

Northdown Surgery Newsletter

April 2017

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JOIN UP – Patient Participation Group (PPG)

Our PPG currently has a membership of 864 patients. Items are sent to our members via email (or by post if patients are not online) and are viewable on the surgery website and in the waiting room. The PPG meets quarterly and all patients are welcome to attend, whether you are a member or not. If you would like to become a member of our patient group, please download a form from the website (under the Patient Group tab) or fill in a form at Reception. You will be sent communications about 4 times per year, including surgery surveys, PPG minutes etc.

Next PPG meeting date

Our next meeting will be held on **Wednesday, 12th April 2017 at 6.30pm in the surgery**. Please contact the PPG Chairman (Shirley Madin) if you wish to raise items for the next meeting. The PPG email address is chairnorthdownprg@outlook.com.

Patient Access Online

Have you signed up yet?

Have you signed up yet to our Patient Access system yet?

This system enables you to not only book appointments and request prescriptions online, but also allows you to see the results of your blood tests (once the GP has reviewed the results). You will be able to access your medically coded records and any letters sent to or from the surgery about your care, including hospital letters etc.

Another feature with this system is that you can chose to share your record. Sharing your medical record generates a link that you can share with a health professional or relative for 24 hours which gives details of medication and allergies. Your shared record will be available for 24 hours via a unique link and secured using an access code. You can stop

	<p>sharing your medical record at any time.</p> <p>To gain access to this system, please download a “request for online access to my medical record” form from our website or get a copy from Reception. Once you have completed this form and brought in the necessary ID, the details and access will be granted – please note that this takes up to 10 working days to do. You will then be posted details on how to complete your access to the Patient Access system.</p> <p><i>You may have noticed that recently there has been a problem in viewing documents on this system – this has now been rectified.</i></p>
<p>Triage Appointments Explained</p>	<p><u>Telephone Triage Appointments now available</u></p> <p>Every morning there are two different types of telephone triage slots.</p> <p>Telephone Triage – clinical assessment will be made during the initial phone call and should the clinician feel that a face to face appointment is required, an appointment will be made for that afternoon with a clinician.</p> <p>Home Visit Triage – clinician will triage to see if the patient needs a home visit or advice/prescription over the phone.</p> <p>Cancellations/Did Not Attend</p> <p>The number of appointments wasted by non-cancellation or non-attendance is very slowly continuing to decrease. Please remember if you are not able to attend an appointment for any reason, inform us as soon as possible in order for us to be able to offer the appointment to another patient. For any patient who fails to attend three appointments in a twelve month period, consideration will be given to removing them from our list of registered patients.</p>
<p><u>Recent Staff Changes</u></p>	<p>We have said goodbye and wish good luck to: Hannah Goulding from the Reception team. Claire Collard has left the practice. Tricia Lukas has now taken retirement. Carol Gammon has now taken retirement. Dr Ryder has now also retired (for the last time)</p> <p>We have recruited and welcomed:</p>

	<p>Wendy Blake as Practice Manager Dawn Mills as Deputy Practice Manager. Charlotte Tilley – Student Nurse with us until September 2017 Charlotte Greenwood – Student HCA on 3 month rotation here</p> <p>Changes to Staff roles: Lawrence Grant is now the Reception Lead Claire Heatley is now the Practice Nurse Lead Jess Moreton has now doing her Business Manager role again.</p> <p>We are still advertising to try to fill clinical vacancies and hope that we will be able to recruit further clinicians over the next few months. Please note that there is a national shortage of GPs so all areas of the country are finding it extremely difficult to recruit doctors. Nevertheless, we are advertising and will continue to seek clinical colleagues to support our surgery. We have yet to attract “retired” GPs to relocate to Thanet and to work at our surgery and are hopeful that this will generate new recruits to our clinical team. We continue to employ some excellent Locum GPs on a temporary basis to try to alleviate the problem.</p>
<p><u>Please give feedback on your surgery</u></p>	<p>There are various ways to give feedback about the surgery:–</p> <ul style="list-style-type: none"> • You can leave feedback on the NHS choices website at http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=36062 • Friends and Family feedback sheets obtainable from Reception – box on reception for completed forms so anonymity is maintained. <p>We are constantly making changes to improve our services and your comments help us to make these changes. It would be nice to know whether the changes have had a positive or negative effect. Please also feel welcome to leave suggestions for the surgery in our “Suggestions Box” in the surgery waiting room or write in to the surgery.</p> <p>Should you wish to make a complaint, the surgery has a specific complaints procedure. Please contact the surgery direct and we can then follow up your complaint, investigate and change working practices if necessary.</p>

	<p><i>Please note that using tools such as social media etc. to make personal attacks and berate staff is not acceptable and will not be responded to and may result in action being taken by the surgery and health authority.</i></p>
<p>Patient Invite Letters</p>	<p>We sometimes write to patients who have a long term condition, i.e. asthma or diabetes etc., to come for an annual check. This gives us an opportunity to see how you are doing, do some tests and check your condition. It gives you the opportunity to ask questions about your condition and treatment. Part of the reason for this check is to ensure that the medication you are taking is still the most suitable for your current condition. If you do not attend for your review it makes it difficult for us to continue to issue repeat medication.</p> <p>As most reviews are booked with the Practice Nurses, some of these appointments last for 30 minutes. There is a trend for patients to book these appointments and then not turn up (without prior cancelling) sometimes wasting several hours-worth of appointment time each day which could be used for other patients. Please attend your booked appointment.</p>
<p>Planning ahead for holidays</p>	<p>At this time of year it is nice to dream about getting away to exotic destinations – as part of your holiday planning remember that you may need vaccinations and that these need to be done a while before you travel. You need to have your immunisations at least 4 to 6 weeks before you travel. So if you are going away, book a telephone appointment with our nurse and she can discuss where you are going and what you need. She will then, if appropriate, book you an appointment if necessary, to give you the correct injections and advice at the time of your appointment. You will need to pay for Malaria prescriptions and one or two of the more exotic vaccinations are charged for.</p> <p>Chargeable vaccinations include meningococcal meningitis, hepatitis B, yellow fever*, rabies*, tuberculosis, Japanese encephalitis* and tick-borne encephalitis*, regardless of whether you have the vaccinations at your GP surgery or at a private travel clinic. The Nurse will discuss this with you.</p> <p>*These particular vaccinations cannot be done at the surgery and if needed you may have to go to at a travel clinic at Ashford.</p>

<p>Website</p>	<p>Please visit our website from time to time at www.northdownsurgery.org.uk. There are often some useful tips and links that are updated regularly and there is a section on our Patient Participation Group activities and also on how to gain access to your medical records online via the Patient Access portal.</p>
<p>Future Fund Raising</p>	<p>On 28th May 2017, some of Northdown surgery staff and squad are doing a 26 mile cycle ride along the Viking Coastal Cycle Route to raise money for our local Pilgrims Hospice. Please donate to our worthy cause via the link below or see Reception to pop some money in our collection box. www.justgiving.com/fundraising/Northdown-Surgery</p>
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