

The Hawkinge & Elham Valley Practice
PATIENT PARTICIPATION GROUP (PPG)
NEWSLETTER **ISSUE 2, Summer 2016**

INTRODUCTION

Welcome to the second Newsletter of the Patient Participation Group (PPG). This issue contains

- A list of some of the services you can obtain as a patient of the Practice
- An update on savings made through the medicines management project
- A review of how to obtain a repeat prescription
- A staff update
- A reminder of how to book an appointment in either the Hawkinge or Elham surgeries
- An update on GPs in the Practice
- Brief information about the PPG and how to contact us

We hope you find this helpful and are interested to become involved in our work.

SERVICES AVAILABLE

The following services are available either at the surgery or via the surgery by referral. This is not an exhaustive list.

- Counselling
- Blood taking clinics
- ECGs
- 24 hour Blood Pressure monitoring
- Travel Clinic (this is a private service and incurs a £15 fee)
- Ear Syringing
- Women's health (coil fitting, cervical smears etc)
- NHS Healthchecks
- Walk-in Contraception clinic
- Physiotherapy

MEDICINES MANAGEMENT

In our last Newsletter we reported on a pilot project being undertaken in the Practice to ensure that you receive only the medicines that you need and are prescribed for you - safer for you and avoiding any waste. This project applies to those who use the repeat prescriptions service, in particular, through a pharmacy or local company.

Thank you to those patients affected by this change. As a result of changing how you receive your medicines significant savings are being made and other Practices are signing up to the process following the lead taken by our Practice.

REPEAT PRESCRIPTIONS

This is a gentle reminder on behalf of the Practice that they need 2 working days to process repeat prescriptions. For safety reasons requests for repeat medication will not be accepted over the telephone.

If you have a GP appointment please do not ask the GP to process your repeat medication at the time of your appointment. Please hand the repeat slip to the reception staff before going in for your appointment.

NEW SURGERY STAFF

Welcome to the following who have joined or re-joined the Practice:

Emma Drake – Practice Nurse
Clare Bowden – Senior Practice Nurse
Rie Hancox – Reception/Administrator
Nikki Smith – Reception/Administrator

Telephone Numbers:
Surgery times:

Hawkinge: 03000 425555
08.30 to 18.30 (Mon – Fri)
08.30 to 12.30 (Sat, pre-bookable)

Elham: 01303 840213
08.30 to 13.00 (Mon – Fri)

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GP APPOINTMENTS

There are a number of ways to book a GP appointment:

Telephone

The numbers to call are listed at the bottom of this page. Phone lines are open from 08.00 but surgeries start at 08.30. Please note that if you cannot get through on one of the numbers then do please call the other - appointments for either site can be booked on both numbers. As part of a group of Folkestone Practices our Practice is now able to offer appointments from 10.00 to 20.00 seven days a week. They still operate from the surgeries during the core hours (see surgery times below) but there is also a GP based at the Royal Victoria Hospital who will see patients from 10.00 to 20.00 for any acute (new / urgent) problems. Full access to your medical records is available to the GP in the Royal Victoria Hospital and they are able to refer and prescribe medication. These appointments are booked via the surgery either by calling the Practice or visiting the Practice in person.

On line

If you want to use this method you need to be registered with the Practice and obtain a username and password - for more information contact the receptionist in the Practice.

Drop in

Call in to one of the surgeries and speak to the receptionist - note the opening hours listed at the bottom of this page.

GENERAL PRACTITIONERS

The names of the GPs in the Practice are as follows:

Dr Qasim Mahmood - Partner

Dr Gavin Oochit – Partner

Dr Peter LeFeuvre – Salaried GP

Dr Theodora Nelson – Salaried GP
(starting 9/8/16)

Dr Hassan Khan – Salaried GP (starting
1/11/16)

If you want to see a preferred doctor please make this clear to the receptionist if you telephone for an appointment. Please note that this may mean a longer wait to see the doctor of your choice.

Also note that the Practice has become a Training Practice and the first doctor trainee will be with the practice in August. Dr Mahmood will be mentoring newly trained doctors (one at a time) who are deciding whether to enter general practice or a hospital environment (a specialism).

Dr Stewart remains a partner in the Practice but no longer has appointments for patients. He has been released from his clinical responsibilities to help and advise on developing services in the local area.

ABOUT THE PPG

The PPG has been set up to encourage patients registered with the Practice to be better informed and put forward views and ideas on local healthcare services. Those views and ideas will help to inform the Partners and staff of the Practice to plan and develop the services they provide or commission. To contact the PPG please ask a member of staff or email us at:
hawkingeelhamppg@outlook.com

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