



Spring 2019

## Canterbury Medical Practice Newsletter

### Welcome

Hello and welcome to the new edition of the Canterbury Medical Practice newsletter. Here we will bring you all the latest news, surgery updates and health information.

#### In this issue:

- New Littlebourne Surgery update
- K&C hospital site– new surgery plans
- Patient participation group—what it is and how you can get involved.
- Patient access
- Change to the appointment system
- Staff update

### New Littlebourne Surgery

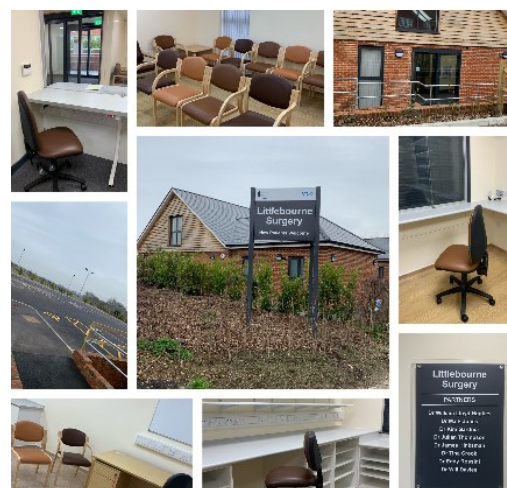
Canterbury Medical Practice is very excited to provide our patients with an update regarding the much anticipated new Littlebourne Surgery.

The project was due to be completed in 2018 however there was a delay in getting the IT line installed.

The IT line is being installed on the 19th June. All being well the surgery could be moving in early July.

We will announce the formal move in date as soon as this has been agreed.

The new surgery address will be : **Court Hill Littlebourne Canterbury Kent CT3 1TX**



#### Bridge Health Centre

Tel: 01227 831900

Fax: 01227 832967

#### Cossington House Surgery

Tel: 01227 763377

Fax: 01227 819048

#### London Road Surgery

Tel: 01227 463128

Fax: 01227 786308

#### Littlebourne Surgery

Tel: 01227 721515

Fax: 01227 721676

Dispensary: 01227 721561

Email : [ccccg.cmp@nhs.net](mailto:ccccg.cmp@nhs.net)

#### Check out our website:

[www.canterburymedicalpractice.nhs.uk](http://www.canterburymedicalpractice.nhs.uk)



#### Surgery Closures/Out of Hours

In the case of urgent need when the practice is closed please call NHS 111. Your needs will be assessed and advice offered or arrangements to meet a Doctor.

**The next surgery closure training afternoon is Wednesday 19th June.**

### Kent and Canterbury Hospital Site

The new surgery on the hospital site is scheduled to be completed by approximately July 2020.



## Patient Participation Group

The practice has a patient group whose membership comprises of patients from all four of our sites. The group meet four times a year to discuss ways in which we can improve our services that we offer to our patients.

If you would like to join please do not hesitate to contact our chairman Michael Stewart on **01227 830344** or [platformtickets@aol.com](mailto:platformtickets@aol.com) or alternatively you can fill out a form on our website [www.canterburymedicalpractice.nhs.uk](http://www.canterburymedicalpractice.nhs.uk) .



**The next PPG meeting is Tuesday 10th July at 18:30 - Bridge Health Centre.**

## Patient Access

Are you tired of waiting to get through to the surgery to make an appointment or order medication? Did you know you can use patient access to book routine appointments and order your repeat medication from your tablet, smartphone or computer.

**Please see our website for more information or ask a receptionist on how to register. (Photo ID will be required)**

Register online at <https://www.patientaccess.com/> If you have pre- registered online you will need to bring ID in to the practice within three months otherwise your registration will timeout.

## Change to Appointment System

As of 1st April 2019 Canterbury Medical Practice introduced a new system for urgent same day appointment requests. This has been introduced to improve patient care, patient access and reduce waiting times.

You will still be able to book routine appointments in advance either via reception or online. For same day requests, however, the aim is to make sure that those who need to be seen by a Doctor or a Nurse Practitioner are given priority. When you request a same day appointment the reception team will ask you briefly to explain the reason and you will be booked in for a telephone call-back. This will help the clinician to have an explanation of why you are ringing. Which will allow them to prioritise their calls more effectively (i.e. a sick note or chasing a hospital referral). However, if you do not wish to provide an explanation that is fine, just inform the receptionist.

When the clinician returns the call they will discuss your health needs and decide jointly with you the best course of action. This new system will help us to make sure you get the right care with the right person at the right time and use NHS resources in the most efficient and appropriate way.

**The Patient Participation Group were fully informed and involved in this change to the way you can access same urgent day appointments but we will also be keen to hear your feedback to make sure we adjust and improve the new system.**

## Staff Update

Canterbury Medical Practice are very excited to welcome some new members of staff who have recently joined the practice.

**We would like to welcome to our clinical and nursing team:**

**Isla Clark** has also joined the practice as a advanced nurse practitioner and will be working in our city hubs. **Dr Einass Osman** has joined the practice as a GP Locum and will be working within our city hubs. **Karly Madams** has joined the practice as a Practice Nurse. **Nadra Constance** will be joining the practice from 3rd June as advanced nurse practitioner. We would also like to welcome two new GP registrars to the practice and we wish both Dr Vinci Naruka and Dr Nabita.

**We would like to welcome to our admin and reception team:**

**Donna Robertson** has joined the practice as a senior administrator and **Caroline Blamey** has joined the team as our new medical secretary. **Dee**

**Stenning** has joined the practice as our practice manager. **Sophie Rogers** will be joining our reception team from 10th June. We also would like to welcome **Freda Chandler and Amy Cook** to the team as bank staff.