



**NORTHGATE MEDICAL PRACTICE AND CHARTHAM SURGERY**



PATIENT PARTICIPATION GROUP

*NEWSLETTER*

*Summer 2020*

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**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

**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.

# PPG Newsletter Summer 2020

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This edition of the newsletter is rather shorter than usual partly because most of what is going on at the practice is concerned either with the coronavirus and the problems it brings, or with carrying out its regular services under extreme difficulties, and matters such as the future development of the practice and the future of the hospitals in East Kent are on hold. The management team asked me to express their gratitude for the way in which patients have shown understanding, patience and adaptability when contacting the practice. As chair of the Patients Participation Group I would like to say that we in turn are full of admiration for their efforts and the way in which our needs have been met.

## THE CURRENT SITUATION (Mid-June)

The first thing to emphasise is that if you or a member of your family shows symptoms of coronavirus you should stay at home and contact NHS 111 for advice.

For anything else, this message appears on the practice website when you log in:

*"In an attempt to protect both patients and our front line healthcare staff, we are actively discouraging patients to attend the practice sites for routine enquiries. Please ring us in the first instance. If you are requesting a face to face appointment you should expect to be offered a clinician telephone triage first.*

*If you have ordered a repeat prescription you may experience a short delay in the processing time due to the volume of work. We are doing our best in very difficult circumstances and would appreciate your understanding at this time. Please do not order your medication earlier than necessary.*

*During this time all non-urgent paperwork and requests, such as insurance reports and non-medical type letters received from patients will take longer to process".*

## NMP AND TECHNOLOGY

Because we have had to avoid close contact as far as possible the pandemic has encouraged greater reliance on contact through technology: the telephone consultation has been available for some time: it is also possible to arrange a video consultation. In addition we now have an e-Consultation system which is described below.

## THE E-CONSULTATION SYSTEM

A new electronic consultation system has been introduced to help the practice maintain services while restrictions on personal contact are in place. The system is intended to provide advice from a doctor, to offer some self-help information, or respond to an administrative request such as a sick note or a test result. Go to the NMP website [www.northgatemedicalpractice.com](http://www.northgatemedicalpractice.com) and you will see the e-consult screen. Click on the 'get started' button and complete the form as required, and you will get a response by the end of the next working

day or sooner. The end result could be a telephone or video consultation, or a face to face consultation at the surgery.

The system has been in operation during the pandemic, and a survey of patients has shown a high level of 'customer satisfaction'.

## OTHER SERVICES

Other services regularly provided by the surgery are still operating; it is necessary to telephone for an appointment however. The flu clinics will be operating later in the year, but the format is still to be decided.

## CHARTHAM SURGERY

The car park at Chartham surgery will be partially closed during the next few weeks in order to carry out repairs to the retaining wall. Patients are advised to park in the road if necessary, but to keep clear of the wall.

## BLEAN SURGERY

Blean Surgery remains closed until further notice.

## STAFF NEWS

We have a new paramedic – Chris Arundell

Dr Andy Johnson is no longer working at Northgate Medical practice.

There are two new GPs, Amy Bamler and Thakshayini Thivyathan.

We have a new Assistant Practitioner, Georgina Evans, and a practice nurse Pam Viridi.

A warm welcome to them all.

## PATIENTS PARTICIPATION GROUP

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. 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.