

# Canterbury Medical Practice Newsletter

Spring /Summer 2020

**Partners:** Dr William Lloyd Hughes; Dr Julian Thompson; Dr James Hinksman;  
Dr Tina Crook; Dr Eddy Rossini; Dr Will Davies; Dr David Gregory



## Welcome to the Spring/Summer edition of the Canterbury Medical Practice newsletter.

### Bridge Health Centre

Tel: 01227 831900

Fax: 01227 832967

### Cossington House Surgery

Tel: 01227 763377

Fax: 01227 819048

### Littlebourne Surgery

Tel: 01227 721515

Fax: 01227 721676

Dispensary: 01227 721561

### London Road Surgery

Tel: 01227 463128

Fax: 01227 786308

### Email :

kmccg.cmp@nhs.net

### Check out our website:

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

This edition of the newsletter  
contains:

- Coronavirus information for patients
- NHS 'Open for business campaign'
- E-Consulting
- NHS App
- New Practice Website
- Principal Patient Trial
- Kent & Canterbury New Premises Update
- Staff Update

**Canterbury Medical Practice** has approximately 22000 Registered patients across all four sites. To provide general medical services for our practice population we have 5 Advanced Nurse Practitioners; 2 Health Care Assistants; 17 GPs; 8 Nurses; 2 GP Trainees and 1 Phlebotomist.

We have a dedicated team of 56 Administrators and Dispensers. As a practice we aim to work collaboratively with other healthcare providers and support organisations to enable more patients to be treated in a primary care setting, closer to home.

### We aim to:

- Provide high quality care
- Meet our patient's needs
- Act with integrity and complete confidentiality
- Be courteous, approachable, friendly and accommodating.
- Ensure we provide safe and effective services and environments
- Treat all patients and staff with dignity, respect and honesty
- To put patient care at the centre of what we do.
- Use feedback, monitoring and auditing to continuously improve our services
- To maintain a motivated and skilled workforce.

### Practice Announcement:

After 32 years in General Practice Dr Lloyd Hughes has announced his well-deserved retirement, his last working day with Canterbury Medical Practice will be Wednesday 1st July 2020. We would like to take this opportunity to thank Dr Lloyd Hughes for all his hard work and dedication, he will be greatly missed.

### Message from Dr Lloyd Hughes:



"I have had a truly exceptional & enjoyable 32 years in family doctoring, school medicine & anaesthesia, and thank all of my colleagues & patients for making this such a fulfilling part of my life.

It does seem strange to be leaving the partnership at this time but during the current health emergency I will, as with other recently retired colleagues, be willing to offer my services to the NHS if they are continued to be required. I will be extremely sad to complete this part of my working life."

## COVID-19

Canterbury Medical Practice would like to thank all of our patients and staff whose actions have helped reduce the transmission of coronavirus in our community, in what has been a particular challenging time.

As the UK enters the next phase we ask our patients to still adhere to social distancing, hand hygiene and working from home if you are able. We would also like to say a big thank-you to our patients for adapting to new access systems during this difficult time by utilising other methods of consulting with our clinicians such as eConsult, telephone triage and telephone/video consultations.

### Practice Updates

We are grateful that our patients have been following the Government's advice to stay at home, protecting the NHS and saving lives. Although it will be a while before we are back to any sort of normality the practice and the NHS are here and ready to deal with any problems not related to Coronavirus. Please contact the surgery in the first instance and after the surgery has closed please visit NHS 111 or call 111 if you do not access to the internet.

In terms of our appointment system we are offering telephone triage appointments to all of our patients and using video calls where appropriate.

We have also introduced telephone and video consultations for our **Physiotherapy** and **Osteopathy** clinics.

Also in these difficult times the surgery has PPE stations in place by the front doors of our three open surgeries, Littlebourne, Bridge Health Centre and London Road. We are asking all of our patients who attend the surgery to don a mask when visiting the practice and to use the hand gel supplied. Please dispose of the masks provided by the practice in the clinical waste bins as you exit the surgery.

### Littlebourne Surgery

Please note Littlebourne Surgery re-opened for face to face appointments on Thursday 28th May. This is for patients invited to attend the surgery after being triaged by a clinician over the phone.

The doors will remain closed and if you arrive early for an appointment you will be asked to wait in your car or outside the surgery adopting the 2m social distancing regulations.

Bridge and London Road will remain open and Cossington House Surgery will be re-opening soon.

### Symptoms of Coronavirus

- A new or continuous cough
- A high temperature of 37.5°C and above
- Breathing difficulties
- Loss of taste and/or smell



### What to do if you have symptoms:

**Stay at home (self-isolate)** – do not leave your home or have visitors. Anyone you live with, and anyone in your support bubble, must also self-isolate.

**Get a test** – get a test to check if you have coronavirus as soon as possible. Anyone you live with, and anyone in your support bubble, should also get a test if they have symptoms.

## NHS 'Open for business' Campaign

If you need medical help the NHS is still here for you and you can contact the practice either by phone or via the e-consult app. If you need **urgent** medical help and the practice is closed please visit NHS 111 online or call 111 if you have not got access to the internet. If it is **serious or life-threatening** please ring 999.

### Prescriptions

You can still order your repeat medication via the NHS app, Patient Access or via email. If you are self-isolating or have symptoms of Coronavirus please ask a friend, relative or a volunteer to collect it on your behalf. To help the practice with supplying medicines to everyone who needs them we ask our patients to only order your repeat medication in your normal quantities at the usual time.

