

Good Health

Autumn/Winter 2025

Issue 99



Steypning Medical Practice Patient Participation Group

ppg

Welcome to the Autumn/Winter issue of *Good Health* magazine.

In this issue, you will find an update on how the online SystmConnect has made access to medical advice quicker, safer and more efficient for everyone. The Practice has also developed a short video that shows how to use SystmConnect, which you can find on the PPG website.

This issue has information about new staff at the Practice, plus a short piece about what to expect from your General Practice. Some of us might think of turning to Artificial Intelligence for quick medical advice, so check out if its better to 'Chat or Not to Chat?'

You can also catch up with how your Patient Participation Group can best improve communication between you and your GP Practice.

Steypning Medical Practice

- 01903 497227
- www.steyningmedicalpractice.co.uk

For out of normal hours assistance

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

In an emergency

- Please call 999

Local Pharmacies

- Ashington 01903 892397
- Paydens 01903 815615
- Upper Beeding 01903 813218

PPG Website

- <https://www.steyninggoodhealth.co.uk/>

Practice Update



Dear Patients

It's hard to believe it's already been a year since we introduced SystmConnect!

This new online system has truly transformed how we manage patient demand, making access to medical advice quicker, safer, and more efficient for everyone. While there were a few teething problems early on, the overall feedback has been very positive. We'd like to thank all of you who take the time to complete our online forms; they really do help us to help you.

Over the coming year, we'll be introducing new processes to streamline medication reviews and ensure that everyone with a long-term condition, such as asthma, high blood pressure, or high cholesterol, is safely monitored and followed up.

As part of this work, we'll increasingly use email and text message questionnaires to gather important information about your health between appointments. We appreciate that many of you already receive quite a few messages, but these help us to reduce unnecessary visits, prevent appointment wastage, and free up valuable clinical time, so our team

can focus on those who need face-to-face care most. To make this run smoothly, it's really important that we have your up-to-date contact details. If you find our online forms tricky to complete, please don't worry, our reception team can fill them out on your behalf, or we can arrange an alternative method if needed. For those who can use the online forms, it makes a big difference by reducing waiting times on the phone, easing staff workload, and improving safety.

You can access forms via our website:

- Non-urgent requests can be submitted from 7.00am to 6.30pm.
- Urgent requests open at 7.00am, but may close once we reach daily capacity. If this happens, please contact NHS 111 or try again the following working day.

We know GP appointments can feel scarce, and we truly appreciate your patience and understanding. We're proud to say that nearly all patients are offered an appointment within two weeks, often within three to four days, and same day if urgent, an enormous improvement compared with our previous system.

We'll always try to book you with your usual GP where possible, but as all our doctors work different patterns and take annual leave, you may sometimes be seen by another clinician to ensure your problem is dealt with promptly.

Staff News and update

We're delighted to welcome our new Nurse Prescriber, Nina, to the team. Nina will be working alongside our other nurses to help care for patients with long-term conditions such as asthma, high blood pressure, and cholesterol management. If you have one of these conditions, you may be offered an appointment with Nina as part of your ongoing care.

Our pharmacist, Tara, has also recently started her prescribing course, an exciting development that will further enhance the care we can offer through our pharmacy team.

We'd also like to highlight the role of Ryan, our First Contact Practitioner (FCP). Ryan is an experienced, specially trained physiotherapist by background, and is your first point of contact for musculoskeletal (MSK) problems such as back pain, joint or muscle issues, sprains and strains, sports injuries, and arthritis symptoms.

Appointments with Ryan are not to provide a full course of physiotherapy, but rather to:

- assess your condition
- offer expert advice
- arrange investigations such as X-rays
- refer you on to MSK services or community physiotherapists for further treatment where appropriate.

Ryan can also refer you to specialists, such as orthopaedics and issue fit notes for work when required.

Seeing Ryan directly for MSK issues means you can get expert assessment and management without needing to see a GP first, helping you access the right care more quickly and efficiently.

Upper Beeding Branch Surgery

We now have official confirmation from the Integrated Care Board (ICB) to formally close Upper Beeding Surgery. Please see page 8 for details.

The partners would like to thank everyone who took part in the consultation for your feedback, understanding, and continued support throughout the process. Your input was invaluable in helping us make informed decisions for the future of the practice.

