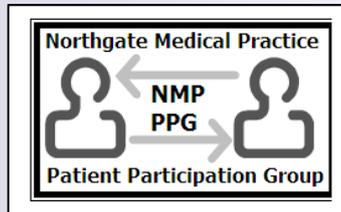


NORTHGATE MEDICAL PRACTICE AND CHARTHAM SURGERY



PATIENT PARTICIPATION GROUP

APRIL 2017

NEWSLETTER

*Find out more
about your
Medical Practice.
Please take a
copy home with
you for future
reference*

1 Northgate Canterbury Kent CT1 1WL

TEL: 01227 208556 FAX: 0870 890 2435

WEB: www.northgatemedicalpractice.com

E-MAIL: ccccg.northgatemedicalpractice@nhs.net

NORTHGATE SURGERY

Monday: 8:00am - 6:30pm
Tuesday: 8:00am - 8:00pm
Wednesday: 8:00 - 8:00pm
Thursday: 8:00am - 8:00pm
Friday: 8:00am - 6:30pm

BLEAN SURGERY

Monday 8:00am - 12:30pm
Wednesday 8:00am - 12:30pm
Thursday 8:00am - 12:30pm
Friday 8:00am - 12:30pm

CHARTHAM SURGERY

Monday: 8.00 am – 6.30 pm
Tuesday: 8.00 am – 6.30 pm
Wednesday: 8.00 am – 7.15 pm
Thursday: 8.00 am – 6.30 pm
Friday: 8.00 am – 6.30 pm

There is also a drop-in clinic at the Northgate Medical Practice between 8.30 and 10.00 am.

Please note that this is for patients with a single issue only – for example symptoms of coughs, colds, temperature, chest infections, sinus problems, emergency contraception etc. It is **NOT SUITABLE** for chronic, ongoing conditions, repeat prescriptions or long-term conditions under regular management from your usual GP

CANCELLING AN APPOINTMENT

You can **email us**, **reply to the text message** we send to you or **call 01227 208556** and choose option 2 to leave a cancellation message: time-saving tip – you can press 2 as soon as your call is answered and it will transfer you to the cancellation line after a brief pause.

Welcome ...

... to this edition of the Newsletter produced by the Patients Participation Group in its role promoting good communication between the practice and the patients. Included in this edition you will find information about the practice and any changes that have or are about to happen. You will also find help with accessing the services which the practice provides.

Holiday Vaccinations

Vaccinations are available to protect you against infections such as yellow fever, typhoid and hepatitis A.

You can find out which vaccinations are necessary or recommended for the areas you'll be visiting on these two websites:

- [NHS Fit for Travel](#)
- [Travel Health Pro](#)

Some countries require you to have an International Certificate of Vaccination or Prophylaxis (ICVP) before you enter. For example, Saudi Arabia requires proof of vaccination against certain types of meningitis for visitors arriving for the Hajj and Umrah pilgrimages. Many tropical countries in Africa and South America won't accept travellers from an area where there's yellow fever unless they can prove they've been vaccinated against it. You should get advice at least eight weeks before you're due to travel, as some jabs need to be given well in advance.

First, phone or visit your practice nurse to find out whether your existing UK jabs are up-to-date (they can tell from your notes). Your GP or practice nurse may also be able to give you general advice about travel vaccinations and travel health, such as protecting yourself from malaria.

Your GP or practice nurse can give you a booster of your UK jabs if you need one. They may be able to give you the travel jabs you need, either free on the NHS or for a charge. Alternatively, you can visit a local private travel vaccination clinic for your UK boosters and other travel jabs.

Not all vaccinations are available free on the NHS, even if they're recommended for travel to a certain area.

The following travel vaccinations are usually available free on the NHS:

- diphtheria, polio and tetanus (combined booster)
- typhoid
- hepatitis A

These vaccines are usually free because they protect against diseases thought to represent the greatest risk to public health if they were brought into the country.

You're likely to have to pay for travel vaccinations against:

- hepatitis B
- Japanese encephalitis and tick-borne encephalitis
- meningitis vaccines
- rabies
- yellow fever
- cholera

Yellow fever vaccines are only available from designated centres.

Are You Hard of Hearing?

NMP provides all of the normal health care services that you would expect from a GP practice with the addition of many enhanced services such as 24 hour BPs, 24 hour ECGs and Anticoagulation clinics (warfarin). We are also providers of primary care services for Ear Nose and Throat, ophthalmology, dermatology, minor surgery, physiotherapy and ...

Audiology

If you have a hearing problem just inform reception and they will ask your GP to make the referral. You will then receive an invitation to attend the clinic

Pneumococcal Vaccinations

The pneumococcal vaccine protects against serious and potentially fatal pneumococcal infections. It's also known as the "pneumo jab" or pneumonia vaccine. Pneumococcal infections are caused by the bacterium *Streptococcus pneumoniae* and can lead to pneumonia, septicaemia (a kind of blood poisoning) and meningitis. At their worst, they can cause permanent brain damage, or even kill.

