

# PATIENT'S NEWSLETTER

Created by the Patient Participation Group with Doctors

Please note: if you have an electronic copy then the underlined text is a link to the website of that subject or you can use the QR code



The PPG is here for you it represents your voice to the Doctors and Management of Medway Medical Group, so let them hear your voice PPG Contact details on next page.

## Practice news

It has been four months since our online consultation service called Anima has launched. Anima is designed to help patients to get what they need from their GP practice quickly, without always having to visit or call the practice. The surgery receives over 100 requests through Anima daily. As well as requesting appointments, it can be used for ordering a prescription or sick certificate and many other administrative tasks. Using Anima will also help to release our phone lines for those that cannot use digital technology especially those who are vulnerable or elderly. Please do not worry if you are unable to use Anima as you are still able to call through to our surgery or visit in person

Medway Medical Group now have a new website that is more simple to navigate and find information. Please let us have your comments PPG Contact details on next page.

## Important News

**From Dr.Carpenter on 4th March 2024**

Medway Medical Group is looking to merge with Reach Healthcare. Reach Healthcare is a highly-regarded practice with branches in Lordswood, Walderslade and Gillingham. Reach Healthcare has a dedicated phone hub for answering calls, a prescriptions team and over 70 members of staff which we hope to integrate with our team. In addition, they are a training practice with student paramedics, nurses, healthcare assistants, physician associates and associate GPs. They also train foundation doctors and general practitioners. In addition, Reach Healthcare has its own facilities for minor surgery, women's health clinics for implants and coils, joint injections as well as offering ECGs and 24-hour blood pressure readings.

Medway Medical Group would continue to operate from its Malvern Road and Railside branches, patients would not be expected to go to Lordswood or Walderslade for routine medical services. There would be no change to our phone number and your medical notes would not have to be transferred if the merge goes ahead.

We are very keen to hear your feedback. Please send your responses to the link below:



<https://forms.gle/DvG53NmLKZCmS7eXA>

Upper Canterbury Street Surgery will continue to remain closed for the immediate future. The surgery is looking to secure funding for repair and improvement works to renovate the surgery and tackle a few ongoing issues with the premises.





## Digital Exclusion!..

Is when a person is not being able to use the current technologies that are now in our every day lives. Organisations seem to expect people to have a computer and/or a smart phone, so communicate with us as thou we do. Many can't afford the technologies needed to communicate in this way and/or don't know how to use the ones they may have. Some, don't want to use the technology for many personal reasons.

Information Technology and access to services is only going to grow in time!

So what can be done to help those that don't have or want to have the tech and then how can we help them to be able to use the tech when those that want it can?

- Assistance groups
- Financial assistance
- Education
- Shared skill and knowledge

Please let us have your views ,comments and suggestion PPG contact details below.

## Best way to stay healthy is a balanced life style.

That means a good nutrition (balanced diet), exercise and regular medication reviews. information to assist you can be found on the GP website or ask at reception.

## Did you Know?

From October 2023, NHS England required all GPs to improve the patient experience and satisfaction by access to their health information through online electronic health records (EHR). You can access this using the NHS app! On line - <https://www.nhsapp.service.nhs.uk/login>

or download the app In addition, the NHS app is the quickest way to order your repeat prescriptions. The medication you request is sent directly to the doctors to sign, often saving around 36 hours from requesting your prescription to getting your medication.

Also, in that app you can see Hospital Referrals and appointments. Known as 'Patient Knows Best'.

## Did you know?

Patients in Kent and Medway are now able to use an app to view waiting times at urgent treatment centres (UTCs) and minor injury units (MIUs). See [Waitless](#) -for details.

## Did you know?

Pharmacy First will enable community pharmacists to supply prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP. For these conditions;

- Sinusitis
- Sore throat
- Earache
- Infected insect bite
- Impetigo (a bacterial skin infection)
- Shingles
- Uncomplicated urinary tract infections in women.

How? You can get treatment for these conditions by walking into the pharmacy [Link with full details.](#)

**PPG Contact:** either email or drop a note into any of the surgeries marked for PPG, leave your contact details if you want them to come back to you. [Link to Practice website.](#)