Valerie Manor

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home from home*



VALERIE MANOR

Valerie Manor is an award-winning Nursing and Residential Care Home in Upper Beeding, providing accommodation for 23 residents.

We are situated in the heart of West Sussex at the foot of the South Downs, with stunning views over the surrounding countryside.

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The wellbeing and happiness of our residents is paramount, and our carefully selected team of qualified and dedicated staff focus daily on individual needs.

As a small home, we are able to offer that little extra care and attention, ensuring a home-from-home environment.



Valerie Manor
Henfield Road, Upper Beeding,
West Sussex, BN44 3TF

01903 812 105
info@valeriem Manor.co.uk
www.valeriem Manor.co.uk

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.

What to Expect from your General Practice

NHS England provides guidance on what you can expect from your GP, including topics such as those listed below:

- When can you contact your general practice?
- What if the practice is closed?
- What if it's an emergency?
- What happens when you contact your practice to request an appointment?
- Who might help you?
- From what age can you see a GP on your own?

- What if you need extra help?
- Can you choose which hospital or clinic you are referred to?
- How can you help your General Practice?
- How can you give feedback or raise concerns?

More details can be found if you type the following link into your browser:

NHS England » You and your general practice

Using Online Medical Services



Accessing Steyning Medical Practice Services Online

You can now watch a short video about using SystmConnect to access Steyning Medical Practice Services online. You can access the video via the PPG website:

<https://www.steyninggoodhealth.co.uk/good-health/>

Ordering NHS Repeat Prescriptions Online

You can now order your NHS repeat prescriptions online in a number of ways. You can:

- Order using SystmConnect via the Steyning Medical Practice website.

- Log on to the NHS App and order.
- Create an online account with your local pharmacy.

You can also use local pharmacy Apps. For example Paydens and Upper Beeding Pharmacies have Apps that you can download. You can then set up the ordering of your repeat prescriptions.

The pharmacy will then undertake the ordering and keep you informed as to when your prescription is ready for collection.

You can also get online re-order reminders from the pharmacy or you can set up regular schedules of re-ordering.

STEYNING MEDICAL PRACTICE IN OCTOBER 2025



11,714
Registered patients



8,737
Inbound calls
10 successful call back
of 10 requested



7,177
Total appointments
87% face to face



8,358
Prescriptions issued



3 min 33 sec
Average hold time AM
2 min 18 sec
Average hold time PM



2,417
Letter processed

Unfortunately, 229 patients did not attend their appointment (26% of these were GP appointments). Please cancel appointments, so we can offer them to other patients.

Steining Osteopathic Services

I regret to announce that I will be closing my osteopathic clinic at the end of the year. I've been in practice since 2004 and, unfortunately, the physical demands of the job have finally caught up with me. In particular, I've been struggling with a wrist problem for over a year, and despite my best efforts to manage the issue, it's not getting any better.

As much as I hate the idea of disappointing my patients, I have to accept that carrying on isn't viable. I would like to say a huge thank you

to all of my patients and everyone who's supported me over the years. It's been a great pleasure serving the community and it's sad that this chapter is coming to a close.

However, on a more positive note, I recently obtained a diploma in transformative coaching and will be launching a new life coaching business in 2026. I look forward to providing details of this new venture in due course. Please note that my telephone number will remain the same.

Jack Woodman 01903 813666.



Down House Dental Practice is delighted to let people know

that they are now offering an NHS Emergency Scheme every Thursday, providing appointments for anyone who is experiencing pain or aware of any dental problems.

Please note that this is an emergency only service, and the practice is not able to offer patients a permanent place at the practice.

The aim is simply to ensure that anyone in need of urgent care can be seen promptly, and ensure that they receive the appropriate treatment or advice.

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Practice Update

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Upper Beeding Branch Surgery

We can now confirm that our proposal to permanently close our Upper Beeding branch surgery site was approved by NHS Sussex's Primary Care Commissioning Group. The decision was based on the Practice fulfilling a number of mitigating actions to uphold patient access and meet the needs of those most affected by the closure. We have fulfilled the key actions and can formally announce the closure to our patients and local people. All our services will be provided at our main site, Steyning Health Centre.

