



THE WEALTH OF HEALTH

Martins Oak Newsletter

February 2026

How we did in January -

Dr Phone call appointments

879

Drs/ANP/ACP/Paramedic
Face to Face appointments

1153

Nurses/HCA appointments

1281

HCA Blood tests

426

Prescriptions issued

4053

“The patient experience begins and ends with compassion” – American nurse known for her theory of human caring

Welcome to our February Patient Newsletter. It will be produced every month and will be available electronically via our website/Facebook or there will be paper copies available in the reception waiting room.

The purpose of the newsletter is to inform patients of Practice news, updates and the wider primary care messages. This edition contains accessibility, tips on blood tests, highlighting Dr Stocks and a guide to NHS waiting lists in East Sussex currently.

Your feedback on our newsletter is welcomed and we would be delighted to hear of any ideas and content you would like to see in future editions.

TIMELY ISSUES

Accessibility

We are seeing a significantly increased amount of abuse to our staff in primary care. We are all working very hard to help patients receive the care they need. We understand that patients have frustrations and fears around their own health, however being abusive doesn't help anyone. We are all human and need to be reasonable and kind.

Our wonderful Reception team have been busy answering your calls in January, sometimes it may take a little longer for us to answer so please be patient and use the range of online services available where possible. Please remember you can ring NHS 111, 24 hours a day, 7 days a week.

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Tips for blood tests

Staying well hydrated is crucial for blood tests as it maintains your blood volume, supports circulation, helps prevent dizziness/fainting and makes veins easier to access. So, drink plenty of water (3 glasses/750ml) in the hours prior and have snack. Avoiding caffeine and alcohol can ensure a smooth blood test and recovery.

GET TO KNOW OUR CLINICIANS



Salaried GP – Dr Kate Stocks

“I qualified in 2000 from St Georges Medical School and trained as a GP locally from 2004 in several different practices and for the last few years as a Locum. I am a total generalist; however, I do like mental health. I have lived in Battle for 15 years. I am now salaried Doctor at Martins Oak and happy to be settled in a lovely GP Practice with a lovely team”

NHS Yellow name badge



All staff in the surgery wear the NHS yellow name badge featuring “# hello my name is...” and is a high contrast badge designed to help patients quickly identify staff, promoting better communication, trust and a friendlier environment

WAITING LISTS

Waiting lists vary in East Sussex, currently an average wait for routine first Outpatient appointment in our area is -

ADHD/CAMHS – up to 2 years

Breast – 15 weeks

Gastro – 6 weeks

Orthopaedics – 28 weeks

Urology – 56 weeks

ENT – 40 weeks

Ophthalmology – 18 weeks

Maxillofacial – 44 weeks

Gynae – 54 weeks

Cardiology – 34 weeks

General surgery – 18 weeks