

# Sellindge Surgery

## News Letter

### Spring 2024

The Practice will be closed for Protected Learning Time (PLT) from 1pm on the following dates :

Wednesday	1st May 2024
Tuesday	4th June 2024
Wednesday	3rd July 2024
Tuesday	6th August 2024
Wednesday	11th September 2024
Tuesday	8th October 2024
Tuesday	5th November 2014

## Surgery Opening Times

Monday	08.00 - 18.30
Tuesday	08.00 - 18.30
Wednesday	08.00 - 18.30
Thursday	08.00 - 18.30
Friday	08.00 - 18.30
Saturday	Closed
Sunday	Closed

## Easter Opening Hours

We will be closed on Good Friday, 29th March, through to Monday 1st April inclusive, reopen on Tuesday 2nd April at 8am as normal. Please plan ahead to ensure you have any medication required for this closure.



## Dispensary Opening Times

Monday	09.00—12.30	14.00—18.00
Tuesday	09.00—12.30	14.00—18.00
Wednesday	09.00—13.00	Closed
Thursday	09.00—12.30	14.00—18.00
Friday	09.00—12.30	14.00—18.00
Saturday	Closed	Closed
Sunday	Closed	Closed

Please allow 5 working days for repeat prescriptions to be processed.

\* *Please note, the Dispensary: will also be closed on protected leaning time dates listed above.*

### Prescription charges

Single item charge	£9.65
3 month PPC	£31.25
12 month PPC	£111.60
HRT 12 month PPC	£19.30

\* *PPC Pre Payment Certificate*

## Did Not Attend Report

DNA's are appointments that have been booked but not attended. In the last three months there were 176 missed appointments.

December 2023'S DNA = 46

January 2024'S DNA = 75

February 2024'S DNA = 61

This is 176 appointments wasted and that could have been offered to those who have a genuine health concern.

If you have an appointment you no longer need please cancel it either on line or by telephone.

You could be the that patient who urgently requires an appointment!

## eConsult

If you need to do an e-consult, please be aware e-consults are only available 0800-1200 Monday - Friday, except bank holidays

eConsult is an online consultation and triage service which is easily accessible via the Sellindge surgery website. You do not need any login or passwords to access the service. eConsult is available from 08.00– 12noon Monday to Friday only. The GP online services allow you to access a range of services via your computer, mobile or tablet. There are two main ways to access online services for your GP.

1. eConsult, enabling you to contact your GP surgery directly about your health symptoms, conditions or treatment. You can even request things like fit notes and GP letters. eConsult is free to use for NHS patients.

- \* Fill out a quick form
- \* Find your symptom, condition or request
- \* Your practice responds by phone or email, usually by the end of the next working day

2. NHS App or Patient Access

- \* Book or cancel appointments online
- \* Renew or order repeat prescriptions online
- \* View parts of your GP record, including information about blood test results (you would need to specifically ask for this to be turned on), medications and allergies

You will soon be able to use eConsult directly from the NHS App - this is currently being rolled out.

You can still contact the practice by phone or in person, these are just other options, which other patients have found to be more convenient and saves them time. More information including “how to” leaflets and videos of patients and why they are using GP online services are available at [www.nhs.uk/gponlineservices](http://www.nhs.uk/gponlineservices)

If you need urgent care, NHS 111 is there for you 24-hours-a-day. Pharmacists are experts in medicines and can help you with minor health concerns. You can find out opening hours of pharmacies near you on the [NHS England website](http://www.nhs.uk).

## DURING SURGERY CLOSURES

When the surgery is closed, over weekends, bank holidays and training afternoon, should you have an urgent medical problem which cannot wait until we reopen, please contact NHS 111 either by dialling 111 or visiting [111.nhs.uk](http://111.nhs.uk) (for children aged 5 and over). This is a free service. ***If your call is a medical emergency or potentially life threatening, please call 999 or go to your local Accident and Emergency Service.*** If you want to book an appointment at the Surgery, please telephone when we re-open at 8.00 am the following morning.

