

Sellindge Surgery

Spring Newsletter 2022

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Primary Care Network (PCN)

On April 1st 2022 Sellindge surgery became part of the newly formed Mid Kent PCN.

The Mid Kent PCN comprises of 8 surgeries throughout Mid-Kent which includes Faversham Practices.

The last few months have been very positive with life returning to normal, albeit a new kind of normal.

Appointments

Our appointment system is constantly under review and our aim has always been to keep our Patients and Staff as safe as possible,

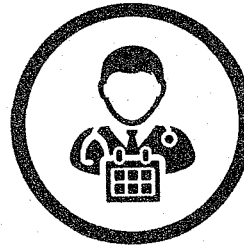
Currently the Doctors are offering a triage appointment system. After your initial telephone call with the Doctor, the Doctor will advise if a face to face appointment is necessary and they will book this appointment themselves.

We are now able to prebook **Routine** appointments. These appointments are for non-urgent matters or ongoing conditions.

If you require an **Urgent** on the day appointment please telephone the surgery at 8am. On the day appoint-

ments are only to be used for conditions that need immediate medical assistance and are not available for ongoing conditions.

Please give reception a brief reason for the nature of your enquiry, this helps the Doctor to triage and manage their clinics most effectively



eConsult

eConsult was introduced by the surgery in 2021 to ensure a greater number of patients needs are met safely and effectively. eConsult is an online consultation and triage service that is easily accessible through the Sellindge Surgery website. You do not need any log in details or passwords to access

the service. This in turn means you are able to free up the phone lines for emergencies or for those patients who are not able to access the internet,

By submitting an eConsult the surgery can ensure every patient gets the right care—be the request be clinical or administrative in nature.

Dispensary

Opening times:

Mon 09.00-12.00 & 14.00-17.00

Tues: 09.00-12.00 & 14.00-17.00

Weds 09.00-13.00

Thursday: 09.00-12.00 & 14.00-17.00

Friday: 09.00-12.00 & 14.00-17.00

The Dispensary's phone lines are operational from 10.00 –12.00 & 14.00-16.00

Please select option 3 to speak to dispensary.

Please allow 5 working days for your medication to be ready for collection.

(Dispensary opening times are under review)

e consult

Urgent treatment centres (UTC)

The introduction of UTCs has been paramount in ensuring patients are treated in a timely and effective manner.

Urgent treatment Centres are GP led and are open at least 12 hours a day.

Urgent treatment centres also ease the pressure on hospitals, leaving other parts of the system free to treat the most serious cases

Appointments can be booked through the 111 service.

Conditions that can be treated at Urgent treatment centres include:

- Sprains and strains
- Suspected broken limbs
- Minor head injuries
- Cuts and grazes
- Bites and stings
- Minor scalds and burnes
- Ear and throat infection
- Skin infections and rashes
- Eye problems
- Coughs and colds
- High temperature in children and adults
- Stomach pain
- Vomiting and diarrhoea
- Emergency contraception



NHS 111

NHS 111 can help if you have an urgent medical problem and you're not sure what to do.

You can visit 111.nhs.uk (for people aged 5 and over)

NHS 111 is available 24 hours a day, 7 days a week including bank holidays.

How NHS 111 works:

- Find out what local service can help you
- be connected to a nurse, emergency dentist, pharmacist or GP
- get a face-to-face appointment if you need one
- be given an arrival time if you need to go to A&E – this might mean you spend less time in A&E
- be told how to get any medicine you need
- get self-care advice

Care Quality Commission

In response to Covid 19 the CQC suspended all routine inspections. To ensure that the Public have the continued assurance of safety and quality of care the CQC have used a combination of onsite and off site monitoring. In accordance with this approach the CQC carried out a review of Sellindge Surgery in August 2021.

We are delighted to report that Sellindge Surgery has been

Awarded a rating of 'Good'

This is testament to how hard working and dedicated the staff at Sellindge surgery have been throughout the Covid 19 pandemic and continue to be

Inspected and rated

Good

 Care Quality Commission

Weight Management Enhanced Scheme

Sellindge surgery are actively taking part in the Weight Management Enhanced Scheme.

The aim of the Enhanced Service is to identify patients who want to be referred to an appropriate weight management programme.

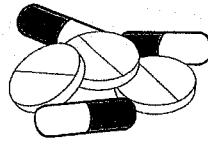
It is the surgery's intention, where clinically appropriate, to update patients BMI's annually.

This enables the surgery to refer to weight management services to help patients manage their weight and improve their health.

Pharmacist & Pharmacy Technician

We are delighted to welcome our new Pharmacist and Pharmacy Technician who will be working at Sellindge and another Practice in our PCN.

Our Pharmacist and Pharmacy Technician will be responsible for medication reviews and medication amendments as requested by clinicians in primary and secondary care



Specimen /Sample drop off times

In order for patients samples to be tested and processed correctly, please ensure all specimens/samples arrive at the surgery by 1pm at the latest.

This enables our Clinicians to process the samples correctly and safely in time for our hospital collections.

Any samples received after this time may be rejected.

Please ensure all samples are in correct specimen pots to avoid delay in sending your sample to the hospital.



Staffing updates

We have recently recruited an Office Co-ordinator who will be supporting our Practice Manager and Assistant Practice Manager

We have welcomed 2 new Dispensers to our Dispensary team

We currently have two apprentices who are working towards a customer services qualification

Patient Participation group (PPG)

We are very fortunate to be supported at Sellindge surgery by our fantastic PPG.

The PPG currently consists of 12 patients who will meet every 2 months on a Monday at 1-2.30 pm at the surgery with Practice staff members.

The PPG and staff members will discuss practice issues and patient experiences to improve the service offered at the surgery.

If you would like to join the PPG please contact our Office Co-ordinator by email: sellindge.surgery@nhs.net

We have a current vacancy for a PPG Chairperson, please email your interest to our Office Co-ordinator at sellindge.surgery@nhs.net

Patient feedback

Patient feedback is always welcome at the surgery in any form, please read some of the fantastic feedback the surgery has received in the last 6 months:

'I wish to pass on my thanks to the surgery. In comparison to my experience 2 years ago the changes made by the surgery have been incredible! The telephones are answered promptly, there are always appointments to book and the care received by the Nursing Team has been incredible'

'Please thank all practice staff for great team work'

Thank-you to the receptionist that helped me at the beginning of the week. She was very kind, efficient and I probably would not be here without her help!

'In the short time I have been at the surgery I have received excellent care.'