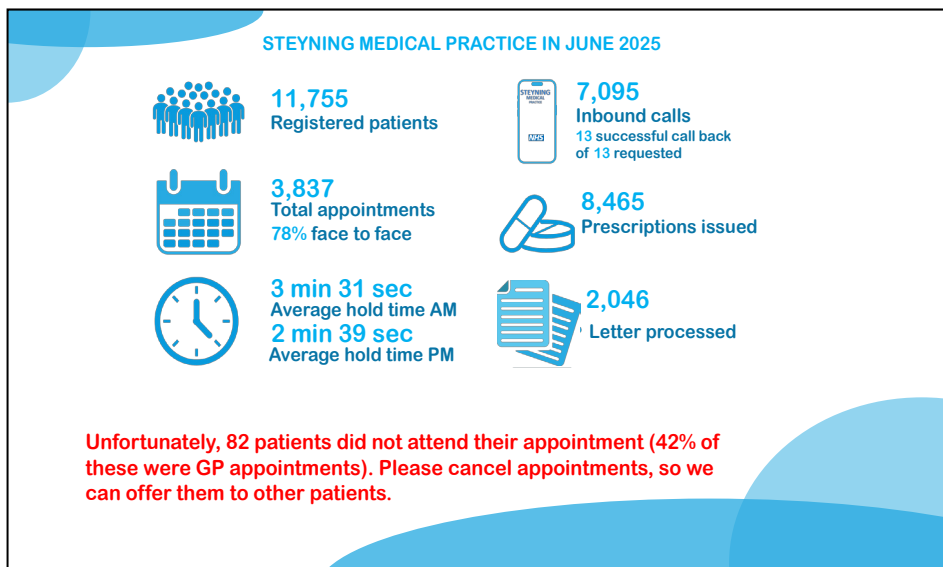
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The Steyning Medical Practice Doctors

Dr Jacqueline Holdaway BSc (Hons) Pathobiology, MBBch (University of Wales), DRCOG.
Dr Alan Bennett BA (Hons), ACA, MBBS, DRCOG, MRCGP (St Georges University of London).
Dr Sophia Huxley St Georges MBBS 2003 & MRCGP (University of London).
Dr Rashmi Jain MBBS MRCP, DCH, DFRSH, PG Dip, Cardiology.
Dr Salman Jafri MA (Cantab), MBBS, MRCGP.
Dr Katherine Kolbialka MRCP, DRCOG, MBBCH.
Dr Sarah Bruce 2008 University of Warwick, BSc (Hons), MBChB, MRCGP, DRCOG, DFRSH.
Dr Vicky Gover MRCGP, FSRH LoC-IUT, DRCOG, MBBS, Guy's Kings and St Thomas's Medical School, Kings College London.
Dr Russell Brown MB ChB, Leic 1993, Summative assessment at end of VTS 1997.
Dr Julia Lindert MRCGP.
Dr Sally Campbell JCPTGP, MBBS.



Practice Update



Annual Long-Term Condition Reviews

We now aim to review *all multiple longterm conditions* in a single annual appointment, usually around your birthday month. This 'whole person' review, backed by National Institute for Health and Care Research and NHS guidance, means one longer visit that covers blood pressure, blood tests, medication checks, and wider wellbeing, rather than separate appointments for each condition and also reduces the need to come to the Practice so regularly.

The Complaints Process

Our practice follows the NHS standard complaints procedure:

- **Informal resolution:** Talk to staff or the Practice Manager first, as many issues can be quickly resolved.
- **Formal complaints:** Submit within **12 months** of the incident, ideally in writing (or by

phone/in person) and addressed to the Practice Manager.

- **Acknowledgement:** Within **3 working days**, followed by a full response, usually within **28 days**.
- **Escalation:** If still dissatisfied, you may contact **NHS England** or the **Parliamentary & Health Service Ombudsman**, but we sincerely hope it doesn't come to that.

Online Triage & Contact Information

Our new online triage booking system is working well and offers a faster way to access appointments, compared to visiting reception or waiting on the phone. It allows patients to provide up-to-date contact details, ensuring we can reach you promptly.

Please ensure your contact information is current when submitting the form online.

