

INTRODUCTION

Welcome to the fourth Newsletter of the Patient Participation Group (PPG).
This issue contains information about



- Alert - Measles
- You say, we listen
- See, Treat and Diagnose
- Practice website
- NHS Choices
- Surgery staff
- GPs in the Practice
- New Medical School in Canterbury
- Porchlight
- Kent Healthwatch
- About the PPG

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



ALERT - MEASLES



There is an outbreak of Measles in Kent & Medway with 9 cases being confirmed since the middle of March. The Practice is taking precautionary measures with all staff having their immunity checked and vaccinated with the MMR vaccine as appropriate. The signs and symptoms to look out for include the following:

- High Fever
- Cold Symptoms
- Cough
- Rash
- Conjunctivitis

If your child, or you, have any of these symptoms please **telephone** the Practice. It is important **NOT** to attend the surgery as measles is highly contagious. You will be put on the GP triage list for a call from the GP. If after speaking to the GP you need to be assessed you will be asked to attend at the end of surgery and will be shown to a consulting room in isolation from the rest of the patients for examination. If measles is suspected Public Health England will be notified and a test kit sent out to the patient's home. There is no medical prescription for Measles but anti-inflammatories to reduce fever and muscle aches may be recommended. It is important that any cases are reported to Public Health England.

YOU SAY, WE LISTEN



Thank you to everyone who has left a comment or suggestion in the boxes placed in each surgery. Please keep your ideas coming. Here are some examples of patient feedback, what you have said and how the Practice has responded.

- New telephone number introduced in November 2017 - feedback has been positive
- Two new chairs with arms placed in the waiting room in Elham surgery

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- There was a lovely suggestion to reward good children with sweets. However, this is not a healthy option and may not be welcomed by parents. The Practice is happy to continue handing out stickers.
 - The Practice apologises if you are kept waiting to see the doctor but sometimes the GP is running late because they have had to deal with an emergency call. The reception team will do their best to advise waiting patients if there will be a delay
 - There was a request to show on text reminders which surgery your appointment is in. Unfortunately the system does not allow for this but if you are unsure which surgery to go to do call the surgery the day before your appointment to double check the location
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SEE, TREAT AND DIAGNOSE - What does this mean?

There are two significant factors that mean the delivery of local health and social care is changing. First our needs are changing - with a growth in population and more elderly living at home and independently. Secondly there is a national shortage of doctors and some nursing skills - which we have found with the closure of some GP Practices in the Shepway area. More services are going to be provided in the Royal Victoria Hospital in Folkestone. You will know that there is already a minor injuries unit, phlebotomy and x-ray service in the hospital. Now there is a nurse practitioner led team (with GP supervision) helping with minor illnesses - short term conditions. **You will need to be referred by your GP Practice** and the service will be

- Monday to Friday 08.00 to 20.00
- Saturday 09.00 to 17.00
- Sunday 10.00 to 16.00

This not only gives patients more choices on where to get their treatment but also supports our local GPs so that they can treat patients with long term and chronic conditions and those who are nearing the end of their life. The short term (not chronic) conditions that can be treated by the highly qualified nurse practitioner include the following:

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|------------------------|-------------------------|-------------------------|
| • hay fever | • nose problems such | eczema, scabies, cold |
| • food poisoning | as nose bleed, sinus | sores |
| • ear problems such as | pain | • in-growing toe nails |
| pain / wax | • coughs, colds and | • fungal feet, athletes |
| • eye problems such as | influenza | feet |
| conjunctivitis (but | • mouth ulcers | • bites and stings |
| children need to be | • oral thrush | • ringworm |
| over 2 years old) | • skin problems such as | • shingles |
| • tonsillitis | itching / rashes, | • infected piercings |
| • difficulty sleeping | | |

Also physiotherapy service will be delivered 5 days per week.



Please look at the Practice website. It provides lots of information about the Hawkinge Health Centre and Elham Surgery such as surgery appointment times, dates when the surgeries are closed, how to book an appointment or to request medication or a home visit. Also, there is a lot of help about health-related matters, such as dietary advice, foot health, children's health and wellbeing and long term conditions such as heart disease and cancer. Did you find the website helpful? Is there anything you want added? The Practice would love to hear what you think.

NHS CHOICES

www.nhs.co.uk



This is another very useful website providing lots of information about health conditions and treatments, over 100 topics on healthy living, an essential guide to social care, health news stories unspun and services near you. Do take a look if you are online. You can see reviews about your local services as well as leave a review about a service you have received.

SURGERY STAFF



We welcome a new nurse practitioner – a diabetic specialist who will be running minor illness clinics as well as providing nursing care and helping patients with long term conditions.



In June we will be welcoming back from maternity leave our Practice Nurse, Emma Drake, who had her baby boy in July 2017.



New members of the Administration Team have joined - please bear with them because they are not merely receptionists but do more triaging of patients so there will be lots of training for them.



Last, but by no means least, congratulations to our Practice Manager, Tracy who has just celebrated 20 years with the Practice.

GENERAL PRACTITIONERS in the Practice



Dr Qasim Mahmood - Partner - who will be going on a 6 month sabbatical from April 2018 - all of his clinics will be covered by existing GPs or long term locums

Dr Gavin Oochit - Partner - who can also perform minor surgery, such as removal of warts, skin tags, cysts

Dr Peter LeFeuvre - Salaried GP

Dr Theodora Nelson - Salaried GP - congratulations to Dr Nelson who will shortly be going on maternity leave. Her work will be covered by long term locums.

Dr Ihor Smyrnov - welcome to our new GP who is working 8 sessions per week

Telephone Numbers:
Surgery times:

Hawkinge: 01303 232300
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)

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

NEW MEDICAL SCHOOL IN CANTERBURY



The announcement of a new medical school for Kent and Medway has been described as 'an essential boost' for improving health and care for the people of Kent and Medway. The NHS has particularly welcomed the design of the courses at the school, which involve trainee doctors working across all the sites in Kent and Medway and working in primary care (such as GP practices) from the very beginning of their training. Kent has a particular shortage of General Practitioners. Further information about health and care careers is available on: healthcareers.nhs.uk and skillsforcare.org.uk.

PORCHLIGHT

0800 567 7699

[**info@livewellkent.org.uk**](mailto:info@livewellkent.org.uk)



[**www.porchlight.org.uk**](http://www.porchlight.org.uk)

Are the pressures of life affecting your mental health or your ability to live as independently as you would like? Examples of where Porchlight can help are managing your money, gaining new skills, building your confidence, finding things to do, safety, drugs and smoking, relationships. Not sure if Porchlight is the service for you? Call or email them and they will be able to help you.

KENT HEALTHWATCH **0808 801 01 02**

[**info@healthwatchkent.co.uk**](mailto:info@healthwatchkent.co.uk)

[**www.healthwatchkent.co.uk**](http://www.healthwatchkent.co.uk)



Kent Healthwatch is an independent body set up to champion the views of patients and social care users cross Kent. They work to help local people get the best local health and social care services, improving them for today or shaping them for the future. They would like to hear from you if you have any views on local services. They also provide an information service about local health and social care services.

ABOUT THE PPG

[**hawkingeelhamppg@outlook.com**](mailto:hawkingeelhamppg@outlook.com)



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 ask a member of staff or email us.