

# NEWSLETTER

Canterbury Medical Practice

May- July 2023



## In this Issue

We are bringing back our 3 monthly newsletter after a long break. In this Issue we will go over the staff news (meet our new Doctors and Advanced Clinical Practitioners), How to best access the practice, our past and upcoming QI projects, an introduction to some of our less known services, NHS wide news and upcoming changes, NHS App support group.

## Meet Our New Clinicians

We are delighted to introduce our newest GPs who have joined our Team Dr Peirce and Dr Du Preez have joined our Ethelbert Road Surgery. Dr Santosh Gurung has now joined us as a Permanent GP. Dr Gupta has also joined as a Permanent GP working from Bridge and Littlebourne Surgery.

## Ways to Contact the Practice

### For appointments

To make an appointment call us on 01227 763377 ,01227 721515 or 01227 831900. Alternatively, you can come in to our surgery to speak with Reception who can help you with all your appointment enquiries. We are aware of the telephone line being busy which we are constantly working to improve. Please find below more ways to contact the practice.

### eConsult

eConsult is a great way to contact your GP if you need help for your condition. You can submit an eConsult on our website Monday to Friday 8am to 2pm. Please note that this is not a pathway to request an appointment but to get medical help.

### Repeat Prescriptions

You can order your repeat prescription by dropping your request into the Surgery postbox, via the NHS App, via email, or by handing it to directly to one of our Receptionists. Please note we cannot accept prescription requests over the phone.

## Patient Participation Group

Are you interested in joining us in our PPG meetings as a representative of our patients ?

We meet 4 times a year face to face with the aim to

- Learn more about our patients experiences.
- Make sure that services are designed and adapted to better respond to our patients needs.
- Develop and encourage closer relationships between staff and patients.
- Promote patient education.
- Improve the quality of care we provide.
- Listen to feedback from our patients about any new changes introduced and ensure that the changes make sense to those affected .

**Our next meeting is Tuesday 23rd of May at 12:30pm**

Wish to partake ?

Fill in the sign up form by scanning the below code or visit

<https://www.canterburymedicalpractice.nhs.uk/pg-signup-form>



# A Year in Review: Our Commitment to Quality Improvement

## Quality Improvement Projects

Over the past year our QI team were continuously reviewing our appointment system with the aim to offer more face to face and pre-bookable appointments. for better management of long term conditions and continuity with the patients preferred clinician.

After a lot of work to ensure we have the appointments for patients, but within our capacity, the new appointment system went live on October 31st 2022.

The biggest changes introduced were as follows

- Face to face for routine appointments increased.
- A new Urgent Care Team with a bigger patient capacity to address the urgent health needs of our patients like infections, sudden and acute health deterioration, unwell children and more.
- More routine pre-bookable appointments thanks to the pressure relief from the Urgent Care Team.
- Reduction of "On the day bookable appointments" in favor of appointments bookable in advance.
- Daily Clinical Huddle for Clinicians to give them an opportunity to discuss complicated cases, new guidance and current medical hot topics among other things. The huddle also helps reduce isolation, encouraging clinicians to meet on a daily basis.
- Comprehensive signposting guide for Reception to advice patients were to get the care they need by referring patients to the appropriate team (First Contact Physiotherapy, Clinical Pharmacy Team and more)

The QI team's current project is focusing on repeat prescribing.

The aim of the project is to make the process of repeat prescribing more efficient both from the viewpoint of patient but also for our clinicians .

The team is currently identifying any reoccurring problems with the process to try and reduce them where possible. They are also looking into the potential of longer prescriptions with repeat dispensing that would minimize the need for patient to reorder their medication on a monthly basis making medication management easier and freeing up clinical time.

## Are you getting the right support ?

### An Introduction to Social Prescribing

Social prescribing empowers people to take control of their health and wellbeing through referral to 'link workers' (SPLW) who give time, focus on 'what matters to me' and take a holistic approach to an individual's health and wellbeing, connecting people to community groups and statutory services for practical and emotional support.

SPLW's can help Primary Care Networks to strengthen community and personal resilience and reduces health and wellbeing inequalities by addressing the wider determinants of health, such as debt, poor housing and physical inactivity, by increasing people's active involvement with their local communities.

Social prescribing particularly works for people with long term conditions (including support for mental health), for people who are lonely or isolated, or have complex social needs which affect their wellbeing.

Social prescribing can help address social isolation, care problems/issues, family care, Housing and Financial problems, self management of a long-term condition, poor social circumstances, transportation issues, hoarding, Benefits related issues and more!

Social Prescribing Link workers can help by offering you individualised support through your agreed and chosen pathway, a listening ear, Home visits where appropriate, a non judgmental service, their knowledge and skills and advice by signposting you to the most appropriate support / organisation.



## Fibromyalgia Coffee Drop In

The Social Prescribing Team has recently started a Fibromyalgia Coffee Drop In with the aim to share experiences and reduce isolation.

Would you like to find out more about the coffee drop in or any other enquiries ?

Contact the Social Prescribing Team by email [kmicb.splw@nhs.net](mailto:kmicb.splw@nhs.net)

## NHS App Support Group

Would you like to make the most of the NHS App but you need a little support to navigate the App or you need help downloading it ?

Our PPG members will be running a NHS App support group to support patients that would like to benefit from the possibilities of the app (like requesting repeat medications, booking blood tests and more) but don't know where to begin.

There are currently sessions held on the 1st and 3rd Saturday in the month from 10:30 to 12:00 at the Red Lion in Bridge.

Please note this is not part of the practice support group but another option available

Find out more about the NHS APP following the link below

<https://www.nhs.uk/nhs-app/>



## NHS Prescription News

### HRT Prescription Prepayment Certificate

From 1 April 2023, patients who are not already exempt from NHS prescription charges will be able to purchase an annual HRT PPC for the cost of two single prescription charges. This is in line with Government policy to make HRT medicines more accessible and it is a positive development for patients

The HRT PPC will be available to purchase through the [NHS Business Services Authority \(NHSBSA\) website](#) or from selected pharmacies (i.e. just those pharmacies who choose to provide them).

### Increase of prescription charge

The Department of Health and Social Care (DHSC) has **announced** that from 1st April 2023, the NHS prescription charge will increase to £9.65 per prescription item (note: some items may incur more than one charge). The Government states that these increases are in line with inflation.

### Prescription Prepayment Certificates

Are you on regular medication and not exempt from paying for your medication ?

You may benefit from a Prescription Prepayment Certificate. You can save money by prepaying either every 3 months for £31.25 or £111.60 for 12 months. The certificate covers as many prescriptions as you need for a singular fee. To find out more or to buy one follow the link below

<https://services.nhsbsa.nhs.uk/buy-prescription-prepayment-certificate/start>