## Urgent Treatment Centres (UTC)

Urgent Care Treatment Centres (UTC's) are GP lead and are open at least 12 hours per day.

Urgent Treatment Care Centres also ease the pressure on hospitals, leaving other parts of the system free to treat more serious cases.

Appointments can be booked via the 111 service.

Conditions that can be treated at UTC's include.

- |                              |  |
|------------------------------|--|
| * Sprains and strains        | * High temperatures in children and adults |
| * Suspected broken limbs     | * Stomach pains                            |
| * Minor head injuries        | * Vomiting and diarrhoea                   |
| * Cuts and Grazes            | * Emergency contraception                  |
| * Minor scalds               |  |
| * Ear and throat infections  |  |
| * Skin infections and rashes |  |
| * Eye problems               |  |
| * Coughs and colds           |  |

**Measles is circulating, it is serious, very infectious and can cause complications.**  
Especially for those with a weakened immune system, babies under one year and pregnant women.

You need **two doses of MMR vaccine** to protect you, see your **GP practice** to make an appointment.

**It is never too late to have your MMR.**

**i mmunisation**  
the safest way to protect your child



## SEND Parent and Carers Drop in

**When?**  
Once a month on  
Monday 29th January  
Monday 26th February  
Monday 25th March  
Monday 29th April  
Monday 20th May  
Monday 24th June

**Where?**  
Waterside Children's centre  
Turner Close  
Willesborough  
Ashford  
TN24 0PQ

**What time?**  
Any time between  
10:00am-11:30am

Come along once a month to our friendly support group for parents and carers of children with Special Educational Needs and Disabilities. We can provide information, advice and signposting to local support services or just a listening ear. Pick up some helpful resources, meet other families and have a chat.  
All welcome no need to have your child with you.

SEND Stay and Play also runs during this group for Preschool children with SEND to come along and play.



**Bowel cancer screening**  
An easy read guide

**Doing the screening test**

The test looks for tiny amounts of blood in your poo.  
You can do the test on your own or you can ask someone to help you.  
To do the screening test, you need to collect a small amount of your poo.

To catch your poo you can use:

- toilet paper
- a clean empty container

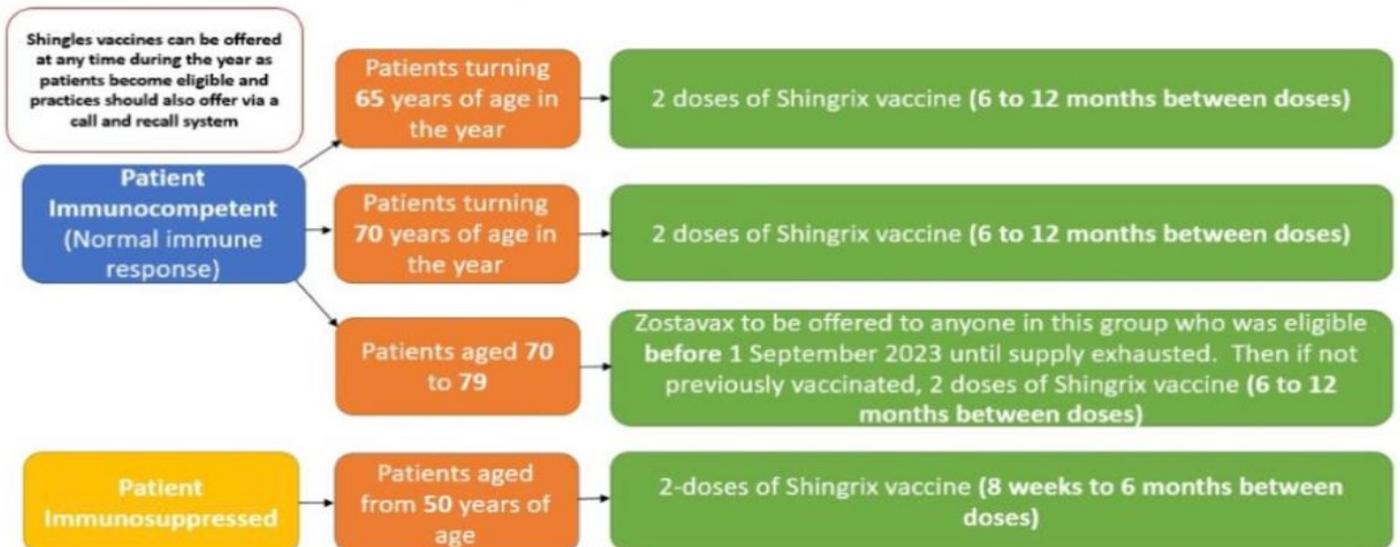
You can call the freephone helpline for advice on 0800 707 60 60

