

Dartford East Health Centre

Dr C. J. Shimmins & Partners

Patient Newsletter - Summer 2024

DEHC, Pilgrims Way, Dartford DA1 1QY Tel: 01322 421480
Email address (not for appointment bookings): dehc.patient@nhs.net

Staff Changes

This week we say goodbye to Jackie Tinsley, who is retiring having worked as a medical secretary at the practice for 29 years. Next week will see Debbie Moloney retire after 12 years working in our management and admin teams. We will miss them both very much.

And we welcome two new trainee GPs, Dr Pratistha Kharel & Dr Adaeze Nwamarah who will be with us for the next year

What your practice did in July

Appointments booked = 3509
Physio appointments = 116
Cervical smears carried out by our nurses = 94
Blood tests carried out = 430
Shingles vaccines given = 4
New registrations = 189
Child immunisation appointments = 89
Prescriptions issued = 4624

NHS Pharmacy First Advanced Service

Patients can access this new clinical pathway element via referrals from:

- NHS 111 (online, telephone and NHS App)
 - integrated urgent care
 - urgent treatment centres
 - emergency departments
 - 999
 - GPs

Pharmacy First can deal with:

Acute otitis media (1-17yrs)
Impetigo (1yr+)
Infected insect bites (1yr+)
Shingles (18yrs+)
Sinusitis (12yrs+)
Sore throat (5yrs+)
Uncomplicated urinary tract infections
(women 16-64yrs)

Zero Tolerance Policy



Our staff must be able to come to work without fear of violence, abuse or harassment from patients or their relatives. The NHS has a zero tolerance attitude towards violence.

Violent, threatening or abusive behaviour including shouting and swearing will not be tolerated at this practice.

Patients who act in such a manner will be asked to leave the premises; the Police may be called, and you could be removed from our patient list.

Our staff are here to help you, please treat them with respect.

The following numbers of patients did not attend booked appointments with clinical staff at the practice

May **265**

June **228**

July **331**

If you are unable to attend, please call the surgery or email dehc.patient@nhs.net so that we can offer your appointment to another patient

Patient Participation Group (PPG)

Many thanks to those of you who have responded to our text message regarding the PPG. You should now have received an email containing further information.

Flu Season

From September, flu vaccines will be offered to:

Pregnant women

All children aged 2 or 3yrs on 31/8/24

All children in clinical risk groups aged 6mth-18yrs

From October, flu vaccines will be offered to:

Those aged 65+

Those aged 18yrs to under 65yrs in clinical risk groups

Those in long stay residential care homes

Carers in receipt of Carer's Allowance, or main carer of an elderly or disabled person.

Close contact of immunocompromised individuals.

Please look out for your invitation to book.

Respiratory Syncytial Virus (RSV) Vaccine

From September RSV vaccinations will be available for:

Women over 28 weeks pregnant

Adults aged 75+

For more information go to [National RSV vaccination programme announced - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/national-rsv-vaccination-programme-announced)

Please look out for your invitation to book

Mental Health Support

Feeling low, worried or stressed?

Contact Kent and Medway Talking Therapies, free and confidentially, on

www.kmtalkingtherapies.co.uk

0333 091 0414

Text KMTALK to 88802

Useful Telephone Numbers

Darent Valley Hospital – 01322 428100

Gravesham Community Hospital – 01474 360500

Medway Maritime Hospital – 01634 830000



Out of hours service – 111

Samaritans – 116 123

Brent Pharmacy – 01322 223376

Paydens Pharmacy – 01322 220779

Daysol Pharmacy – 01322 224141

Insight Healthcare – 0300 555 5555 or go to www.insighthealthcare.org

Change, grow, live (CGL) – 01474 566659

Kent Police – 01622 690690

Enhanced Access

As part of the PCN we now offer early morning (7-8am) and late evening (6.30-8pm) appointments and some Saturdays.

Please contact the Reception Team.

Sun Safety Tips

Spend time in the shade when the sun is strongest. In the UK, this is between 11am and 3pm from March to October

Make sure you:

- Spend time in the shade between 11am and 3pm
- Never burn
- Cover up with suitable clothing and sunglasses
- Take extra care with children
- Use at least factor 30 sunscreen



Planned Afternoon Closures for Protected Learning Time (12.30pm-6.30pm)

Tuesday 10th September

Wednesday 9th October

Thursday 7th November



CQC overall rating:

Good

21 August 2019