



Patient Participation Group (PPG) Newsletter

December 2019

Christmas opening times



Please note that the surgery will be closing at 6.30pm on Tuesday 24th December and will reopen at 8.00am on Friday 27th December. It will then close at 6.30pm on Tuesday 31st December and will reopen at 8.00am on Thursday 2nd January.

Are you waiting 10-14 days for a prescription? What can you do?

We understand from several patients that if you drop your prescription off it may not be taken to the Surgery on that day. This delay may mean that your prescription will not be ready when expected. Check the procedure with your pharmacy when you leave your prescription.

What you can do:

1. Before you leave your repeat prescription ask when it will be taken to the surgery ?
2. Are you able to take your repeat to the surgery, there is a repeat prescription box (no need to queue) in the waiting room) for you to leave it there.
3. **Sign up online** to order your prescription from the comfort of your own home and have it delivered to your chosen pharmacy when it is ready. Check out the website www.theheronmedicalpractice.co.uk and select the online services tab or ask for information from reception.

Do you know your pulse?

Being aware of your pulse is important because it may indicate an abnormal heart rate or rhythm.

Atrial Fibrillation (AF) is the most common type of irregular heart rhythm. Over 1 million people in the UK are living with the condition and it gets more common as we get older. AF means your heart is not working as well as it could be and this could increase your risk of stroke by up to five times. If you have AF your doctor will look to treat both the condition and your risk of stroke. The correct treatment can prevent AF causing a stroke.

Crystal the practice pharmacist has trained a small team of volunteers from the Patient Group (PPG) to help patients check their pulse and they will be setting up a small area in the waiting room in the surgeries in the New Year to show you how to do this.

Feedback from AGM questionnaire

We asked what three things in the practice would you like to see an improvement in. You replied:

Would like to see the same doctor- It is not always possible to make an appointment or see the same doctor. However all of the doctors have access to your records and notes. Your main medical conditions/ health issues are detailed for any doctor or other clinician to see. There are other clinicians in the practice who would be able to see you and may be able to help. There is a **Pharmacist** based at the surgery who can help with issues regarding your medication, and any problems you may be having. The **Nurse Practitioner** can deal with many health issues and can refer you to another service or hospital if needed, or issue a prescription.

Would like to get an appointment with the doctor- There is a shortage of doctors throughout the NHS and the practice has employed more nurses, and other health professionals to help keep up with demand and to relieve the pressure on the doctors. Sometimes it may be more appropriate to see one of these other clinicians. There is a **Nurse Practitioner**, who can diagnose, prescribe and refer patients where it is needed. The practice trains **qualified doctors** to become GP's and they are called **Registrars**, They have a trainer and mentor within the practice (one of the GP partners) and these **Registrars** are available to see patients and you can book an appointment with them.

Would like to wait less time for an appointment - It may be appropriate to speak to the doctor on call if your problem cannot wait for an appointment. There is a doctor on call every day who speaks to patients on the phone, ask for a telephone consultation. Alternatively an appointment with the nurse, nurse practitioner or pharmacist maybe more appropriate. There are also appointments available in the evening and at the weekends, where local doctors in Herne Bay are on duty in the Queen Victoria Memorial Hospital. You can book these appointments via the surgery.

Would like it to be easier to get through on the phone, and calls be answered in less time - You can sign up to make appointments online, please ask at reception or visit the website www.theheronmedicalpractice.co.uk to register for this service. This enables you to make appointments on line as well as ordering your repeat prescriptions.

Primary Care Networks

More people are living with long term conditions, such as heart disease, diabetes, asthma, or have mental health issues, creating a need and demand to use local health service more often. To meet the needs of patients, practices have been working together and also with others such as social care, pharmacists, hospitals, community services and patient groups (PPG's) to improve services locally (Heron Bay Networking Group)

Your Patient Group (PPG) covering the four practices in the Heron Medical Practice (St Anne's, Beltinge, William Street and Hersden) has been meeting with the other practices in town which come under The Park Surgery and the Primary Care Networking team. We have been discussing how to meet the needs of local patients and improve collaboration between practices and others in the local health and social care system

This Heron Bay Networking group should help in providing more personalised, coordinated and integrated health and social care. This should take account of the needs of the local population. Your views on what is needed locally is therefore invaluable, please share your thoughts and suggestions with the PPG. You can email on ccccg.ppg-heron@nhs.net or leave your suggestions in the PPG box in the waiting room located in each surgery.

Patient Group and how to contact us

We have boxes in reception areas at St Anne's Surgery, Beltinge & Reculver Surgery and William Street Surgery where you can post your questions/feedback to the PPG. In addition we now have a direct email address: ccccg.ppg-heron@nhs.net Please do get in touch.