Having provided all our services at this location for some months now, we know that it has been working well for patients and staff. We are confident this means patients will have continued access to our services and staff, and it will allow us to provide safer and more equitable care to our patients.

Over the past few months, we engaged extensively with the local

community about the proposal to permanently close the Upper Beeding branch surgery site. This included our patients, the Practice's Patient Participation Group, parish councillors and HealthWatch West Sussex. Actions during this time included a public meeting and a survey, which was produced in collaboration with HealthWatch West Sussex, which independently analysed the responses received. Thank you to everyone who took the time to share their thoughts on this matter, every piece of feedback was read and carefully considered.

We understand that there are some concerns from people in and around the Upper Beeding area about access and travel to Steyning Health Centre, appointment availability, and prescription collection services. If you have any ongoing concerns, please do not hesitate to contact us by contacting the practice directly.

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Bringing Joy and Connection Through Care

At Right at Home, we believe in providing care that promotes independence, happiness, and a sense of community for our clients. One shining example is our "Love to Move" program, designed to help people with dementia and similar conditions stay active, engaged, and socially connected.

For Dave, caring for his wife Maureen, Love to Move became a life-changing experience.

The Beginning

Maureen had always been shy and hesitant to meet new people. Dave never imagined she'd enjoy a group activity. But when they discovered Love to Move at their local church, they decided to give it a try.

A Spark of Joy

To Dave's surprise, Maureen loved the sessions. She didn't always participate in the exercises, but she enjoyed the music, the laughter, and the company of others. After each session, Dave noticed a remarkable difference in her mood. His son called it "the glow" — a happiness that lasted for days.

Caring Through Challenges

As Maureen's health declined, she eventually couldn't attend the sessions. Dave continued to care for her at home, navigating the ups and downs of dementia with patience, compassion, and honesty. Even in difficult moments, small rituals — like singing You Are My Sunshine — brought comfort and connection.

Community and Support

Dave found support through volunteering and community activities, staying connected with others and contributing his own glow to the Love to Move program. "Even in challenging moments, it was important to find understanding," he reflects.

The Impact of Love to Move

Love to Move isn't just about physical activity. It's about social connections, joy, and a sense of community. For families caring for loved ones with dementia, programs like this can make a real difference in quality of life — brightening days and creating meaningful memories.

Final Thoughts

For Dave, the journey of caring for Maureen was filled with love and meaningful moments. Love to Move brought them joy he'll always cherish.



At Right at Home, we provide high quality home care services including live in care, personal care, respite care, companionship, specialist dementia care and more. Our support is designed to promote independence, happiness and meaningful connection.

We run our popular Love to Move sessions in Shoreham and Steyning every week— a fun, chair-based exercise programme designed to support mobility and wellbeing.

Get in touch with our friendly Right at Home team today to arrange a free care assessment or to book your place at one of our Love to Move sessions.

**www.rightathome.co.uk/worthingshoreham
worthing.shoreham@rightathome.co.uk
01273 286172**

Should I use Artificial Intelligence?

To Chat or Not to Chat?

With the challenges facing the NHS and particularly for patients to get face to face advice, many people are turning to Artificial Intelligence for solutions. One particular tool that is popular is ChatGPT. But is it wise to use this approach?

- Firstly it cannot give a diagnosis, but it can provide useful information and can inform you of medical terms.
- It can help when putting together information and questions for your GP.
- It can be valuable in interpreting symptoms, but studies show responses can be incomplete.
- Because it cannot undertake physical examinations, any answers it gives are likely to be generalised and not personal.
- There are tips that can help when using it; be specific, add context and ask for answers in a way that you can understand (eg simple to understand language).

So Chat or not to Chat?

It is always good to have clear information when you talk to your GP and ChatGPT can help, but there is no substitute for a face to face consultation with your GP.

STEYNING GOOD NEIGHBOURS



We are looking for volunteers to answer our call line – you do not need to be a driver if you can help with our call service

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or visit www.steyninggoodneighbours.co.uk**

What is a PPG?

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A Patient Participation Group (PPG) is a group of people, usually made up of patients and GP Practice staff, who work together to improve the experience of all people registered at their Practice.

