

# Canterbury Medical Practice News



## Merry Christmas

### Bridge Health Centre

Tel: 01227 831900

### Ethelbert Road Surgery

Tel: 01227 763377

### Littlebourne Surgery

Tel: 01227 721515

### Littlebourne Dispensary

01227 721561



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- Staying well this winter
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## Welcome to the Canterbury Medical Practice Newsletter

Welcome to the Christmas Newsletter.

This time of year is always a challenging one for us all, but this year it seems dramatically more so! Obviously we have the usual increase in incidence of respiratory infections, the flu vaccination program, etc, but this year Covid has brought us an additional vaccination program to deliver, as well as giving us the post-lockdown phenomenon, being experienced across the country, of an unprecedented surge in demand for access to General Practice.

Please be assured that we are doing everything we can to cope with this increased demand, and are constantly striving for ways to improve your access to us, to have an appropriate blend of face to face & telephone/video consultations available, and to maintain our staffing levels and wellbeing.

With these challenges in mind, we intend to introduce a more online access system in the near future, which will hopefully provide a more equitable and open system of access to our services for all of you. Watch this space!

Wishing you all a healthy christmas season, and don't forget to get your Covid Booster jabs when you are eligible!



*Dr Julian Thompson,  
Senior Partner,  
Canterbury Medical Practice*



**Merry Christmas  
and  
Happy New Year**

**Email:** KMCCG.CMP@NHS.NET

**Website:** <https://www.canterburymedicalpractice.nhs.uk/>

## GP Partners:

Dr Julian Thompson

Dr James Hinksman

Dr Tina Crook

Dr Eddy Rossini

Dr Jim Cole

Dr David Gregory

## Salaried GPs:

Dr Kim Gardner

Dr Alia Faruqui

Dr Melissa Russell

Dr Aathithan  
Jeyasundaram

For the full practice team  
please visit our website:

<https://www.canterburymedicalpractice.nhs.uk/team?category=doctors>

## Surgery Closures/Out of Hours:

In the case of urgent need when the practice is closed please call NHS 111. Your needs will be assessed and advice offered or arrangements made to meet a Doctor.

## Christmas Opening Times:

Friday 24<sup>th</sup> December-  
**08:00-18:30**

Monday 27<sup>th</sup> December  
– **CLOSED**

Tuesday 28<sup>th</sup> December  
– **CLOSED**

Wednesday 29<sup>th</sup>  
December -**08:00-  
18:30**

Thursday 30<sup>th</sup>  
December-**08:00- 18:30**

Friday 31<sup>st</sup> December -  
**08:00- 18:30**

Monday 3<sup>rd</sup> January-  
**CLOSED**

Tuesday 4<sup>th</sup> January-  
**08:00- 18:30**

## Our Practice Vision

Canterbury Medical Practice's priority is to provide the highest standard of clinical care to the 23,000 patients registered with the Practice as well as those from other practices who are seen in our additional clinics. 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 embrace a continuous improvement ethos and strive to ensure that we are available to patients when they need a consultation. We have a holistic approach to patient care and a strong training ethos within the practice.

All our clinicians work to the standards set out by their professional bodies such as the Nursing and Midwifery Council or the General Medical Council to ensure that patients receive safe, effective care.

All staff are involved in training appropriate to their role to maintain high standards of care including making sure that confidentiality rules are followed and all patients are treated with dignity and respect.

Our Patient Group meets 4 times a year to discuss service feedback and improvements as well as developments within the practice and the wider health and social care context.

