

# PATIENT'S NEWSLETTER

LAST EVER EDITION OF MEDWAY MEDICAL CENTRE GROUP

Created by the Patient Participation Group with Doctors

Please note: if you have an electronic copy then the underlined text is a link to the website of that subject



## Time for Change .....

**Working Together we can make it better**

**by Dr. Carpenter on 12th July**

### **An update on CQC:**

The surgery has been working closely with the health board (Integrated Care Board ), Reach Healthcare doctors and managers to improve our practices and we would like to reassure our patients that we have taken onboard the feedback from the CQC inspection. We are in regular correspondence with the CQC with a 4 weekly report

Dr Carpenter has now been a partner at the surgery for 8 months. He has been involved behind the scenes in shaping the surgery to improve access and patient care. He regularly leads clinical meetings and works on projects within the practice in relation to the recent CQC inspection.

The surgery is proud to host our first student - we would like thank our patients for consulting with our student Sahiste during her 8 week placement. As a note, a doctor will always review patients alongside a student.

### **Merger information:**

We are excited to announce that the surgery will be merging with Reach Healthcare on the 27th August 2024. The new practice will be called Reach Healthcare, our phone number will remain the same.



#### **Practise news**

##### **IRSV Vaccine**

A New vaccine has been announced to people aged 75 to 79 which will be coming in September. It will also be available to pregnant women from 28 weeks. RSV is the virus behind the common cold / cough in winter.

##### **You said, we did.....Calls**

**Improved our call answering times** . We have welcomed Edith and Imogen into our team as new receptionists. Both sites are trying to answer calls promptly to reduce call queues.

##### **You said, we did.....**

**More appointments.** We have on average an extra 25 appointments a week. We aim to see most people within a week.

##### **You said, we did.....**

**Less delay in issuing prescriptions.** We have improved our prescription signing service with the help of new pharmacists to reduce delays in the prescription process.

##### **You said, we did.....**

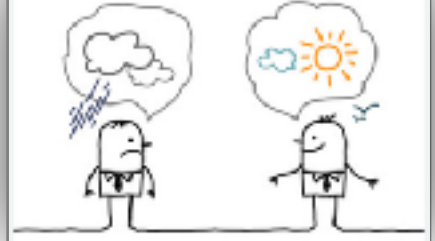
**Telephone calls** - we have asked our clinicians to try and call as close to the designated time as possible within a 1-hour window.

##### **You said, we did.....**

Using **Anima** to help deal with requests for sick notes, private letters and reports means less delays for patients.



## Radical Optimism that change brings...



### You said, we did.....

**Access to nursing staff.** We are now able to offer nursing appointments at both Malvern Road and Railside sites. This means asthma reviews, diabetic checks, pill checks and smear tests at both sites. We would like to thank our new nurses Michelle and Bernadette for their help. Please do book for your smear test if you are due.

### You said, we did.....

**How will this improve GP...**

We will look at best practice of how others have progressed and improved to aspire to good standards of care.

Work with us to make it better for

## You

How, join or speak to our PPG, we meet them frequently to understand the patient voice. Contact them via email below or leave a message at any reception asking some one from the PPG to call you.

Email

[PPGmemberMedway@virginmedia.com](mailto:PPGmemberMedway@virginmedia.com)

Thank you for all the contributors of past Newsletters, we are not going away just rebranded to include all the patients of the merged group -to be called REACH Healthcare and the PPGs will join to form one group representing all patients.



To maximise our operational aspect of the practices we need to merge our information systems. This will be done over the Bank Holiday weekend 23-26th August to minimise any disruption while we are closed.

We will not be closing any of our sites and you will have access to further sites at Lordswood Healthy Living Centre, Walderslade Village Surgery and Balmoral Healthy Living Centre.

There will no change to the receptionists, doctors, nurses or nurse practitioners.

We are hoping to offer even greater access to appointments and more services such as women's health clinics, minor surgery and extra diagnostic tests like spirometry.

The current structure of GP services need much more than doctors and reception/admin staff. Small GPs will find it harder to survive the demands of NHS England to provide many more services in these practices and to extend their normal opening times!

### **Working together we can make it better.**

#### **How will this affect patients?**

It is very **important** to get your prescription/s in before 20<sup>th</sup> August 2024 to ensure it is processed in good time of the information merger process and the Bank Holiday weekend.

Your appointments with Doctor, Health Practitioner or nurse will be the same locations you normally attend, unless you request otherwise.

During the data merging process, you will not be able to access your GP record on any app. After 27<sup>th</sup> you will need to re-sign into your NHS or any other app after the merger if you are using this to access your NHS Health information from GP and Patient Knows Best (referrals, hospital stuff). Details on how to do this and further advice will be given in the next newsletter, poster, etc., during August.