hillbrow health and wellbeing

Newsletter

Autumn 2026



Our Ambition for the Year Ahead

Building a healthier, more connected Hillbrow

There is a lot happening behind the scenes at Hillbrow. Our members see the day-to-day activity of the centre, but our team continues to work on our bigger ambition: to develop Hillbrow into a truly integrated health, wellbeing, activity and community hub.

Here are some of the things we are working on over the coming year.

A new approach to health and wellbeing

We want to bring activity, clinical services, prevention and wellbeing together in a far more joined-up way. We are building relationships with health and public-sector partners to explore how Hillbrow can offer support around:

•dementia and memory loss
•frailty and falls prevention
•cardiovascular disease
•rehabilitation and prehabilitation
•diabetes and hypertension
•diagnostics, health screening and prevention

We are also exploring the potential for Hillbrow to work alongside other specialist health organisation to create a Dementia and Mental Health Day Centre.

The idea is simple. Instead of navigating a complicated system of separate services, people could find more of the support they need under one roof.

More opportunities to be active

We want everyone to find an activity that suits them, whatever their health or level of mobility.

Our new programme launched in September with 13 new classes. We are also setting up dedicated sessions for strength and balance, frailty, prehabilitation and rehabilitation, alongside more low-cost, accessible options.

> ***"Hillbrow should help people live healthier, more active and more connected lives."***
>
> **DUNCAN KERR, CEO**

Making Hillbrow easier to navigate

A good experience starts the moment you walk through the door. We are looking at how reception, information, accessibility and the building layout can work better together, with the goal of a single, clear point of access to our activity, clinical and wellbeing services

Growing our clinical services

With the continuation and expansion of SDHC services, Hillbrow is fast becoming an important location for clinical care. New and developing partnerships now include audiology, and our physiotherapist and acupuncturist Dom Crowhurst has been with us five days a week since September. We are also exploring diagnostics.

Our aim is a Hillbrow where clinical care and healthy living are connected, not separate worlds.

Working with our partners

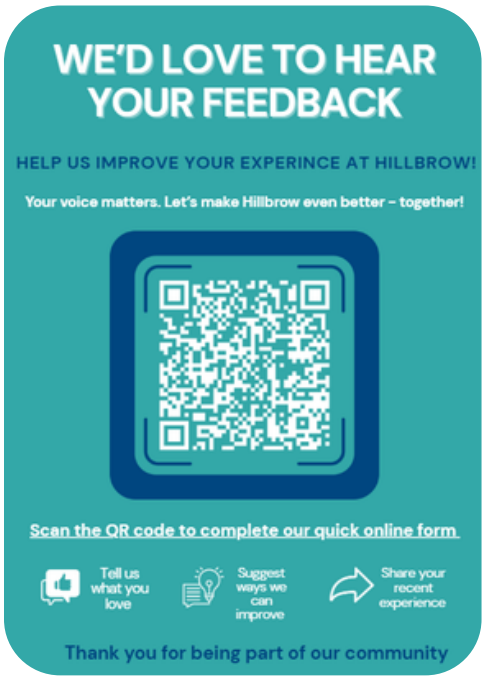
We recognise that we can't achieve our ambitions alone. We are working with local authorities, the NHS, public health organisations, universities, charities and community groups.

These partnerships are already opening up new possibilities, from dementia support and health screening and new activity pathways.

A refreshed gym for our members

We're currently exploring options and developing plans to refurbish the gym and upgrade key elements of equipment, creating a more modern, welcoming space for members of all abilities.

This is about more than a fresh look. We want a gym that supports the different ways people now exercise, from building strength and fitness to rehabilitation, healthy ageing and managing long-term conditions.



A better experience when you visit

Our new Common Ground café is now open, giving Hillbrow a welcoming social space. We are also looking at longer-term solutions to parking, and at improving heating and energy efficiency.

These may sound like small projects, invariably they're more complicated than they should be but we recognise that they matter. We want Hillbrow to be somewhere you want to spend time, not just somewhere you go for an appointment or a class.

Listening to our members

Our members are at the heart of everything we do. We are improving how we gather and use your feedback, and reviewing how we communicate through our website, newsletters and messaging.

We are also working on identifying an appropriate wellbeing measure that may include factors such as life satisfaction, happiness, sense of purpose and anxiety, so we can show the difference we are making.

Bringing people together

Our Community Health Symposium & Roundtable brought together clinicians, community organisations and partners to share ideas on prevention, proactive health and community wellbeing (read more on page 6).

Some of the biggest opportunities for Hillbrow will come from connecting people, ideas and organisations that might otherwise work separately.

We are just getting started

Not every project will happen overnight, and some depend on funding, partnerships and approvals, but the direction is clear.

In practice, that means supporting someone after an illness or injury, helping someone manage a long-term condition, giving an older person the confidence to stay active, but also supporting those interested in main stream activity requiring less or no personal support or intervention.

We will keep sharing our progress along the way. Thank you for being part of Hillbrow and helping us shape what comes next.