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Out-of-Hours Pharmacy Support for Steyning Patients

While there's no 24-hour pharmacy in Steyning, in those offering NHS Urgent Medicine Supply services, pharmacists can issue emergency prescriptions in many cases.

Paydens Pharmacy Steyning Health Centre, Tanyard Lane, BN44 3RJ

- Open Weekdays 9.00 am–6.00 pm; Saturday 9.00 am–1.00 pm; closed Sundays.
- Offers full NHS services such as prescription dispensing, contraception support, flu jabs, BP checks, and home delivery.

Upper Beeding Pharmacy High Street, Upper Beeding, BN44 3HZ

- Open Weekdays 9.00 am–1.00 pm & 2.00–5.00 pm; Saturday 9.00 am–12.30 pm; closed Sundays.

- Independent NHS community pharmacy serving Steyning and Upper Beeding.
- Offers repeat prescription orders 24/7 via their app or website, with pharmacist support for infections, UTIs, blood-pressure checks, emergency hormonal contraception, and more.

Late-night options in Brighton

- **Pavilion Pharmacy**, 10 Oxford Street, Brighton – open late evenings (check daily times).
- **Westons Chemist**, Lewes Road, Brighton – similar extended hours for evenings.

Need help after hours?

- Contact **NHS 111**, available 24/7 for advice, and where appropriate, an emergency prescription.
- For locating emergency chemists check out england.nhs.uk.

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The Upper Beeding Branch Surgery Consultation

Thank You for Your Feedback

We would like to extend a heartfelt thank you to everyone who attended the recent public engagement event on 8th April and to all those who completed the survey regarding the potential closure of our Upper Beeding branch surgery. Your input and feedback are incredibly important to us and have already led to some positive changes (more on that below!).

What Happens Next?

A decision will now be made by the partners regarding closing the Upper Beeding branch surgery. We will continue our engagement on how best to deliver safe, sustainable and high quality care for all our patients and want to work with you all to design a service that meets your health and wellbeing needs now and in the future.

The final decision on the future of Upper Beeding Surgery will be made by NHS Sussex later this summer. Until then, we are continuing to listen carefully to all feedback and looking at how we can support patients if the closure goes ahead.

Clarifying Some Common Questions and Concerns

◆ Who owns the Upper Beeding building?

Having checked all the legal documents and deeds, we can confirm that the Upper Beeding surgery building is privately owned by the GP partners. The bungalow was purchased by partners using

their own capital / mortgage. If the surgery is closed, the proceeds from any sale would return to those partners who are financially invested in the building.

◆ Why is the building no longer suitable?

Although it has served the community for decades, the building is a 1950s residential bungalow that no longer meets modern clinical or safety standards. In its current condition it would not be compliant with CQC required standards due to significant structural and decorative issues, these include, but are not limited to - infection prevention and control, outdated/unsafe wiring, plumbing, and layout/internal geography.

The bungalow predates the purpose-built Steyning Health Centre, which, in contrast, is designed with clinical service delivery and patient care in mind and is therefore the best fit for the safe and effective delivery of healthcare now and for the foreseeable future.

◆ Is this only about financial saving

No—this decision is about ensuring we can continue to provide safe, sustainable, and high-quality care for all our patients now and in the future. While the branch surgery costs over £30,000 a year to operate, the financial impact goes beyond this. All associated expenses—including maintenance, repairs, and day-to-day running costs—come directly from the practice's overall income.

This means less funding is available to recruit and retain clinical staff, which directly affects the level of care we can offer. Additionally, the branch surgery places ongoing demands on our team's time and resources, diverting them from the main site, where we are better equipped to provide more efficient and comprehensive care.

We are committed to improving services overall and making better use of our team and facilities to improve patient flow and patient experience.

◆ What about access and transport?

We recognise travel is a concern for some patients, particularly older or vulnerable people.

Thanks to your feedback, we've already taken some action:

The volunteer drivers of the Steyning Good Neighbours scheme now have reserved parking discs available at reception in order that they can [access](#) the ambulance bay when not in use, to help with easier drop-offs.

In addition, we are exploring other additional transport options, such as a community minibus for flu vaccination clinics and we are discussing these options with local community partners.

◆ What if I can't travel to Steyning?