### We aim to:

- provide high quality clinical care
- meet our patients needs
- act with integrity and complete confidentiality
- be courteous, approachable, friendly and accommodating
- ensure we provide safe and effective services and environments
- to put patient care at the centre of what we do
- to maintain a motivated and skilled workforce
- use feedback, monitoring and auditing to continuously improve our services
- treat all patients and staff with dignity, respect and honesty

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In the last **three months** Canterbury Medical Practice has:

### GPs:

- Triaged over **8,620** patients for urgent on the day advice
- Seen over **3,347** patients for face-to-face appointments
- Over **3,057** routine telephone calls
- Issued over **8,243** repeat prescriptions
- Visited **500** over patients at home

### Nurses:

- Over **6,900** nurse appointments have been attended
- Carried out over **1,800** blood tests
- Administered **1,551** COVID boosters
- Administered **5,796** flu vaccines



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January 2022

## DRY JANUARY

Established in 2013 by the UK charity Alcohol concern, dry January is the flagship campaign to change the conversation about alcohol. For more information please visit:  
<https://alcoholchange.org.uk/>

## CERVICAL CANCER

## PREVENTION WEEK

17-23<sup>rd</sup> January

One in four women and people with a cervix don't attend cervical screening. Cervical cancer prevention week is about raising awareness of the importance of cervical screening. As well providing information and support. For more information please visit:  
<https://www.jostrust.org.uk/get-involved/campaign/cervical-cancer-prevention-week>

## Surgery Updates

## Quality Improvement Projects

Over the past few months, the practice has formed a new working group looking at different ways that we can improve the services that we offer to patients. The main members of the group are Dr Jim Cole (Partner GP), Jackie Horne (Clinical Services Manager) and Sandra Cook (Reception Manager).

### We have started to:

- Improve access through changes to the phone system as well as utilising text and online services to help reduce the number of calls to the practice.
- Re-structure the reception team with further training with regards to other services available to the practice such as the First Contact Practitioner who is a musculoskeletal specialist, they can assess and make necessary referrals in the same way a GP or Nurse Practitioner can.
- Further utilising the text messaging service to assist with updating patient information, pre-appointment questionnaires to help improve the quality of your consultation, home monitoring of blood pressure where appropriate as well as helping to book appointments
- Reviewing our website and keeping patients up-to-date with the changes

### We have started to look at:

- Increasing the use of online services to help patients access information such as blood results as well as ordering medication and booking online appointments.
- Reviewing the appointment system, we are currently looking at ways that we can improve the system to help ensure patients are booked an appropriate appointment, we are trying to reduce unnecessary steps and increase the availability of pre-bookable appointments.

The improvements were shared with the PPG recently and there was general agreement that the work we are doing is positive, structured and will be moving the practice in the right direction to improve access overall.

We will be running a number of surveys over the next few weeks and value your feedback, please use the contact form on our website if you would like to make any comments or suggestion. **Thank you.**

## Telephone Lines

We are aware of the difficulties patients are experiencing at times when trying to contact the practice by telephone. We are currently reviewing our protocols and systems with an aim to improving this. We are updating our welcome message so that you get to the part where you can select the right option for your call more quickly and we have more trained receptionists available to answer the calls at the peak times.

We do appreciate your patience and understanding.



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## How to contact our different departments at the practice

We have updated the options on our telephones lines to ensure you speak to the right person:

- Option 1 to book an appointment
- Option 2 for a prescription enquiry
- Option 3 for medical secretaries and enquires regarding referrals
- Option 4 for medical reports
- Option 5 to speak with reception about any other matter

All emails into the practice should be sent to [kmccg.cmp@nhs.net](mailto:kmccg.cmp@nhs.net)

But please note emails **are not** suitable for booking or cancelling an appointment or for anything requiring urgent attention or anything clinical.

The contact forms on our website is to notify us of a change of contact details or to provide feedback. Please **do not use** these to arrange an appointment.

We have e-consult on our website which is a good alternative to booking a telephone appointment.

## COVID Booster Vaccination Programme

Across Kent and Medway, the NHS and its partners are working extremely hard to roll out the COVID-19 booster vaccination programme to our communities.

- All adults are eligible from Monday 13 December, and you will be able to book via the National Booking System from Wednesday 15 December.
- You can book your booster for 3 months from the date of second vaccine, and you can access the National Booking System to book the appointment from 2 months.

