

February, 2018



North Ridge Medical Practice PPG Newsletter

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PPG: the Committee for 2017

Helena Waters
(Chair)
Gary Barker (Deputy Chair)
Sandra Cupit
(Treasurer)
Ros Cory (Secretary)
Mike Appelbe
Pam Barker
Rosie Broadbent
Jeremy Carr
Andrew Davis
(Newsletter)
Peter Emberson
Liz King
Dawn Wilkinson

Welcome to our third Newsletter!

The PPG (Patient Participation Group) has been very pleased by the reception of our first two Newsletters. They are distributed from North Ridge Medical Practice, the library, the pharmacy, the Green Shop and other local outlets. The PPG Committee meets every month or so and notes from the meetings are posted on the PPG noticeboard in the waiting room of the practice.

Issue 3

Health Event held at Bowles Lodge on 9th October

Helena Waters, Chair of the PPG, welcomed everyone to Bowles Lodge and briefly explained the aims and objectives of the group. She thanked Peggy Sue Humphrey and Karon Barber for allowing the event to be held at Bowles Lodge and for serving refreshments for the evening. Helena then introduced the three speakers, Mark Atkinson, Dr Saldanha and Dr Blundell.

Changes Planned for local Urgent Care

Mark Atkinson from the West Kent Clinical Commissioning Group outlined the plans for changes to Out of Hours Care. Following a consultation period it is planned that Out of Hours Care will be moved to Pembury and Maidstone Hospitals. This will improve assessment and triage, as Urgent Care and A&E will be on the same site.

Headaches and Migraines

Dr Saldanha introduced himself as a Consultant Neurologist from Maidstone and Tunbridge Wells Hospitals and Spire Healthcare. He also runs a specialist clinic at Kings College Hospital in London. Headaches are a very common problem with 96% of the population affected with 15% suffering from migraine. Migraine is more common in women and tends to run in families. There are a number of ways to self-help including investigating any food triggers, such as cheese, chocolate, citrus and red wine. Drink plenty of water to avoid dehydration and try to keep to a regular sleep pattern. There were lots of questions from the audience and the talk was enjoyed by all.

Surgery Development

Dr Blundell informed the audience that the CCG would only support a new practice building for Hawkhurst if North Ridge and Wish Valley merged to form a Hawkhurst area medical centre. The Cottage Hospital had initially been suggested as a site and a draft plan had been drawn up. However, no further progress had been made for this site, mainly due to problems with funding. Tunbridge Wells council had identified 3 new sites for development within the village. Details would not be confirmed until next spring, but if a development site was to be offered, the developer might build a health centre in order to get planning for more housing. Dr Blundell felt it was important to have a village centre site, so wanted to wait to see what land was available before taking any further action.

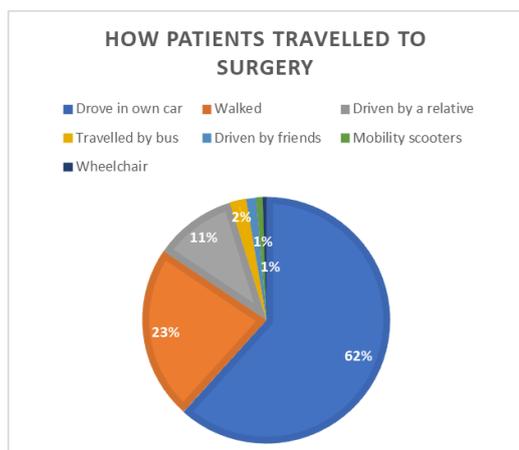
Practice People: Receptionist Charlie Abley

My name is Charlie. I am Lead Receptionist and have worked at the Practice since July 2013. Formerly a trainer in the hospitality industry, I now enjoy the daily contact with patients and the varied workload that the reception team undertakes. As the first point of contact, the team look forward to welcoming our patients old and new to the surgery.



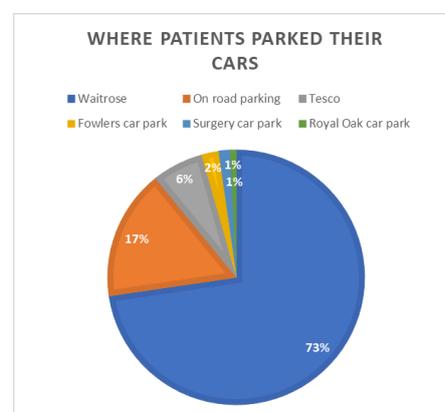
Travel Survey

Patients attending the flu clinics on 27th September and 11th, 18th and 20th October, were asked by PPG volunteers how they travelled to the surgery.



Drove in own car	143
Walked	53
Driven by a relative	25
Travelled by bus	5
Driven by friends	3
Mobility scooters	2
Wheelchair	1
Total	232

Waitrose	101
On road parking	23
Tesco	9
Fowlers car park	3
Surgery car park	2
Royal Oak car park	1
Total	139



Practice Reminders

There are a couple of ways you can help our practice provide the best possible service to the greatest number of patients.

Firstly, please be sure to cancel any unwanted appointments as we are losing many hours to “no shows”. In December, 76 appointments were missed - about 12½ hours of doctor/nurse time. Secondly, please allow 3 full working days to process prescriptions. Think ahead and make sure you do not run out of your repeat medications before requesting the new prescription. Thank you!

Advance Notice

- Our next **Health Event** will be at 7.30 p.m. on 10th April at Bowles Lodge. Our AGM will be followed by a talk on Diabetes by Professor John Pickup.
- **Stroke Services Consultation**
The NHS is asking for people’s views on proposals to establish new 24/7 hyper acute stroke units in Kent and Medway. The consultation runs from Friday 2 February 2018 for 10 weeks until Friday 13 April 2018. You can find out everything you need to know about the consultation here: <https://kentandmedway.nhs.uk/stroke/>. This includes details of the consultation event “Improving acute stroke services in Kent and Medway”, at Angel Centre, Tonbridge, on 15th March 6.30 p.m. to 8.30 p.m.

E-mail: northridge.ppg@nhs.net [Please note this is the PPG e-mail and not for any confidential patient matters]

Find us on