We will continue to offer home visits for housebound patients, and voluntary transport support remains available through the Friends of Steyning. Our aim is to ensure that

every patient who needs to be seen by a clinician, is seen by a clinician.

◆ What We've Learned from You

Your feedback has been incredibly valuable and is already shaping our plans for the future.

We are exploring ideas to make services more accessible, improve appointment availability, and reduce unnecessary visits by offering 'one-stop' reviews for long-term conditions. We continue to work closely with the Patient Participation Group and Healthwatch West Sussex to ensure we hear your views and welcome your ideas and solutions to make further improvements at Steyning Medical Practice.

We know change is difficult, and we're grateful for your continued support as we work to deliver the best possible care for our whole community.

Upper Beeding branch surgery update coming soon

An update regarding the future of Steyning Medical Practice's branch surgery site in Upper Beeding is coming soon. Patients will receive a direct communication from the practice at the end of July, and there will also be an article in the August edition of *Your Mag*.

The practice would like to thank all patients who have given feedback to them, via the public meeting that took place in April, the patient survey conducted in collaboration with Healthwatch West Sussex, or by contacting them directly.

Support for Children and Young People's Mental Health in GP Practices

West Sussex Mind have children and young people's social prescribing workers based in GP practices in some areas within Worthing, Adur, Chancetonbury and rural north Chichester. Our social prescribing workers are offering free mental health support to children and young people, aged eight to seventeen. If you know a young person who may be interested, please bring this to their attention.

Children and young people can face many issues and challenges, and getting support from our specialist workers can help build positive steps towards better emotional and mental health.

If you are worried about your emotional well-being, are looking for advice or would like to understand ways to cope, you can speak to a staff member at your GP surgery, who could refer you to one of our team. We can then help you with:

- One-to-one support, including face-to-face sessions, phone or video calls. After doing an initial assessment of your needs and creating a support plan, we would generally offer you six sessions of one-to-one support with an emphasis on working towards your goals.

- Getting other support in the wider community. This includes linking you with activities that might be beneficial for your mental health.

Note that this is not an emergency service and any child or young person with an urgent issue should seek immediate medical attention.

[www.westsussexmind.org/
help_and_support/specialist-
services/specialist-children-and-
young-people-mental-health-
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<https://www.youngminds.org.uk/>

<https://www.childline.org.uk/>

Online Independent Youth Panel



The **Independent Youth Panel** is a new way for young people aged 13-24 in Sussex to share their views on health and care services. It is an online space with quick polls and, surveys, as well as a place where you can add ideas and ask your own questions.

The panel is **developed and managed by a group of young people**, supported by NHS Sussex.



Registering for the platform means you will **receive feedback on how your contributions make a difference** to services. It also allows us to make sure we are reaching a broad range of young people from different backgrounds.

Involving young people allows us to **see things from your perspective**, so we can respond to your needs and improve healthcare services.



We value your contributions and your time. Anyone contributing to our work will be rewarded and recognised.



All active members will be entered into a **quarterly prize draw** to win one of three £15 LovetoShop vouchers.

There are lots of other ways for young people to **get involved with our work**, including becoming a Youth Consultant, one-off opportunities to support the design, review or promotion of services. Scan the QR code to get started and have your say!



bit.ly/SussexYouthPanel



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Find your nature event at: steyningdownland.org

If you would like to receive messages from the Practice and other local trusted NHS sources direct to your email inbox, please use the QR Code shown, or email:

steyningppg@groups.io

This service costs you nothing and it remains the quickest way to get information to you.



Steyning Patient Participation Group

Steyning PPG provides regular health updates and facilitates good communication between Steyning Medical Practice and its registered patients. You are automatically a member of the PPG if you are a registered patient at the Medical Practice.

The PPG is run by a committee which works with the Practice to provide useful health information. *Good Health* magazine is published three times a year and is delivered to 4,500 local homes through a network of volunteers. Our current distribution organisers, Felicity and John Downe have managed the distribution for twenty years and are looking for a well-deserved rest!