### Routine Vaccinations

Whilst many services within the practice has been temporarily deferred we are still asking for babies and children to have their routine vaccinations. These protect against serious and potentially deadly illnesses and will stop any outbreaks in the community. **If you have any concerns please contact the practice for advice.**

### Other medical concerns

- If you have a symptom you are concerned please call the surgery so the Doctor can discuss this with you over the telephone.
- If you think a family member is suffering from a stroke please call 999.

#### The symptoms of a stroke are as follows:

Face—is the arm drooping/fallen on one side? Can they smile?

Arms— can they raise both arms and keep them there?

Speech— is it slurred?

Time— call 999

- If you are **pregnant** it is important that you still attend your antenatal appointments and continue to seek advice from your midwife. If you have any concerns please contact the surgery.
- If you have concerns relating to your **baby or child** please call the surgery or NHS 111 if the surgery is closed.
- The NHS is here to support you through this difficult time as well as your physical health. If you are concerned about your or your family member's **mental health** please contact the surgery. Alternatively please visit [www.nhs.uk/conditions/stress-anxiety-depression/](http://www.nhs.uk/conditions/stress-anxiety-depression/) for more information.

## New Practice Website

Please take a look at our new website that went live on Thursday 2nd April. We welcome your comments & suggestions.

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

## Organ Donation Law Changes

From 20th May 2020 adults in England will be considered as potential organ donors, unless they opt out or are excluded.

For more information please visit: <https://www.organdonation.nhs.uk/uk-laws/organ-donation-law-in-england/>

## Patient Participation Group

Please note Patient Participation Group (PPG) meetings are currently postponed in line with government guidance. However, we are looking into setting up a virtual meeting with our PPG members and will be in touch with details of this in due course.

## Econsulting— *consult your GP Online*

Econsulting enables GP practices to offer online consultations to patients, check symptoms and provide around the clock NHS self-help information.

To submit a econsult please visit our website [www.canterburymedicalpractice.nhs.uk](http://www.canterburymedicalpractice.nhs.uk) where you will see a link on our home page. Once you have submitted your econsult (whether that is for general advice, administrative help or help for a particular condition). The practice will review the information and get back to you.

You can also submit a econsultation via the NHS app which is free to download from the App store on Apple devices or via the Google play store on Android devices.

## NHS Patient App

NHS England have introduced the first national app which is suitable for all patients over the age of **13** to use and are registered with a connected GP Surgery.

With the NHS app you can:

- Check your symptoms using the 'Symptom Checker' and get immediate advice.
- Book or cancel appointments at your GP Surgery.
- Order repeat medication
- View your medical record
- Register to be an organ donor and easily manage your preference on the NHS Organ Donor Register.
- Choose how the NHS uses your data.
- Complete and submit e-consultations



You can download the app from your smartphone via the App store or Google Play.

Or for more information please ask reception.

## Principle Patient Trial

Dr Thompson is assisting with a COVID-19 clinical trial which you may have seen recently in the news.



You are eligible to participate in the trial if you meet any of the following criteria:

- Has your Doctor or Nurse said you are likely to have a COVID 19 infection?
- Or do you have these symptoms? Continuous, new or worsening cough or a high temperature.
- Are you aged 65 and above?
- Or are you aged 50-64 with any of these illnesses:
  - High blood pressure and/or heart disease
  - Diabetes not treated with insulin
    - Asthma or lung disease
  - Stroke or neurological problems
    - Liver disease
  - Weakened immune system due to serious illness or medication.

For more information please either call **0800 138 0880** or visit [www.principletrial.org](http://www.principletrial.org)

## New Premises Update

The new, state-of-the-art medical centre building for Canterbury Medical Practice will open at the end of this year. It will house the services currently carried out at the Cossington House and London Road sites.

The new build will be:

- Two storey with disabled access.
- Based at the Kent and Canterbury Hospital site with dedicated patient parking.
- Consisting of 12 consulting rooms, 3 treatment rooms and a special minor-ops facility.
- CQC compliant with infection control and health & safety in line with national standards.
- Ultra- energy efficient; eco-friendly design with solar panels and LED lighting throughout.



## Staff Update

Canterbury Medical Practice would like to introduce some new members of staff who have joined us recently.

### Clinical Team:

**Dr Kate Peirce** joined the practice in April and will be largely based in the city hub.

**Dr Adrian North** joined the practice in April and will also be largely based in the city hub.

**Dr Anthony Onuchukwu** joined in April and will be largely based in the rural hub.

**Liz** joined the practice as a Practice Nurse.

### Reception Team:

**Jill** joined the practice as a receptionist.

**Colette & Alfie** have both joined the practice as receptionists.

**Susan** joined the practice as a scanning administrator.

**Kerry** joined the practice as a Reception Supervisor.

### Dispensary:

**Therese** – joined the practice as a Pharmacy Technician

And lastly please join us in wishing the staff listed below good luck and best wishes in their future endeavours:

### Leavers:

**Trudy (Littlebourne Dispenser)** who has left the practice at the end of February.

### Retirement:

**Dr Mark Jones (GP Partner)**

**Gina (Practice Nurse)**

**Gill (Health Care Assistant)**