

# Canterbury Medical Practice Newsletter

Winter 2019/2020



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



**Welcome to the winter 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

## **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

## **Check out our website:**

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

## **Surgery Closures Reminder**

In the case of urgent need and when the practice is closed please call NHS 111.

Your needs will be assessed and advice provided and/or arrangements to meet a Doctor.

**The next PLT (Practice closed for training) is:  
Tuesday 12th November.**

**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; 3 Health Care Assistants; 13 GPs; 8 Nurses and 1 Phlebotomist.

We also have a dedicated team of Administrative staff; Managers and Receptionists. 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.

### **In the last three months we as a practice have:**

#### **GPs:**

- Triaged over 4000 patients for urgent on the day advice
- Seen over 2500 patients in routine appointments
- Over 1500 routine telephone calls
- Issued over 7500 repeat prescriptions
- Visited over 300 patients at home

#### **Nurses:**

- Over 4000 nurse appointments attended
- Carried out over 1500 blood test appointments
- Carried out over 200 blood pressure checks

#### **In this edition of the newsletter:**

- Littlebourne Official Opening Ceremony
- Kent & Canterbury New Premises Update
- Patient Access
- Proxy Access
- 'AccuRx' Text Messaging service
- Flu Vaccine Reminder
- Developing Place Based Learning (DPBL)
- Staff update

## Littlebourne Official Opening Ceremony

On Friday 18th October Littlebourne Surgery had it's official opening ceremony. Despite the weather it was a great turn out with sixty or more attending this special occasion.

**Canterbury Medical Practice** would like to thank all those who attended and making this a wonderful evening. Also Canterbury Medical Practice would like to pass on a special thank-you to **Dr Hinksman** and **Dr Peter Sykes** for their wonderful speeches and involvement throughout the evening.



## Kent and Canterbury Silver Spade Ceremony

In July building work officially commenced on the new premises at Kent & Canterbury Hospital. A silver spade ceremony was held to mark the occasion. The new building will provide space for additional services and will include a patient carpark, twelve consulting rooms and four treatment rooms.

**Completion is scheduled for Summer 2020.**

**Dr Bill Lloyd-Hughes, Canterbury Medical Practice Commented:** "We are delighted that, after a long wait, we will soon be able to welcome patients from our

Cossington House and London Road premises to our new facility – we are all looking forward to moving in next summer as soon as construction work has finished. We've no doubt that our new premises will be an attractive environment for GPs and other members of the practice team to work in, and for all our patients to visit."



## Patient Access

Don't forget you can register for our online service Patient Access. This will allow you to order repeat prescriptions & book routine appointments all from your smartphone; computer or tablet.

To register for this service please attend your surgery with a form of photo identification and after completing your registration form you will receive a PIN document to access this service. You can pre-register online but you will still need to attend the surgery within three months to complete the registration process with photo identification.

If you would like to view your medical records you can access this via Patient Access but please note it will take **four-six weeks** to process this request.

**For more information please ask at reception or visit our website.**

## Proxy Access

Patient access has introduced a unique new feature to its online service which allows patients to nominate a family member to have the ability to order repeat medication and book routine appointments online. If you would like to nominate someone to as your proxy you will both need to attend your surgery and complete a registration form. Please note you will both need to bring photo identification when you register.

Some things to consider prior to registering:

### Misunderstood Information

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record maybe highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery so we can arrange a telephone appointment with the Doctor.

### Choosing to share your information with someone

It's up to you whether or not you share your information with others-perhaps family members or carers. It is your choice, but also your responsibility to keep the information safe and secure.

### Coercion

If you think you maybe pressured into revealing details from your patient access to someone else against your will, it is best you do not register at this time.

### Forgotten History

There maybe something you have forgotten about in your record that you may find upsetting.

### Abnormal Results/Bad News

If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to the Doctor or the surgery is closed and you cannot contact them.

### Information about someone else

If you spot something in your record that is not about you or you notice other errors, please log out of the system immediately and contact the practice.



## AccuRx Text Messaging Service

We have introduced a new service where the Doctors can now send you text messages about your medical care. For example if you have had a blood test the Doctor can send you a text message to inform you whether further action is required. We can also inform you if there is a prescription awaiting collection. These messages will contain private and sensitive information so please ensure we have your **up-to-date contact details**. If you would prefer to opt out of this service please inform reception.

## Flu Vaccination Reminder

If you are aged 65 or over; suffer from a chronic disease such as Diabetes; Asthma; Chronic Heart or Kidney Disease or are currently pregnant please call the surgery to book in for your flu vaccine.

If you are eligible and would not like a vaccine **please inform** reception so that we may update your medical records. Likewise if you have had your vaccination elsewhere please inform the surgery so we may update your medical records.

We are still awaiting **delivery dates** for the children flu vaccines but will provide further Information as soon as possible.

## Developing Place Based Learning (DPBL)

DPBL is immersive learning that takes place within the working environment, allowing understanding of the local context.

By the end of the workshop all participants will have:

- Had the opportunity to work together to consider what the enablers are to develop an effective PBL environment.
- Considered what activity is required to develop PBL
- Considered what the values are required to develop PBL.

The next workshops are as follows:

**29th October 13:00:17:00**

*William Harvey Hospital,  
Kennington Road,  
Willesborough ,  
Ashford  
TN24 0LZ*

**8th November 13:00-17:00**

*South Kent Coast CCG Offices,  
White Cliffs Business Park,  
Council Offices,  
Dover,  
CT16 3PJ*

**To register please go to the following link :** <https://www.eventbrite.co.uk/e/developing-place-based-learning-in-primary-care-tickets-64612946061>

Or if you have any questions please contact: [ek@astkenttraininghub.org](mailto:ek@astkenttraininghub.org) or [ruth.germaine@nhs.net](mailto:ruth.germaine@nhs.net)



**East Kent**  
Training Hub

Securing the Workforce for the Future

## Staff Update

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

**Margaret Bearman, Amy Cook and Sophie Rogers** have joined the practice as new receptionists.

**Pippa Hilary** is now a Team Leader support for the reception team.



**Nicola Cloughley & Debbie Williams** have joined the practice as Social Prescribing Link Worker.

**A Social Prescribing Link Worker:** takes a holistic approach to their health and wellbeing, connecting people to community groups and working collaboratively with all local partners. Social Prescribing Link Workers will work as part of the Canterbury South and North Primary Care Network and help strengthen community and personal resilience and reduces health and wellbeing inequalities by addressing the wider determinants of health. This will also benefit people with long term conditions and provide support for those with mental health problems; people are who are lonely or isolated or have complex social needs.

**Martin Rayner** has joined the Practice as a clinical pharmacist and will be working across Canterbury.

**Susan Duff** has joined the practice as a dispenser at Littlebourne Surgery. We would also like to welcome **Lynn Webb** who joins the practice as a dispenser at Littlebourne Surgery for the next 12months as maternity cover.

**Dr Thornton** has joined the practice as a locum and will be working across both the city and rural sites.

**Nadra Constance** has joined the practice as an Advanced Nurse Practitioner and will be working across the city and rural sites.

**Conor Creedon & Natasha Santos** have recently joined the practice as physiotherapists.

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

**Mandy Chandler (Reception Team Leader)**

**Judy Twyman (Receptionist)**

**Lisa Twyman (Dispenser and Phlebotomist)**

**Gina Jones (who will be retiring at the end of December 2019)**

Canterbury Medical Practice would like to thank-you all for your hard work and commitment to the practice.