Duncan Kerr
CEO, Hillbrow Health & Wellbeing

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NEW AT HILLBROW

The Common Ground Café









We're delighted to welcome you to The Common Ground, our brand-new café at Hillbrow! Pop in for a delicious coffee, freshly baked pastries and cakes, or a light lunch of sandwiches, paninis and sausage rolls.

We're passionate about supporting local businesses and are proud to say that most of our menu comes from local businesses.

Whether you're catching up with friends, enjoying a peaceful cuppa or treating yourself after a workout, The Common Ground has something for everyone. We can't wait to welcome you!

Opening Times

Mon - Fri: 08:00 - 18:00

Sat - Sun: 08:00 - 16:00

Coffee, Connections, Conversations.

Coffee • Cakes • Light lunches

EXCLUSIVE MEMBER OFFER

Find this fantastic offer in your Exclusive Members Voucher Book, available to collect from reception. Don't miss out on your exclusive member benefits!

COMMON GROUND CAFÉ

20% OFF HOT DRINKS

Great coffee • Delicious cakes • Tasty hot food
A warm and welcoming place to meet, relax and enjoy good food.

Coffee. Conversation. Connection.

Find us at:
Downs Lesiure Centre, The Wellbeing Sqaure-Newhaven & Hillbrow Health & Wellbeing

Present this voucher at Common Ground Café when ordering to receive 20% off Hot drinks.
Expires: 31/12/26

STAFF NEWS

Meet the Team



Gavin Lisle
Area Manager



Charlotte Morgan
Assistant Area Manager

"If you see me around the centre, please do come and say hello."

A message from our Area Manager

Hello, I'm Gavin Lisle, and I have recently taken on responsibility for Hillbrow Health & Wellbeing as Area Manager.

Following the recent changes to our management structure, I'd like to take the opportunity to thank Jim for his contribution to Hillbrow and wish him well.

I'm pleased to be supported by Charlotte Morgan, our new Assistant Area Manager, and together we will be working closely with the Hillbrow team and SDHC to continue developing the centre and the services we provide.

I'm looking forward to meeting more of our members and customers over the coming months. If you see me around the centre, please do come and say hello.

There are lots of exciting things happening at Hillbrow, and I look forward to working with the team as we continue to build on what the centre has achieved.

Gavin Lisle, Area Manager



Welcome to our new Deputy Manager, Zoe Welfare

We are thrilled to announce that Zoe Welfare will be joining the team very soon as our new Deputy Manager!

She brings fantastic leadership experience from supervisory and customer service roles both here in the UK and overseas in Canada. Highly qualified, she holds a Triple Distinction* in Public Uniformed Services and a Gold Duke of Edinburgh Award.

Known for being incredibly hardworking, reliable and a brilliant team player, she is eager to dive in and get to know everyone. Please join us in giving her a massive welcome when she starts!

Questions or ideas? We'd love to hear from you.

Speak to the team at reception, call 01323 407400 or email info@hillbrowhealthandwellbeing.com

MEMBER VOUCHER

Bring your friends & family



REFORMER MOVEMENT

Exciting upgrades in our studio!



Our new jump boards and yellow springs have arrived!

Jump boards provide a larger, more stable platform for the feet and bring even more variety to your workout. They allow for fun, dynamic movements and low-impact cardio, helping to improve coordination, strength and endurance.

The new lighter yellow springs give our instructors more resistance options, making exercises easier to adapt, progress and personalise.

Both are now in your Reformer Movement classes, so give them a try next time you're in!



JUMP BOARDS

Low-impact cardio that builds coordination, strength and endurance.

YELLOW SPRINGS

Lighter resistance, so every exercise can be adapted, progressed and personalised.

Making health happen





Hillbrow recently hosted its second Annual Community Health Symposium & Roundtable, sponsored by Innerva. The event brought together clinicians, community organisations, local partners, decision makers and members of the community to explore how we can work together to improve prevention, proactive health and wellbeing.

Opening the event, Duncan Kerr, CEO of Hillbrow Health & Wellbeing and Wave Active, reflected on the importance of bringing healthcare, physical activity and wellbeing closer together: "Health isn't just about GPs, hospitals, the NHS or physical activity. It's about all of these things and more."

Speakers included Professor Scarlett McNally OBE, Consultant Surgeon and lead author of Exercise: The Miracle Cure; Dr Nick Harvey, GP, Eastbourne Integrated Care Team Chairman and Co-Founder of Hillbrow Health & Wellbeing; Professor Chris Warwick, Primary Care Dean and Deputy Postgraduate Dean for NHS England; and Jon Hymus, CEO of Innerva. The panel discussion was chaired by Adam Campbell.

During the networking session, attendees met local organisations and partners, connected with Eastbourne's Integrated Care Team priority leads and try out Innerva equipment brought in especially for the event.

The afternoon Roundtable focused on reducing pressure on A&E, particularly by preventing avoidable admissions linked to frailty and falls, alongside wider priorities including mental health, diabetes and access to services.

Resources from the day, including presentation materials from Professor McNally, are now in the News & Events section of hillbrowhealthandwellbeing.org, with more to follow.

A huge thank you to everyone who joined us and helped make it such a valuable day.

