



## NORTHGATE MEDICAL PRACTICE AND CHARTHAM SURGERY



PATIENT PARTICIPATION GROUP

# NEWSLETTER

*Winter/Spring 2020*

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### NORTHGATE MEDICAL PRACTICE

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.



It's not too late to  
get a FLU JAB!  
Ask at the desk.

The theme of this edition of the Newsletter is **Primary Care**. It means those people, places and organisations to which we turn first when we need help with our physical and mental well-being. We all know there is a crisis in the NHS and that it is because demand for its services is growing but recruitment and funding is not. We will have to wait and see if more funding is forthcoming: meanwhile we have to make efficient use of the resources we have. At Northgate Medical Practice a lot has been done and more is in the offing to help you get help.

### **Your Local Pharmacy**

Remember that pharmacists are fully qualified to offer you advice on minor ailments and provide you with appropriate (non-prescription) medicines, and they can supply the things you should always have at hand in your first aid box.

### **Your Surgery**

The surgery is where you get to see your doctor, but it also gives access to a wide range of health care services as well. For example here at NMP you will find the following. They are not all available on site but you can be referred to them.

- Child Health surveillance
- Cervical smear services
- New Patient screening
- NHS Health Checks
- Maternity Medical services

- Health Promotion clinics:
  - Asthma
  - Chronic diseases
  - Diabetes
  - Hypertension
- Minor Surgery
- Smoking Cessation
- Well Women Clinics
- Well Men Clinics
- Travel Health and Immunisation Clinics
- General and Addiction counselling
- Physiotherapy
- Osteopathy
- Diabetic Ophthalmic screening
- Medicals for LGV/PSV licence requirements or for insurance and pre-employment purposes.

Ask about these services at reception: they are available throughout the day up to 8 pm. On training days, afternoon sessions run from 5 pm until 8 pm.

### **Appointments with a Doctor**

You can make routine appointment with a doctor in person, by telephone or online. Ask at reception for details of how to book online: phone lines open at 8 am.

If your problem is urgent you will need to make use of our drop in clinic (now known as the Urgent Care Clinic). This clinic will deal with one acute emergency on the day. All patients will be assessed by the Nurse Practitioner, Clinical Pharmacist or Paramedic Practitioner, depending on your clinical need. If any of the clinicians think they cannot deal with your problem, they will refer you to the on call Duty Doctor.

Be prepared to answer some questions about your problem: this is not nosiness on the part of the receptionists, but a way

of making sure you see the right healthcare specialist.

The problem of long waits to see a doctor is nationwide and NMP is working hard to recruit more doctors: meanwhile we have the services of three locums

Dr John Ighodaro

Dr Lynne Wright

Dr Justine Lyell

to help with the pressure.

### **Primary Care Out of Hours and Away from the Surgery**

**NHS 111** is a service available 24/7 for advice on your problem. I can tell you from the experience of my family and friends that not only is the advice good but they can even make an appointment for you at a Minor Injuries Unit if necessary. 111 is their phone number.

**Minor Injury Units:** Though we do not have an Accident and Emergency unit at the Kent and Canterbury Hospital, we do have access to two Minor Injury Units (there are 17 altogether in East Kent) close by. One is at the hospital, the other is at the Estuary View Medical Centre in Whitstable. They can deal with the following:

- Suspected broken bones
- Children over 1 with a minor injury
- Minor eye injuries and infections
- Minor back shoulder or chest injuries
- Minor burns and scalds
- Insect and animal bites
- Strains and sprains
- Dressings
- Cuts and wounds
- Minor head injuries
- Wound infections

The hospital unit is open all day every day; Estuary View is open Monday to Saturday 8 am to 8 pm.

### **What about problems with mental health?**

Again your first stop is to see your GP and get a referral to an appropriate service, but it is also possible to self-refer. There is a very helpful leaflet produced by the Canterbury and Coastal Clinical Commissioning Group which has a lot of information about what is available to help you and how to access it. Go to:

[www.canterburycoastalccg.nhs.uk/about-you/mental-health](http://www.canterburycoastalccg.nhs.uk/about-you/mental-health)

### **Dementia**

Age UK run a drop-in clinic in Canterbury for sufferers from dementia and their carers. They are held on every third Thursday of the month from 3 to 5 pm at the headquarters in Castle Row, telephone 01227 462368. The next one is on February 20<sup>th</sup> 2020

### **Social Prescribing**

What is Social Prescribing?

- Social Prescribing helps patients explore extra services that may support you to improve your health & sense of wellness.
- Helps you start to live again rather than just survive

How does it work?

- Referrals usually come via a member of the GP Practice Health Care Team (GP, Nurse, other health professionals or other practice staff)
- You will be contacted by Social Prescriber within 5 days to discuss your current situation and a plan will be made together

- This could be a home visit, invite to the surgery or information provided.
- A listening ear, and discuss what YOU want to achieve “What matters to you”
- Help with your journey to engage with relevant support, this could include support groups
- Empower YOU to make choices and “take control”

Services Provided to Include

- Community Groups
- Befriending, counselling and other support groups
- Financial advice and support
- Transport
- Care Support
- Housing Issues
- Assessing specialist services and support
- Any Social Issues

Everyone is an individual & has different needs – Social Prescribing can provide tailored support.

*This newsletter was prepared by the NMP Patients Participation Group. The chair is Stephen Thomas and he can be contacted on 01227 451974.*