Managing the distribution is not an onerous task. We meet in the Catholic Church hall to sort the magazines into useful bundles. Volunteers deliver them from door to door in Steyning, Beeding, Washington, Ashington, Wiston and Ashurst. The delivery is well organised so the role would be to oversee the process. If you would like to support your community, by helping with the magazine distribution, please email the committee:

steyningppg@groups.io

PPG Committee Members	
Chair	Lesley Humber
Treasurer	John Homeyard
Magazine Editor	Lesley Cresswell
Technology Developer	Phil Godbold
Website	David Cubey
Parish Council Liaison (Steyning)	Chris Young Mariella Alexander Deborah Hanson
Parish Council Liaison (Upper Beeding)	Jill Cannon
Parish Council Liaison (Bramber)	Helen Bayford
Committee Member	Andy Lane
Committee Member	Yvonne Payne






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Health Screen Locations

Steyping Medical Practice	Steyping Library
Paydens Pharmacy	The Hub Upper Beeding
Upper Beeding Pharmacy	HJ Burt Estate Agents
Ashington Pharmacy	Nisa in Hyde Square
The Steyping Centre	

Signposting patients to support access



Sussex Dental Helpline

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Open Monday to Friday, 8am to 4pm

NHS

Local NHS dental services:

NHS Find a Dentist website
<https://www.nhs.uk/service-search/find-a-dentist>

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Letter from the PPG Chair



Dear friends and neighbours

Just a brief note to bring you up to date with what the PPG has been doing over the past few months.

One highlight was the Focus Group on the breast cancer pathway, focusing on radiotherapy treatment. This was led by Jessica Dlodlo - a Specialist Breast Cancer Radiotherapist. Thirty people attended this talk, and over £70 was raised for Sussex Cancer Care, the local charity that sponsored Jessica's training. This will be the last Focus Group that the PPG holds in premises other than the practice. All future talks will be held, as they used to be, in the practice reception area.

Jessica's talk was the precursor to a fundraising Race Night event in June. This raised over £5,000 for Sussex Cancer Care, to support Breast Cancer services in our local hospitals.

We have continued to develop our health screen program. The screen in the library is a definite plus, and the first of its kind to be installed in Sussex. Our next project will be to upgrade the screens at the practice.

We have also been involved in supporting the consultation process regarding the potential closure of Beeding surgery. We did our best to ensure that paper copies of the

survey instigated by the practice were available to all venues with a high footfall, so that people who could not access an online survey were able to make their views known. Despite offering support, we did not receive any comments from Beeding residents after the public meeting at The Hub in April.

I have attended a Sussex wide meeting of PPGs, and have realised how fortunate we are in Steyning. Many have no access to support funding, and we are so grateful to our sponsors - Wilson Memorial Trust - for making so many of our activities possible. Other PPGs have little support from their General Practice - that couldn't be further from the situation in our town.

I am grateful to all the members of our committee. We are keen to welcome new members, and would be interested to hear from anyone willing to organise our magazine distribution when Felicity and John Downe retire later in the year. Phil Godbold would also like to connect with anyone interested in exploring the use of communications technology to support the health screen project. After ten years as Chair, I too would like to step back. If you have an interest in this, or any role with the PPG, please do get in touch.

Lesley Humber.

Digital Inclusion in Sussex: Making Sure No One is Left Behind

Sussex Health & Social Care have published their strategy for Digital Inclusion, which they say is the future direction of travel for healthcare, bringing it in to the digital age.

The strategy emphasises that in health and social care, digital tools can make a big difference in helping people get support quickly, so as to improve their care. To read the full Digital Inclusion Strategy, please use the following link:

<https://www.steyninggoodhealth.co.uk/wp-content/uploads/2025/06/Digital-Inclusion-Strategic-Approach-2025-2027-Final-Endorsed.pdf>

However, at present, many people still face digital challenges. These include not having access to devices or the internet, struggling with digital skills, or not feeling confident or trusting online services. The Digital Inclusion Strategy shows Sussex Health & Care system's commitment to making sure no one is left behind.



Our vision and mission

Our vision

Is to create an inclusive and accessible health and care system in Sussex that works for everyone, whether or not they use digital tools.

We want people who give or receive care to feel confident, supported, and able to use services in a way that suits them, no matter their background or situation.

Our mission

is to make sure everyone in Sussex can access digital health and care services, if they want to. We know that not everyone uses or prefers digital tools, so non-digital options will always be available.

We are building strong foundations by putting fair policies in place, buying the right tools, and designing services that include everyone.

