

# PATIENT NEWSLETTER – APRIL 2017

## ST RICHARD'S ROAD SURGERY and GOLF ROAD (branch) SURGERY

### IMPORTANT PATIENT INFORMATION

We would like to welcome and introduce Emma Mullin (Nurse Practitioner) and Ian Mulligan (Paramedic Practitioner) to our team. Emma was previously with the Community Nursing Team in Dover and Ian worked for SECamb in Thanet.

If you have not already met them, they are now fully integrated into the urgent care team and seeing patients within their scope of clinical practice with the support of their clinical supervisor.

### EASTER AND MAY BANK HOLIDAY CLOSING

We would like to remind patients that the surgery will be closed all day on the following dates:

- Good Friday 14.04.2017
- Easter Saturday 15.04.2017
- Easter Monday 17.04.2017
- May Day 01.05.2017
- Spring Bank Holiday 29.05.2017

Please ensure that you:

- have sufficient medication to cover these Bank Holiday periods.
- ring NHS111 if we are closed and you need medical help, but it is not life threatening, or you need medical advice and feel that your medical problem cannot wait until the surgery is open again. **See article opposite regarding NHS111**
- only ring 999 when someone's life is at risk or someone is seriously injured or critically ill.
- only attend A&E if you have been advised to do so by NHS111, or when

someone's life is at risk or someone is seriously injured or critically ill.

We thank you for your help in these matters.

**For Community Pharmacy Opening times during the Easter Bank holiday period please use the link below:**

<https://www.england.nhs.uk/south/wp-content/uploads/sites/6/2015/01/kent-medway-1.pdf>

### ACCESSING HEALTH SERVICES

For more advice on how to access services and health advice in and out of hours please read the articles below:

- **Health Help Now**
- **Online Services**
- **NHS111**
- **Surgery opening hours**
- **999 and A&E - When should I use them?**

#### Health Help Now

The CCG have developed an innovative new web app for local people, which aims to help patients find the right treatment and advice for their needs.

Health Help Now enables the user to select their symptom or need, and then

locate their closest service based on the recommendation made by local GPs, paramedics, psychiatrists, hospital doctors and other health professionals. Health Help Now also offers a wide range of advice for common symptoms in all age groups.

The Health Help Now web app can be found online at [www.healthhelpnow-nhs.net](http://www.healthhelpnow-nhs.net) and is free to everyone who lives, studies and works in Medway, North and East Kent.

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### NHS111

If you need medical help fast but it's not a life-threatening situation, you can call NHS 111. When you call 111, a trained adviser will ask questions to find out what's wrong,

give you medical advice and direct you to someone who can help you, like an out-of-

hour doctor or a community nurse or send an ambulance.

If you do not speak English, tell the adviser what language you want to speak and they will get you an interpreter.

You can call 111 any time of the day. The call is free, from landlines and mobiles.

### 999 and A&E - When should I use them?

You should only call 999 in an emergency – for example, when someone's life is at risk or someone is seriously injured or critically ill.

For health needs that are not urgent, you should call your GP surgery during normal opening hours.

Call **111** if we are closed and you need medical help fast, but it's not life-threatening.

Alternatively, if a health professional has given you a number to call for a particular condition, you should continue to use that number.

### **Things not working as they should be!**

If things are not working as they should be, then please let us know.

Occasionally things go wrong and we hope to be able to resolve these quickly. However, sometimes we may need to completely review a system or process if we find it is not working. In order to do this we need your help, so please let us know if you are experiencing problems with any of our services.

### **FY2 DOCTORS**

Please be aware we have newly fully qualified 2<sup>nd</sup> year foundation doctors (FY2) working in the practice.

These qualified doctors are gaining experience of general practice before finalising their speciality pathway. These doctors will have slightly longer consulting times.

If you would like to see the FY2 doctor, please let the receptionist know.

If you would prefer to see one of our regular doctors and would **NOT** like to see an FY2 doctor, please let reception know.

### **ON LINE SERVICES:**

If you previously used our on-line services, please speak to reception if you have not completed an application to register for our new on-line services.

Once you have completed an application form, which can be downloaded from our website at:

[www.strichardsroadsurgery.nhs.uk](http://www.strichardsroadsurgery.nhs.uk)

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You will need to make an appointment to have your application checked. We will need proof of your identification e.g. passport, photo driving licence, or another acceptable form of photo ID and proof of your current registered address. Please speak to reception for more information regarding acceptable ID. Once approved for on-line registration, you can:

- Book appointments on-line
- Order your repeat medication
- View a summary of your care record

from your home computer or on the go via your smart phone or mobile device:

### **OUR RECEPTION STAFF ARE HERE TO HELP**

We would also like to take this opportunity to remind patients that reception staff are only able to offer appointments for specific doctors where these are availability.

If there is no availability with your chosen doctor, you will be offered the next available appointment with another doctor, or another health professional, if this is appropriate.

Please remember, the reception staff are here to help you however, they cannot provide you with an appointment if there is not one available.

Our reception staff follow protocols agreed with the doctors, so please do not shout or get angry with them. If you have a problem with any services provided by the practice, please ask to speak to someone. Please do not take it out on our reception staff they are only trying to help you.

### **NHS Friends and Family Test**

The NHS Friends and Family Test provides Practices with patient feedback on how they are doing.

All you need to do is go to the link below after your appointment and let us know.

**[iwantgreatcare.org](http://iwantgreatcare.org)**

**Postcode: CT14 9LF**

Good or bad your comments are really important to us and will help us to improve the services we provide for you and others.

It is quick and easy to do too.

### **Surgery Opening Hours**

Monday – Friday 08:00 – 18:00  
*(Telephone access until 18:30)*

### **Extended Surgery Opening Hours**

Alternate Monday and Tuesday  
evenings 18:30 – 20:00  
and  
Saturday mornings 08:30 – 12:00

***Please note there is no telephone  
access during extended opening  
hours***

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## **THE SURGERY WILL BE CLOSED ON THE FOLLOWING DATES/TIMES**

### **PROTECTED LEARNING AFTERNOON CLOSURES 2017:**

- 19 January 2017
- 23 February 2017
- 23 March 2017
- 27 April 2017
- 18 May 2017
- 22 June 2017
- 20 July 2017
- 21 September 2017
- 19 October 2017
- 16 November 2017
- 7 December 2017

### **Bank Holidays and other Closures:**

New Year's Day (substitute)	2 January 2017
Good Friday	14 April 2017
Easter Saturday	15 April 2017
Easter Monday	17 April 2017
Early Spring Holiday	1 May 2017
Late Spring Holiday	29 May 2017
Autumn B/Holiday	28 August 2017
Christmas Day	25 December 2017
Boxing Day	26 December 2017
New Year's Day	1 January 2018

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