

Patient Newsletter



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Christmas Opening Hours

Christmas Day - **CLOSED**

Boxing Day - **CLOSED**

Monday 29th December -

Open as normal

Tuesday 30th December -

Open as normal

Wednesday 31st December -

Open as normal

New Year's Day - **CLOSED**

Friday 2nd January - **Open as normal**

If you are in need of medical assistance while the surgery is closed please contact NHS

111 who can refer you to the correct service for treatment or advice.

In an emergency please call 999.

WELCOME to your winter patient newsletter!

Patient Participation Group (PPG)

Our PPG has been busy supporting the practice this season. They kindly hosted and organised the Macmillan Coffee Morning on 26th September, raising an incredible £1,500 for Macmillan Cancer Support dedicating it to a much missed PPG member. We're extremely grateful for all their hard work.



The group have also continued to support our flu clinics, helping patients move smoothly through the process during this very busy time of year. Their involvement has made a real difference, and we truly appreciate everything they do for our practice community.

If you are eligible, you can still book your flu vaccine until the end of winter. You can either call the surgery on **01634 687200** or visit your closest surgery reception to make an appointment.

We're also currently teaming up with our PPG on an NHS App project. Keep an eye out for more information.

NHS App – Important Updates Coming Soon

The NHS App will soon be receiving a major update. This includes a refreshed, simplified design that should make it easier to find what you need quickly.

What's changing?

- A new, clearer layout
- Improved navigation
- A new prescription tracker so you can easily check when your medication is ready to collect from your nominated pharmacy.

A quick note about the myGP app:

myGP allows you to enter information such as blood pressure readings, but these **do not** come through to the practice. Any readings you enter into myGP are not sent to Reach Healthcare, so we will not see them.

The NHS App is our recommended choice because it offers the most reliable access to your healthcare information. While we know everyone has their own preference, the NHS App is the one we advise patients to use.

[NHS App and your NHS account - NHS](#)

[NHS App help and support - NHS](#)

Our Commitment to a Greener Future

We're proud to be a **Green Practice** with **Bronze status**, recognising the steps we've taken to become more sustainable. In feedback from our audit we were told "incredibly proud of how much effort our team has put in" and we'll continue working towards even greener goals.

Stay Healthy: Stay Well This Winter

Winter viruses such as colds, flu and COVID-19 spread more easily at this time of year, but a few simple steps can help protect you and those around you:

- Keep up good **hand hygiene** by washing your hands regularly or using hand sanitiser.
- Cover your mouth and nose when you cough or sneeze.
- Try to keep rooms well-ventilated, especially if someone is unwell.
- Stay home if you're feeling poorly to help reduce the spread of infection.



Look After Each Other

Winter can be a lonely time, so staying connected is more important than ever:

- Check on neighbours who may be vulnerable or living alone — a quick chat or phone call can make a big difference.
- During snow, ice or severe weather, take extra care and check in on anyone who may struggle to get outside or is at increased risk of falls.

If you are unsure on where to get medical advice or attention over the Christmas Period then please visit StopThinkChoose- [Choosing the right service | ICS](#)

Pharmacy First Service Update

Emergency Contraception Update

Emergency oral contraception (the morning-after pill) is now available **without charge** through the **NHS Pharmacy First Service**.

You can go straight to a participating pharmacy for a confidential consultation and treatment — **no GP appointment needed**.

Please check with your local pharmacy to see if they offer this service. [Emergency contraception](#)

❄️ Winter Loneliness

Winter can be especially hard for many people, and feelings of loneliness, stress or worry may increase — whether due to tough finances, isolation, or uncertain times. If you or someone you know needs extra support, please remember there are local and national services ready to help.

🍲 Local Food & Crisis Support

The Medway Council website offers a full list of food support available across Medway, including where to go and what services run on each day of the week. [Food support in Medway | Medway Council](#)

Mental Health & Crisis Help

If you're feeling anxious, low, overwhelmed, lonely or in crisis:

Call **NHS 111** and select **Option 2** for mental-health support — 24/7 access to trained professionals.

For confidential emotional support anytime: call **Samaritans** on **116 123**.

You can also try **SHOUT** — text **SHOUT** to **85258** for free 24/7 support.

If you ever believe you or someone else is in immediate danger — call **999** right away.

🏠 Money, Debt & Cost-of-Living Advice

National Databank — Provides free mobile data, texts and calls for people who can't afford them. More information: [National data bank](#)

National Debtline — Free, confidential debt advice for anyone worried about money. [Free Debt Support | National Debtline](#)

MoneyHelper — Guidance on budgeting, benefits and managing the cost of living. [Free and impartial help with money, backed by the government | MoneyHelper](#)

💻 Anima Is Now Account-Free

You can now use Anima without creating an account. This means you can submit requests quickly and easily without needing to register or remember login details.

You can access Anima through our practice website and go to the "Make an Appointment" section, then follow the steps to submit your query.

[Reach Healthcare](#)