

## INTRODUCTION

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



- Farewell and Welcome
- Your up to date contact details
- Practice Patient Charter
- Patient On-line Access & MyGP app
- Folkestone GP Surgeries
- Stroke Symptoms
- GPs in the Practice
- Practice website
- NHS Choices
- Kent Healthwatch
- About the PPG

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

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## FAREWELL AND WELCOME



Tracy Doughty will be leaving the Practice on 29 March 2019 (competing with Brexit the Practice has a Trexit!). Tracy has been in the Practice for nearly 21 years and been the Practice Manager for the last 8 and will be sadly missed for her professionalism and caring. We all wish her well for the future.



The Practice is very pleased to announce Tracy's replacement is Angela Black who will join the Practice on 18 March 2019. Angela has been the Assistant Practice Manager in a Rainham Practice. A huge warm welcome to Angela.

A warm welcome also to Elly who joined the Practice in September 2018 as Receptionist / Administrator.

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## YOUR UP TO DATE CONTACT DETAILS ARE IMPORTANT

Make sure YOUR telephone numbers and contact details are up to date in the Practice. This is very important for the Practice sending out text reminders for appointments. You do not want the wrong person to receive YOUR reminder!



If you share a mobile number with other members of your family then they need to know about your appointment so that they do not cancel it when the text reminder is received. Believe it or not, this does happen and the Practice books in another patient - in what was YOUR slot !

On the other hand, if you cannot attend or do not need your appointment then do please let the surgery know. The appointment could be used by another patient but also it costs the Practice money and wasted time if you do not attend.

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## **PRACTICE PATIENT CHARTER**

The practice has developed a Practice Charter which sets out what a patient can expect from the Practice and what the Practice strives to deliver. A copy of this will be included in the registration packs for all new patients registering with the practice and a copy is available on the Practice website ([www.elhamsurgery.co.uk](http://www.elhamsurgery.co.uk)).

Note that the Practice operates a **zero tolerance policy towards violence, threatening and abusive behaviour** which is in place across the NHS. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for the person's safety. The doctors, nurses and staff in the Practice have the right to work in an environment free from violent, threatening or abusive behaviour and everything will be done to protect that right. At no time will any such behaviour be tolerated by the Practice and if a patient does not respect the rights of staff the Practice may choose to inform the police and make arrangements for the patient to be removed from their patient list.

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## **PATIENT ON-LINE ACCESS and MyGP app**

This is a reminder that you can book GP appointments, access your medical records and request repeat prescriptions 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. So that patients have a choice the Practice has introduced the MyGP app which gives patients the facility to order repeat prescriptions online and book GP appointments. The app is very user friendly and also provides patients with the ability to set up medication request reminders, track weight, blood pressure readings etc. You can download this free app from your providers app store - although you will still need to obtain a username and password from the practice.

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## **FOLKESTONE GP SURGERIES**

In our last Newsletter we highlighted that there were changes happening to local care services in our area. As part of the Folkestone Locality Plan improvements to the continuing care of patients in the Folkestone area has been recognised by the Clinical Commissioning Group (CCG). Their plans have been approved for a new super-surgery with further improvements to other practices. The super-surgery will be where the current Manor Road Surgery is situated. It will house four of the surgeries in Folkestone – still operating as individual surgeries but what will be available is the ability to share other services, such as space for outpatient clinics, tests and investigations. This will not replace what is provided in the Royal Victoria Hospital (RVH) in Folkestone where there will still be a minor injuries unit, phlebotomy and x-ray services. The RVH will also continue as the base for the nurse practitioner led team dealing with minor illnesses - appointments for

which can be booked via the practices for evenings and weekends. Unfortunately currently the clinicians at the hub cannot request investigations although this may change in the future.

.....*Watch this space for updates*.....

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## STROKE SYPTOMS

Would you be able to recognise if someone is having a stroke? To help you identify the symptoms of a stroke you can follow the **FAST** protocol:

- Is the patient unconscious? (if yes dial 999 and do not continue asking any other questions). Ask for the ambulance and give the Patient's name, address, age and medical history - if known. Obviously if the call is being made by Joe Bloggs in the street this information may not be known.
  - **F**ACE has the patient's face fallen on one side?
  - **A**RMS - can they raise both of their arms and keep them there?
  - **S**PEECH - is their speech slurred?
  - **T**IME - if you see anyone with these symptoms DIAL 999
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## GENERAL PRACTITIONERS in the Practice



**Dr Qasim Mahmood** - Partner - also mentors junior doctors joining the Practice

**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 - on maternity leave until June 2019. Her work is being covered by long term locums.

**Dr Ihor Smyrnov** - Salaried GP

**Dr Ola Ogunnuga** - Long term locum GP who has been covering for Dr Nelson

**Dr Precious Nwafor** - Junior doctor being mentored by Dr Mahmood and with the Practice until the end of April 2019

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.

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## PRACTICE WEBSITE


[www.elhamsurgery.co.uk](http://www.elhamsurgery.co.uk)

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.

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## NHS CHOICES

[www.nhs.co.uk](http://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.

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## 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 across 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.

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## ABOUT THE PPG

**NOTE our new email address:**

[hawkingeelhamppg3@outlook.com](mailto:hawkingeelhamppg3@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.

The PPG is particularly keen to recruit younger people to the group - please do get involved and help us to help the Practice deliver good services to everyone - young AND old alike!

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