**Please note:** we are working at pace to increase the availability of appointments so that there are plenty of options for people on the National Booking System. Some local vaccination services will also contact patients directly. New appointments are being added every day across our vaccination services. Further availability will come online from Wednesday 15 December. We will be considering further steps to increase what we can offer again, including opening later and on more days. All of these appointments will be added to the National Booking System and so we encourage everyone who is aged 18 and over, is yet to have their booster and who is approaching 3 months from your second vaccine to use the National Booking System to arrange your appointment when you are able to do so. See more about the vaccination programme in Kent and Medway, including the vaccination service here <https://www.kentandmedwayccg.nhs.uk/your-health/coronavirus/covid19vaccine>

Canterbury Medical Practice held its last 'in-house' vaccination clinic in December after almost a year of clinics and 1000s of vaccinations given. Going forward, we are continuing our efforts and are working collaboratively with the Sea Cadet Hall (vaccination site, Vauxhall Road, Canterbury) to offer covid vaccinations across Canterbury as well continuing to vaccinate those patients who are currently housebound or live in a care home.

**To book your vaccination, please go online via the National Booking Service <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/> or by calling 119, please note, you can also use this service if you require a first or second dose.**

### FAQ

Please visit our website for a list of frequently asked questions :

<https://www.canterburymedicalpractice.nhs.uk/news/coronavirus-vaccinations>

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## Parking at Ethelbert Road

Canterbury Medical Practice wishes to reassure our patients and confirm that parking at our Ethelbert Road Site is free of charge.

However, we do require that our patients & visitors using the car park enter their car registration details into the Parking Eye screen adjacent to the reception desk. If your car registration details are not entered a penalty notice will be issued by parking eye.

If you need to appeal a parking charge notice please visit:

<https://portal.parkingeye.co.uk/>

or write to Appeals Dept, Parking Eye, PO Box 117, Byth, NE24 9EJ.

All appeals must be received within 28 days from the date of initial correspondence. Also, please include proof of your visit such as a text reminder message with the date clearly visible.

## Flu Vaccination Update

We have continued to offer flu vaccinations to all those who are eligible and have our final Saturday clinic at the beginning of December, we will continue to invite eligible patients and run small clinics throughout December at Bridge Health Centre and Ethelbert Road.

We will continue to offer home visits for those who are unable to attend the surgery.

Currently, the practice has vaccinated 83% of the over 65 group, 65% of the 18-65s and 45% of the under 18s who are not having their vaccination at school.

**If you are eligible and have not booked, please contact the practice as soon as possible OR if you have an appointment booked, please request one at the time.**

## Boost your Immunity this winter

A nationwide advertising campaign has launched as part of NHS England and the Department of Health and Social Care's call to the public to get their COVID-19 booster and flu jabs, to protect themselves and their loved ones this winter.

Due to colder weather which favours transmission experts have warned there could be a significant flu surge this winter coinciding with continuing or rising COVID-19 cases.

Vaccines have helped us build a wall of defence and return to a more normal way of life - everyone eligible should boost their immunity with COVID-19 booster vaccines and flu vaccines as winter approaches.

COVID-19 vaccine boosters and the flu vaccine will help maintain the protection for the most vulnerable from serious illness and hospitalization through the winter months.

The multimedia campaign will run on outdoor billboards, broadcast and community radio and TV to support the national vaccine drive.

To coincide with this, the country's leading pharmacies, such as Boots, Asda and LloydsPharmacy, as well as the nation's independent pharmacies, have also joined forces to encourage people to come forward and get their free flu vaccine and COVID-19 booster jab when eligible.

Those who are currently eligible for the COVID-19 booster include:

- Those living in residential care homes for older adults
- All adults aged 50 years or over
- Frontline health and social care workers
- All those aged 16 to 49 years with underlying health conditions that put them at higher risk of severe COVID-19 (as set out in the Green Book) and adult carers
- Adult household contacts of immunosuppressed individuals

People will be invited for the COVID-19 booster jab when it's their turn – we ask our patients to please book online via the National Booking Service or by telephoning 119.



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## Healthier Planet Healthier People

From NHS staff to patients and their families, people are at the heart of the NHS. When we look after the environment we look after them.