Every patient registered at a Practice is a member of the Patient Participation Group. There is sometimes also a team of volunteer patients who organise regular meetings, listen to patients' views and meet with Practice staff.

What a PPG is not:

A place for personal complaints - the Practice and the NHS have other ways for people to make individual complaints.

A talking shop or a doctor's fan club - although a chance to socialise, the group should be productive and a place for meaningful dialogue, not a tick box exercise.

A place to work on a personal campaign / issue - PPGs need to work on projects that would benefit the wider patient community.

An all-access pass - PPGs are not entitled to access all areas of the Practice (such as behind reception or staff offices) or to know information that is not relevant to their role (such as the Practice finances).

A governing body - PPGs do not have a strategic input into the running of the practice and have no executive authority or powers over any aspect of Practice administration.

What a PPG is:

Co-operative - PPG members working with the practice to improve the service.

Representative - 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.

Communicative - a way to let the Practice know what patients are thinking and to suggest improvements.



Steyping Patient Participation Group

Steyping PPG encourages communication between the GP surgery and its patients. It aims to:

- Reflect your views on services to the Medical Practice.
- Provide information on health and care organisations that might be useful for patients.
- Publish information to help patients get the health services they need.

Steyping Medical Practice is required under its contract with NHS England to obtain feedback from its patients through the PPG in order to improve the services it provides.

If you are a registered patient at the Practice you are automatically a member of the PPG. It is run by a committee of representatives who will feedback your views to the Practice. If you would like us to share your views with the Practice please email the committee at: steypingppg@gmail.com

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:

steypingppg@groups.io

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

PPG Committee Members

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

Please contact the PPG if you would like to help deliver the magazine to some 4,500 local homes. The magazine is available at the link below, from where you can click on all the web links in the magazine.

[https://
www.steypinggoodhealth.co.uk/](https://www.steypinggoodhealth.co.uk/)



Letter from the PPG Chair



Dear friends and neighbours

This is a landmark publication because it marks the very last time that distribution of the magazine will be organised by Felicity and John Downe. They have managed the distribution for more than 20 years, since the very beginning of a regular magazine. Steyning has a lot to thank them for and the PPG is immensely grateful for their enormous contribution. We wish them well as they take life a bit easier. Other members of the committee are linking together to ensure that distribution will continue without interruption. However, if there is anyone out there who can offer time to help us with this specific task, do please get in touch via steyningppg@gmail.com.

The PPG has come to the end of its programme to install health screens in our area, and, together with the Practice, we are focusing on the promotion of steyninggroups.io as a messaging service for patients. This will supplement text messaging which is already in use by the Practice, and will provide information both from them and from other trusted health sources, such as our local hospital trust. This is a completely free subscription service.

In Steyning we are fortunate that our Practice is so open to feedback from patients. The PPG has regular meetings with Practice members

and, although we do not involve ourselves in complaints, if there are any general issues that you would like us to raise, please do use our gmail account to let us know. We will always respond to you.

We all understand now that the Beeding surgery will not reopen. As it has been closed for some time, it does not seem likely that any new issues of concern from patients will emerge. However, please let us know on our gmail account if there is anything you want to see addressed.

We are always seeking new committee members. An interest in the provision of health services in our local community is the only requirement. However, we would be very interested in anyone with creative technical skills to help us with the ongoing management of health information on our screens.

We are planning a survey in the New Year. We hope to find out from you what your opinion is of the PPG and how well it fulfils its role to provide you with information, and represent your views to the Practice.

We are hugely grateful to *Wilson Memorial Trust* for their continued and generous sponsorship of this magazine, and to our loyal advertisers.

Best wishes to all for the coming festive season.

Lesley Humber.

Good Health Magazine... Help!

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Your PPG delivers 4,500 *Good Health* magazines, three times a year, to patients who are registered with Steyning Medical Practice.

We rely on volunteers to deliver the magazine and urgently need more help to make sure everyone receives it. Delivery requires less than an hour of your time and only three times a year, so please come and join us. You would be very welcome.

With thanks, **John Homeyard**
PPG Treasurer.

johnhomeyard@gmail.com

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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 <i>Ext 6100</i>
Health Visitors	01273 696011 <i>Ext 1555</i>
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

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