We will work closely with people who are most likely to be left out to create and test solutions together. This will help build trust, boost confidence, and make sure both care providers and people receiving care can get the most from digital services.

Sussex Integrated Care System Digital Inclusion Strategic Approach 2025-27

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The Digital Inclusion Strategy highlights how digital inclusion needs to be part of designing, managing, and delivering health and care services. By encouraging people to gain the skills and confidence to use digital tools for their health and wellbeing, the experience of care can be improved. But Sussex Health & Care also understand that not everyone can or wants to use digital services, so face-to-face and non-digital options must always be available.

Steyping Patients are encouraged to use the online triage booking appointments system or to book

using the NHS App on their smart phone or computer.

Easy to understand and use instructions for booking online can be found on the PPG website, using the following link:

<https://www.steyninggoodhealth.co.uk/wp-content/uploads/2025/02/Booking-appointment-via-SystemConnect-.pdf>

Patients without a computer or a smart phone can still call the surgery. The reception team can fill out the online triage system booking form for you.



The Breast Cancer Pathway



Focus Group Evening Report: The Breast Cancer Pathway

The Focus Group held at the end of March was led by Jessica Dlodlo, a specialist Breast Cancer Therapeutic Radiographer at the University Hospitals Sussex NHS Foundation Trust.

Jessica reported that one in seven women will be affected by breast cancer and one in ten are diagnosed late. The prognosis for breast cancer, with an early diagnosis, can result in a less than 5% mortality rate. Jessica's talk covered breast awareness, screening and mammograms, who is involved in care, the treatment pathway and radiotherapy.

Breast Awareness, screening and mammograms

Women are advised to check their breasts regularly for any changes in the nipples, the skin, the shape, and for lumps; does the breast look different? You can see the NHS guide using the link below:

https://www.england.nhs.uk/south/wp-content/uploads/sites/6/2017/03/159-Keep-Yourself-Healthy-A-Guide-To-Examining-Your-Breasts_Easy-Read.pdf

It is important to check the breasts before any symptoms appear, as screening can reduce the risk of death from breast cancer, especially for the over-40s. Early detection is key. The average age

of the menopause is fifty-two, after which the breasts start to thin, making for a better mammogram image. If a change in the breast at any age is noticed, the GP will refer the patient to the Breast clinic for further examination and for a mammogram if required. Women over fifty are routinely invited for a mammograms, up to their 71st birthday. The NHS pdf below explains breast screening for women over seventy one.

https://assets.publishing.service.gov.uk/media/617002818fa8f529840622db/Breast_screening_aged_71_or_over.pdf

Who is involved in care, the treatment pathway and radiotherapy?

The GP will send the patient to the Breast Team at the Breast Clinic which includes Consultant Breast Surgeons, Consultant Pathologists, and Consultant Radiologists and Consultant Oncologists. The Consultants are supported by a range of professionals from multiple disciplines including the Breast Clinical Nurse Specialists (commonly called the 'Macmillan Nurses'), Registrars, Mammographers and Therapeutic Radiographers.

The Team makes use of a range of techniques and processes, such as

clinical examination, mammograms, ultrasound, MRI, CT scans, biopsies and genomic tests for diagnosis and to work out how best to manage treatment. The pathology after a biopsy denotes the diagnosis, type of cancer, hormone receptor status and size of the cancer and this allows the determination of the definitive treatment. Once diagnosis is confirmed, treatment can include chemotherapy, hormone therapy, immunotherapy, targeted therapies and radiotherapy.

Surgery is the prime line of treatment, and techniques are constantly improving with more and more women having breast conserving surgery, commonly called a lumpectomy, rather than a mastectomy. All of the cancer will be removed with 'clear margins' which indicates that all the cancer found at diagnosis has been removed.

All treatments given after surgery in early breast cancer are called 'adjuvant' treatments and their intent is to reduce the risk of the cancer coming back. All treatments, of course, are given with informed consent, after discussion with the Oncology Team. Some patients may have chemotherapy before or after surgery as well as bisphosphonates to prevent the cancer spreading to the bone. Hormone receptor positive breast cancer is managed

with anti-oestrogen therapy or Herceptin treatments which reduces the risk of recurrence.