Climate change threatens the foundations of good health, with direct and immediate consequences for our patients, the public and the NHS. Taking action now will reduce harmful carbon emissions which will save lives and improve people's health. For example, air pollution is the single greatest threat to human health accounting for 1 in 20 deaths.

The NHS is committed to becoming zero net of emissions by 2040.

To find out more information please search 'Greener NHS.'



## Staying well this winter

Some people are more vulnerable to the effects of cold weather such as:

- People aged 65 and over
- Babies and children under the age of 5
- People on low income
- People who have a long-term health condition
- People who have a disability
- Pregnant ladies
- People who have a mental health condition

If you are aged 65 or over or if you suffer from a long-term health condition it is important you seek medical advice as soon as you feel unwell. You can contact:

- Your local pharmacy
- NHS 111
- Your GP

For many patients you can recover from flu but for others it can make them dangerously ill. If you are invited please ensure you get a flu vaccination & a pneumococcal vaccine (*if you are over the age of 65*).

### Keeping your house warm:

Follow the following tips to keep your family warm and well at home:

- if you're not very mobile, are 65 or over, or have a health condition, such as heart or lung disease, heat your home to at least 18C
- keep your bedroom at 18C all night if you can – and keep bedroom window closed
- if you're under 65, healthy and active, you can safely have your home cooler than 18C, as long as you're comfortable
- use a hot water bottle or electric blanket to keep warm in bed – but do not use both at the same time
- have at least 1 hot meal a day – eating regularly helps keep you warm
- have hot drinks regularly
- to reduce the risk of sudden infant death syndrome (SIDS), babies should sleep in rooms heated to between 16C and 20C
- draw curtains at dusk and keep doors closed to block out draughts
- get your heating system checked regularly by a qualified professional

Please also check on elderly neighbours or relatives to make sure they are safe and well, are warm enough and have stocks of food and medicine. If you are concerned please contact your local council or ring Age UK helpline: 0800 678 1602.

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## NHS 'Help Us, Help You' Campaign

This Winter, NHS England and NHS Improvement launched the next phase of the latest 'Help Us, Help You' campaign which focuses on NHS 111 online. If you have an urgent but not life threatening medical need, make sure you visit NHS 111 online first rather than going straight to A&E. NHS 111 online will help you right away and, if needed, a healthcare professional will call you.

NHS 111 online can direct you to an urgent treatment centre/walk in centre, emergency dental services, GP, pharmacy or another more appropriate local service. If you or your loved one have a life-threatening illness or injury then you should always dial 999.



## N.A.P.P

Please click on the following link to access the C.I.O AGM and seminar on access held on 6<sup>th</sup>

November:

<https://vimeo.com/643011378/9202d66994>

## How to Access your GP

The way people can access their GP practice has changed to ensure patients get the best possible care safely and quickly. We only want people to attend the practice when they need to, in order to keep patients and staff safe from coronavirus.

Adapting to coronavirus means GP practice staff will consider how best to help you, this could mean you receive advice via an online message, over the phone,

or a video consultation, or if clinically appropriate through a face to face appointment.

For more information please visit:

<https://www.canterburymedicalpractice.nhs.uk/news/how-to-access-your-gp>

## Staff Updates

Canterbury Medical Practice would like to welcome the following staff who have recently joined the practice:

- Gemma, Fern , Ellie & Weronica have recently joined the reception team.
- Wendy & Janet have joined the practice nurse team.
- Isabella has joined the administrator team, as a clinical coder.
- Dr Jeyasundaram will be primarily based in the city hub
- Louise (Bank Practice Nurse).
- Claire (Health Care Assistant)
- Issy (Bank Receptionist)

### Change in role:

- Rebecca is now a clinical coder
- Suzanne is now a senior clinical coder.
- Louise, Amy & Gemma are now reception team leaders.

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

- Tania (Admin)
- Charlotte (Reception)
- Colette (Reception)
- Debbie (Care Navigator)
- Sophie (Reception)
- Francesca (Manager)
- Rose (Receptionist)
- Tim (Reception)
- Judith (Manager)
- Mel (Practice Nurse)
- Helen (Admin)
- Dr Peirce



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