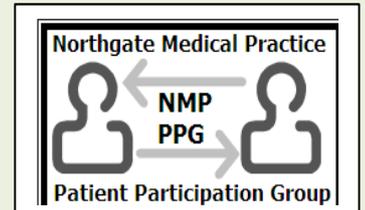




NORTHGATE MEDICAL PRACTICE AND CHARTHAM SURGERY



PATIENT PARTICIPATION GROUP

NEWSLETTER

Summer 2018

1 Northgate, Canterbury Kent CT1 1WL

TEL: 01227 208556 FAX: 0870 890 2435

www.northgatemedicalpractice.com

email : 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

CHARTHAM SURGERY

Monday: 8.00 am - 6.30 pm
Tuesday: 8.00 am - 8.00 pm
Wednesday: 8.00 am - 8.00 pm
Thursday: 8.00 am - 8.00 pm
Friday: 8.00 am - 6.30 pm

BLEAN SURGERY

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

There is also an Urgent Care Team drop-in clinic held at 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,

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 the PPG Newsletter

The Patients Participation Group consists of patients at the Northgate Medical Practice who regularly give up some of their time to discuss matters of concern to patients both at the Practice and more widely in the NHS. In view of the problems and the changes which face it the opportunity for the patient to contribute to the discussions is vital. A list of the current members of the PPG is given at the end of this issue.

The role of the PPG is to promote good communication between the practice and the patients. It meets four times a year. If there are any matters of general importance to the running of the Practice you would like the PPG to raise, you can contact the Chair Stephen Thomas on 01227 451974.

Practice News

More Rooms at Northgate Medical Practice

If you have visited the Practice recently you will have seen that two new consulting rooms have been created from part of the upstairs waiting room. These will be used to accommodate more clinicians, and should be use by the end of August.

Personnel

In view of this expansion the Practice has appointed two new GPs – Dr Naomi Le May and Dr Kemi Peters – who will be starting work in September

The Future

Ahead of further planning for a new and expanded building for the practice, a number of patients responded to a questionnaire about the design and layout of a new surgery. The PPG played an

active part in persuading patients to complete it, and a member of the PPG, Alison Clarke analysed the answers and prepared an excellent report which will be influential in the planning stages.

Direct Access to Physiotherapy

As part of our continued efforts to enhance services to patients the Practice is introducing a direct access scheme for physiotherapy appointments (DAP). Rather than having to go through your GP to get a referral to the Practice's physiotherapist it will now be possible to get immediate help with acute skeletal-muscular problems such as sports injuries and painful joints. All you have to do is report to the reception desk and ask for DAP Clinic.

Privacy

We are all conscious when visiting the doctor that our reasons for being there are very personal and private and the Practice makes every effort to ensure that patients do not have personal matters discussed publicly. Sometimes there may be reasons why even sitting in the waiting area may be uncomfortable or inadvisable - when one is contagious or feeling distressed for example. One of the facilities available at NMP is a private/isolation room. So if you feel you need additional privacy for any reason, ask at the desk to make use of this room.

Drop-in

The weekday daily drop-in is now known as the Urgent Care Team drop-in ("UCT") which gives patients a better understanding that they may not specifically see a GP in drop-in which is for urgent medical matters. Patients should book an appointment with their GP for routine matters. Patients will be seen in drop-in by a member of the UCT, this includes a Nurse Practitioner, Clinical Pharmacist, Registrar

GP, Paramedic Practitioner or a GP if deemed appropriate.

Shingles

The current situation about the shingles vaccine (as from April 2018) is that everyone in their seventies is eligible for the vaccine **except** for those who are 77 or who are 76 and born before September 2nd 1942 (this age group will become eligible in the next year or so). You should have been offered the vaccine by your GP if you are eligible. If you have missed out you can ask for it at any time up to your 80th birthday. Those not yet eligible should check regularly.

Open Day 2018

You may remember that the Practice held an Open Day last October. The idea was to give patients the opportunity to find out more about what the Practice offers, and to meet the staff and organisations involved with the delivery of health care here. Another Open Day is planned for this year, again on 20th October. Like last year it is timed to coincide with the peak period for the flu clinics so that patients can combine the two activities if they wish.

Flu Vaccinations

It will soon be time to book your flu jab in preparation for the coming winter. Those eligible for the vaccine are as follows

- all children aged two to nine (but not ten years or older) on 31 August 2018
- those aged six months to under 65 years in clinical risk groups
- pregnant women
- those aged 65 years and over
- those in long-stay residential care homes
- carers

One change this year is that there are two different vaccines for the different age groups. The trivalent vaccine will be offered to all over 65s, while the quadrivalent version will be offered to the 18-65 age groups. The children's vaccine is also quadrivalent. These have been judged the most effective and appropriate forms following a review of last year's programme when there was some controversy, with claims that the vaccine used then did not protect against all types of flu.

DNA (Did Not Attend)

I expect you have seen the signs around the waiting areas spelling out how many appointments have been missed in the last month and urging you to be sure to cancel as soon as you know you will not be able to attend or no longer need to. Of course it is possible to make a mistake about the time or simply forget if it is some time ahead (in which case you should contact the surgery with an explanation rather than run the risk of being removed from the list). But that cannot account for the incredible number of appointments that are missed at NMP. The number in an average month is the equivalent of a GP's appointments for a week. The result is that the pressure on appointments, already severe, is made worse unnecessarily. The Practice system tries to ensure you attend by sending out text messages where possible reminding patients of appointment times, but not everyone has access to a mobile phone.

If you need to cancel an appointment simply phone the Practice (01227 208556) and as soon as you are connected press 2 and leave your message (no need to listen to all the options). If you have any suggestions as to how to reduce the

number of DNAs please contact the Practice or me (see the first item).

East Kent Frailty Strategy

This is another initiative aimed at bringing greater coordination between the health and social services to deliver care to those who are identified as 'frail'. The definition of a frail person is "one with multiple complex needs, at risk of developing adverse outcomes such as dramatic changes in their physical and mental well-being, after an apparently minor event which may compromise their health."

These people may be of any age but what they have in common is their dependence on health and social services for support and help to live independently. It may be that you have had an accident or an operation which has temporarily caused problems with everyday life, or you may have multiple problems with mobility and/or mental capacity which mean you need constant help. The idea is that a Multi-Disciplinary Team will coordinate your care, what the developers of the scheme call "wrap-around support".

Two Apps to download for health help, advice and information.

Feeling unwell? Not sure where to go to get the help you need? Health Help Now will help you find the right treatment.

Health Help Now lists common symptoms and offers suggestions for treatment, based on your location and the time of day, with the one that works best for most people listed first.

It also lists local services and shows when they are open or closed, their location and directions, and it has details of useful websites and helplines for a variety of problems. Go to

www.healthhelpnow.nhs.uk

to download the app.

We have mentioned the Waitless app before: this combines current waiting times at all urgent care centres – drawn from the official NHS system – with up-to-the-minute travel information, helping you to decide which urgent care centre to head to for faster treatment for minor injuries. You can download the app at www.kentcht.nhs.uk/service/waitless

The PPG

Present members of the Patients Participation Group are:

Stephen Thomas (Chair)

Eric Morton (Chartham Surgery)

Mary Adams

Alison Clarke

Valerie Elvidge (Chartham Surgery)

Marina Everingham

Lynne Finch

Mike Hall

Jackie Hamlet

Alan Hollands

Rory Keyhoe

Penny McCoy

Laurence McGinty

Roger Samson

Christine Samson

David Scott

Sheila Watson

Jonathan Wiles