

# Northdown Surgery Newsletter

## December 2017

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**Out of hours: 111 (free call)**

### News update from our Practice Manager

Bethesda Surgery has submitted plans for an expansion to its existing building and Northdown Surgery have been asked to merge with them. This we have accepted on the provision that the lease we have on our current building here is taken over by the TCCG. The build is due to start about July next year 2018 and will be completed hopefully by the end of the year but definitely by March 2020. We cannot do anything further at this point as it is not official. As soon as it is there will be patient consultation period and media coverage. The new build will give us a better opportunity to expand our services and hopefully attract more GP's which we know is what we lack most.

This is not a takeover we will be merging and working as one practice, there will be no redundancies everyone will be keeping their job. We will become one practice so you will have more choice of GP but at the same time you will still be able to see your registered GP if this is who you want to see. The building will be double the size with some of the room being used for Social Prescribing, for example diabetic groups, AGE Concern for advice. Gradually over the next 2 years we will start to merge our protocols, procedures, teams and services so once we move completely we will have already been working together.

### 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. Our next meeting will be held on **Wednesday, 10<sup>th</sup> January**

	<p><b>2018 at 6.30pm in the surgery.</b> Please contact the PPG Chairman (Janet Dell) if you wish to raise items for the next meeting. The PPG email address is <a href="mailto:chairnorthdownprg@outlook.com">chairnorthdownprg@outlook.com</a>.</p>
<p><b>PPG Chairman's Report</b></p>	<p>I have attended three external meetings in the last few months.</p> <p>The First was at the Yarrow Hotel, on 27th July and was headed as a, "Listening Event. Dr. Tony Martin of the Clinical commissioning Group headed the meeting, and the matters discussed were:-</p> <p>Why services need to change  Feedback so far on what has been previously said  The model proposed for change.</p> <p>On 2nd August I attended the Thanet Clinical Commissioning Group Meeting at Thanet district Council headed by Clive Hart a Lay member of the TCCG. During this, Oena Windibank gave a presentation on Esther Cafes which was originally rolled out by Health and Social Care in Sweden. Her presentation was both enlightening and interesting to say the least.</p> <p>Finally may I wish each and every one of you a very happy and healthy Christmas and may 2018 bring you more good health and good fortune.</p>
<p><b>Patient Access Online</b></p> <p><b><i>Have you signed up yet?</i></b></p>	<p><b><i>Have you signed up yet to our Patient Access system yet?</i></b></p> <p>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.</p> <p>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 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 –</p>

	<p>please note that this may take up to 10 working days to process. You will then be posted details on how to complete your access to the Patient Access system.</p>
<p><b>Missed Appointments</b></p>	<p><b>Cancellations/Did Not Attend</b>  It is extremely frustrating for staff when patients do not attend (DNA) their booked appointments, particularly when other patients are sometimes not able to get an appointment when needed. The number of appointments wasted by non-cancellation or non-attendance is very slowly continuing to decrease. <b>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.</b> 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><b><u>Recent Staff Changes</u></b></p>	<p>We have said goodbye and wish good luck to the following folks:  Rebecca Hodges from the Reception team and Rebecca Adams from the Nursing team have both decided not to re-join us, after their maternity leave. Deb Wray has now left the practice.  Dr Greenwald has now left to go on to her next rotation within the NHS.</p> <p>We have recruited and welcomed:  Paul Nolan – Student Nurse for a 3 month period  Dr Kayzia Ballantyne – Doctor, has also joined us for her GP rotation.</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. We continue to employ some excellent Locum GPs on a long term temporary basis to try to alleviate the problem.</p>
<p><b><u>Please give feedback on your surgery</u></b></p>	<p><b>There are various ways to give feedback about the surgery:–</b></p> <ul style="list-style-type: none"> <li>• You can leave feedback on the NHS choices website at <a href="http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=36062">http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=36062</a></li> <li>• Friends and Family feedback sheets obtainable from Reception – box on reception for completed forms so anonymity is maintained.</li> </ul>

	<p>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><b>Postal difficulties</b></p>	<p>We have been experiencing some difficulty with non-delivery of our letters during October and early November. The company we used, despite taking preventative measures, were still failing to deliver, so we have now dispensed with their services. We apologise for any inconvenience this may have caused.</p>
<p><b>Website</b></p>	<p>Please visit our website from time to time at <a href="http://www.northdownsurgery.org.uk">www.northdownsurgery.org.uk</a>. 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><b>Fund Raising in 2017</b></p>	<p>We have held several fund raising events this year. Some of our staff and families undertook a 26 mile cycle ride along the Viking Coastal Cycle Route in May to raise money for our local Pilgrims Hospice and the amount raised was just under £1,000 which was amazing. We have also held a raffle in aid of Wear it Pink breast cancer which raised another £55.60. Our surgery staff have also made a Christmas card donation and paid to wear a Christmas jumper during this week and raised just under £50 which we have donated to the food bank at St Paul's church, Cliftonville. Thank you for all your support during the year.</p>
<p><b>Seasons Greetings</b></p>	<p>The staff at the surgery would all like to wish you and your families, best wishes for Christmas and for 2018.</p>
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