A pneumococcal infection can affect anyone. However, some people are at higher risk of serious illness and can be given the pneumococcal vaccination on the NHS. These include:

- babies
- adults aged 65 or over.
- children and adults with certain long-term health conditions, such as a serious heart or kidney condition

There are two types of vaccine: PCV is used to vaccinate children under two years old, and PPV which is given to people over 65 and to people who are at high risk due to long-term health conditions. Babies receive the vaccine as three separate injections, at 8 weeks, 16 weeks and one year old. People over 65 only need a single vaccination, which will protect for life. It is not given annually like the flu jab. People with a long-term health condition may need just a single one-off vaccination or five-yearly vaccination, depending on their underlying health problem.

The childhood vaccine (PCV) protects against 13 strains of the pneumococcal bacterium, while the adult vaccine (PPV) protects against 23 strains. The pneumococcal vaccine is thought to be around 50-70% effective at preventing pneumococcal disease. Both the PPV and the PCV are inactivated or "killed" vaccines and do not contain any live organisms. They cannot cause the disease against which they protect.

Speak to your GP if you think you or your child would benefit from the vaccination. You can get more information from www.nhs.uk and search for pneumococcal vaccination.

Patient Access

A year ago we publicised the Patient Access website as a convenient way of making routine appointments and ordering repeat prescriptions. The number of NMP patients registering for the scheme has been relatively small so members of the PPG are volunteering to show patients how to use it, in the hope that more will join the scheme. You may be offered a demonstration while you wait for your appointment at any time in the coming weeks.

Personnel

Dr Grice has now retired. A new registrar has been appointed – Naomi Le-May. Welcome!

What do you think?

NMP needs feedback from its patients to ensure that it is meeting their needs and operating efficiently. A recent national survey carried out threw up some disappointing figures, which the staff felt did not reflect a sufficiently wide range of views. In the coming weeks members of the PPG may ask you to complete a survey while you wait for your appointment. These things are really helpful so please cooperate as far as possible. Also please consider going to either of these websites: www.iwantgreatcare.org or www.nhschoices.co.uk where you can share your opinions and experiences. These websites are important as, like the doctors, the practice management and staff want your opinions, positive or negative, as they are essential in identifying problems and making improvements where appropriate.

Shorter Waits with *WaitLess*

A smartphone app designed to cut waiting times at accident and emergency departments in east Kent has been launched by the NHS.

The WaitLess app combines current waiting times at all urgent care centres – drawn from the official NHS system – with up-to-the-minute travel information, to help people de-

cide which urgent care centre to head to for faster treatment for minor injuries.

Dr John Ribchester, Clinical Lead for the Encompass Project which devised and commissioned the app, came up with the idea after seeing a similar app in use in Valencia, Spain, and realised that by using a combination of waiting times and travel times they could direct people to the best place for faster treatment.

He said: "When people sustain an injury, such as a cut that needs stitching or a nasty sprain, they often simply head to the nearest A&E department. What many people don't realise is that a lot of minor injuries can be dealt with at several places in east Kent, not just our major hospitals. WaitLess can direct people with not so serious conditions to alternative sites where they can be treated faster, which in turn will help to reduce the pressure on our A&E departments.

"This is the first app of its kind in the UK – other apps use waiting time information but this is the first to combine with travel times, which as we know can be unpredictable in Kent. We are delighted to introduce this app to east Kent and we hope to be able to extend the service to other areas soon."

The WaitLess app is free to download from [iTunes](#) and [Google Play](#)

Age UK

Do you know that Age UK offers a wide range of services in the Canterbury area? These include:

- Day centre and Welcome café
- Collins Unit for specialised dementia day care
- Information and advice
- Care navigator
- Dementia Outreach

- Hot meal delivery
- Support at home, befriending and counselling
- Falls prevention
- Footcare
- A range of community support

They aim to make their services accessible to all, including those who cannot easily reach them. Their centre is in Castle Row, Canterbury and their contact details are

01227 462368

www.ageukcanterbury.org.uk

Some other useful phone numbers

Addiction	01227 450523
Alcoholics Anonymous	0800 9177 650
British Legion	0808 802 8080
Citizens Advice Bureau	01227 452762
NHS 24hr non-emergency helpline	111
Salvation Army	01227 462448
Samaritans	01227 457777
SSAFA (the Armed Services Charity)	0800 731 4880

Getting Involved: The Northgate Medical Practice Patients' Participation Group

If you are interested in joining the group please ring the practice on 01227 208556 and ask to speak to Jo Webb.