Radiotherapy reduces the risk of local recurrence that is the return of the cancer in the breast or nodes, in set treatment fractionations of 5 days, 10 days, 15 days or 20 consecutive days, depending on the Clinical Oncologist's recommendation. Side effects of radiotherapy may include a change in skin tone, tenderness of the breast and radiotherapy fatigue (tiredness!). There are rare long term effects, with less than a 1% risk, which include lung fibrosis, telangiectasia and the risk of another cancer.

After discharge, patients can use the Open Access pathway for patient initiated follow up (PIFU) which gives the patient access to the Breast Clinic helpline, and five years of annual mammograms. After these five years patients care reverts back to the GP and mammograms will be managed through the NHS National screening program which invites women for mammograms every three years, whilst the over seventy-ones should self-refer.

The good news is that treatment has improved so much since the 1990s, that most women are expected to be long term survivors.

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A new report, called *Learn to Live: A blueprint for better health and wellbeing*, was recently published by the u3a. It sheds light on the value of a low-cost, non-formal learning model for better health and wellbeing, and for healthy and active ageing. The u3a is, arguably, one of the biggest and most successful examples of non-formal learning around. This learning happens outside organised education, with interests shared and with u3a members learning from each other.

Non-formal learning can help tackle loneliness, encourage social connection, and even improve the health of participants. The u3a model embodies five ways to promote wellbeing - connecting, being active, taking notice, continuing to learn, and giving. It also tackles ageist attitudes and stereotypes. u3a members continue to learn and give back to their communities.

Steyping & District u3a is a lively and friendly organisation that offers a wide range of learning and leisure groups for people who are no longer in full time work. These groups are run cooperatively by and for the members, who share their knowledge and experience. It provides an opportunity to explore new interests in a relaxed environment and make new friends. With around 400 members and some 50 groups, Steyping & District u3a caters for a wide variety of interest

groups. These include Active Pursuits, Languages, History, Current Affairs, Literature, Mathematics, Music, and Social Groups. So there is something for all tastes!

Our groups are informal and most meet in members' homes during the day, weekly, fortnightly or monthly. These are often small groups, with maybe six to ten members. Some Active Pursuits groups, such as Bird Watching, Cycling or Walking meet outdoors and cater for higher numbers. Other groups that need more space, such as Painting, Table Tennis or Ukulele, meet in local halls and members pay a small fee to cover the cost. Our Social groups include Wine & Beer Appreciation and Games, while the u3a also organises some social events that are open to the whole membership. We also have a website and produce a quarterly Newsletter. The annual subscription is just £15.

Steyping & District u3a was founded in 2005, so 2025 is our 20th Anniversary! We are holding an Open Day on Thursday 25 September at the Steyping Centre from 2.00 - 5.00pm, when the groups will showcase their activities. This event is open to non-members, with tea and cakes being served to celebrate the occasion. Hope to see you there!

<https://steypinganddistrictu3a.org.uk/>

Steyping Medical Practice



Steyping Medical Practice, Tanyard Lane, Steyping, West Sussex, BN44 3RJ

Medical Practice (<i>Phone lines closed 1.00-2.00pm</i>)	01903 497227 (<i>Options</i>)
District or Community Nursing (<i>Option 2 - One Call</i>)	01903 254789
School Nurses	01273 696011 Ext 6100
Health Visitors	01273 696011 Ext 1555
Physiotherapists	01903 843346
Podiatry (<i>Call 10.00am-12.00pm & 2.00-4.00pm</i>)	01273 466064
For a Visit, call before 10.00am	01903 497227
Results of Investigations (<i>FROM 2.00pm</i>)	01903 497227
Repeat Prescriptions (Online, by Post or place requests in letterbox at the Medical Practice)	<i>See page 11 for information about prescriptions.</i>

Day	Opening Times
Monday	8.00am to 6.30pm
Tuesday	7.00am to 6.30pm
Wednesday	8.00am to 6.30pm
Thursday	8.00am to 6.30pm
Friday	8.00am to 6.30pm
Saturday	Closed
Sunday	Closed

Good Health magazine is published three times a year. Please contact the PPG if you would like to help deliver the magazine to some 4,500 local homes. The magazine is available at: <https://www.steyninggoodhealth.co.uk/> from where you can click on all the web links in the magazine.

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