## Make sure you do your bowel cancer screening

Screening saves lives  
Help us help you

## Shingles Vaccination Flowchart

From 1 September 2023 to 31 August 2024



## Specimen/Sample drop off times

In order for patients samples to be tested and processed correctly and safely, please ensure that all specimens / samples are handed in to the reception team by 1pm at the latest.

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

Unfortunately any samples received after this time may be declined.

**Please ensure that all samples are in correct specimen containers To avoid delay in sending your sample to the hospital for testing**



## Our Staff

### Doctors

**Partner:** Dr George Vattakuzhiyil

**Partner:** Dr Lopa Maitra

### Management Team

Joanne, Jan and Emma

### Secretarial Team

Kat and Jodie

### Reception Team

Sarah, Sara, Tracey and Abbie

### Admin Team

Maddie, Amy, Zoe, Sara, Tia

### IT

Ray

### Nursing Team

Cathy and Mandy

### Domestic

Edna

### Clinical pharmacist

Farbia

### Dispensary Team

Meg and Ryan

**We have a clinical support team, who provide a full range of services including but not limited to:**

- \* **Contraceptive Services**
- \* **Maternity Care**
- \* **Health Promotion Clinics**
- \* **Immunisation / Vaccination Clinics**
- \* **Dermascope** - You will need a referral from your GP
- \* **Physiotherapy** - You will need a referral from your GP
- \* **Counselling** - You will need a referral from your GP
- \* **Ultrasound Scans** - You will need a referral from your GP
- \* **Ear, Nose & Throat Clinic (ENT)** - You will need a referral from your GP

## Primary Care Network (PCN)

Sellindge Surgery is part of the Mid Kent Primary Care Network (PCN), this is comprised of 8 surgeries across mid Kent which includes Faversham practices.

The networks were established in 2019 and have already begun working together to provide more services outside the standard surgery opening times. A large part of the Covid-19 vaccination programme has been co-ordinated by PCNs across Kent and Medway.

As they develop further, primary care networks will introduce new healthcare professionals to GP practices, such as specialist nurses, paramedics and pharmacists, make better use of technology to support patients, offer appointments that work around your life with shorter waiting times. You will be able to book on the NHS app for online consultations, phone and face-to-face appointments.



## Patient Participation Group (PPG)

We are fortunate to be supported here at Sellindge Surgery by a group of patients who form the PPG and are currently looking to expand our Group! We are looking to gather patients from a broad spectrum, to get a true across the board representation for our patients.

A Patient Participation Group is a voluntary group of patients and carers who meet quarterly with practice staff at the surgery on a Monday to discuss practice issues, updates and patient experiences, as feed back is important to help improve services provided at Sellindge Surgery and Mid Kent Primary Care Network. We value your feedback to know how we can provide our service. So come get involved.

- Make suggestions and improve the Practice
- Ensure that complaints are taken on board and necessary changes are being made
- Find out more about healthcare provisions in the local area
- Make a contribution to the NHS and wider community
- Learn more about the NHS and GP Practices

If you are a registered patient and would like to become a member of the PPG, please show your interest by emailing **Emma at :- [sellindge.surgery@nhs.net](mailto:sellindge.surgery@nhs.net)**