> ***"Someone needs to organise this event, everywhere."***
>
> **PROFESSOR CHRIS WARWICK**

SAVE THE DATE for next year: Thursday 21st October 2027

FREE INTERACTIVE EVENT • HILLBROW ACTIVE HEALTH

Ache to Action: Your Ankles

Join us for a free interactive event at Hillbrow to learn how your ankles work, discover common conditions and injuries, and explore simple exercises and habits for stronger, healthier ankles. Choose from two dates:

Thursday 19 November • 2:30pm–4:00pm

Thursday 26 November • 6:30pm–7:30pm



Free to attend – places are limited

To book, visit www.hillbrowhealthandwellbeing.org/activities/events/ or scan the QR code.

More ways to look after your health

South Downs Health & Care offers a growing range of healthcare services from the Clinical Suite at Hillbrow. From a complimentary health self-scan to dedicated women's health support and private GP appointments, our team is here to help you take a more informed and proactive approach to your health.

Women's Health Services Now Available at Hillbrow

Have you heard about our dedicated Women's Health Service, now available from the Clinical Suite at Hillbrow?

Delivered by South Downs Health & Care, the service provides convenient access to professional advice, assessment and treatment in a welcoming and confidential environment.

Supporting women at every stage of life

Services include:

- Contraception advice and support
- Contraceptive implant fitting and management
- Copper and hormonal coil (IUD) fitting and management
- Menopause support and symptom management
- Hormone Replacement Therapy (HRT) reviews, including support for heavy bleeding
- Hormone testing where clinically appropriate
- Breast health examinations
- Post-menopausal health reviews, including bone density referral assessments

Want to find out more?

Call: 01323 402790
Email: privatehealth@sdhcprivategp.co.uk
Visit: our team in the Clinical Suite at Hillbrow



Wish You Had More Time with Your GP?

Do you ever leave a GP appointment wishing you'd had more time? With South Downs Health & Care Private GP Services, you have time to talk, ask questions and properly discuss what matters to you. Our patients tell us that makes a difference:

★★★★★ "Seen on time. Relaxed atmosphere and plenty of time to discuss problems. Never felt rushed." — Trustpilot review

★★★★★ "Time to explain the problem and its history, I was listened to and made to feel like a participant in the process." — Trustpilot review

Why Choose an SDHC Private GP Appointment?

✓ More time with your GP – choose a longer appointment when you need it
✓ Discuss your concerns properly – including more than one issue
✓ Experienced local GPs from a trusted local healthcare provider
✓ Appointments six days a week for greater flexibility
✓ Book online, by telephone or in person
✓ No membership required – simply book when you need one

Supporting local NHS services
South Downs Health & Care is a local social enterprise. Income from our private healthcare services helps support the NHS services we provide in our local community. So when you choose SDHC, you're not only accessing convenient private healthcare, you're also supporting an organisation committed to improving healthcare locally.

Book your Private GP appointment
Call: 01323 402790
Email: privatehealth@sdhcprivategp.co.uk
Visit: our team in the Clinical Suite at Hillbrow
Book online: www.sdhcprivategp.co.uk

Understand Your Health Better with Our Complimentary Medicube X Self-Scan

Did you know that, as a Hillbrow member, you can use the **Medicube X** completely free of charge in the Clinical Suite?

In just a few minutes, it measures a range of key health indicators, including body composition, blood pressure and other important wellness measurements, giving you a useful snapshot of your current health. Once your assessment is complete, you'll receive a personalised results printout to take away.

Understanding Your Results
Your results include a QR code that links to further information about your measurements and recommended ranges. If you would prefer a printed guide, simply ask the reception team in the Clinical Suite, who can provide a reference guide to help you understand the different measurements.

Want to understand what your results mean for you?
A self-scan gives you the numbers. Our Enhanced Health MOT, available for £25.99, can help you understand what those results mean for your health. It includes:
✓ A GP review of your Medicube X results within 5 working days
✓ A follow-up discussion with a GP to talk through your results and ask questions
✓ Personalised guidance on lifestyle changes or appropriate next steps

It's an affordable way to turn your measurements into meaningful, personalised health information.

Discover more: www.sdhcprivategp.co.uk/services/medicubex

Stay Well This Winter – COVID-19 Vaccinations

South Downs Health & Care is delivering NHS COVID-19 vaccination clinics across East Sussex this autumn and winter, with appointments available from October to December 2026.

Are you eligible?
You can receive a COVID-19 vaccination under the national programme if you are:
✓ Aged 75 or over
✓ Aged 6 months or over and immunosuppressed
✓ A resident in a care home for older adults

Please note that SDHC is unable to vaccinate under-18s at these clinics. If you are under 18 and eligible, please contact your GP practice for advice.

Booking is advised
Appointments can be booked through the NHS National Booking Service. Search using the clinic postcode, or enter your own postcode to find the nearest suitable venue. If you are unable to book online, call 119 free of charge.

Find your nearest SDHC clinic at www.sdhc.org.uk/covid-vaccination-service



COMING JANUARY 2027!

Our next Members' Newsletter will be arriving in January 2027!
Keep an eye out for the latest club news, exciting updates, upcoming events and exclusive member offers.

Don't miss out on what's coming in the New Year!