

Marden Medical Centre Patient Participation Group



News Update

Marden Medical Centre News:

For the latest Marden Medical Centre updates please refer to the Surgery website:

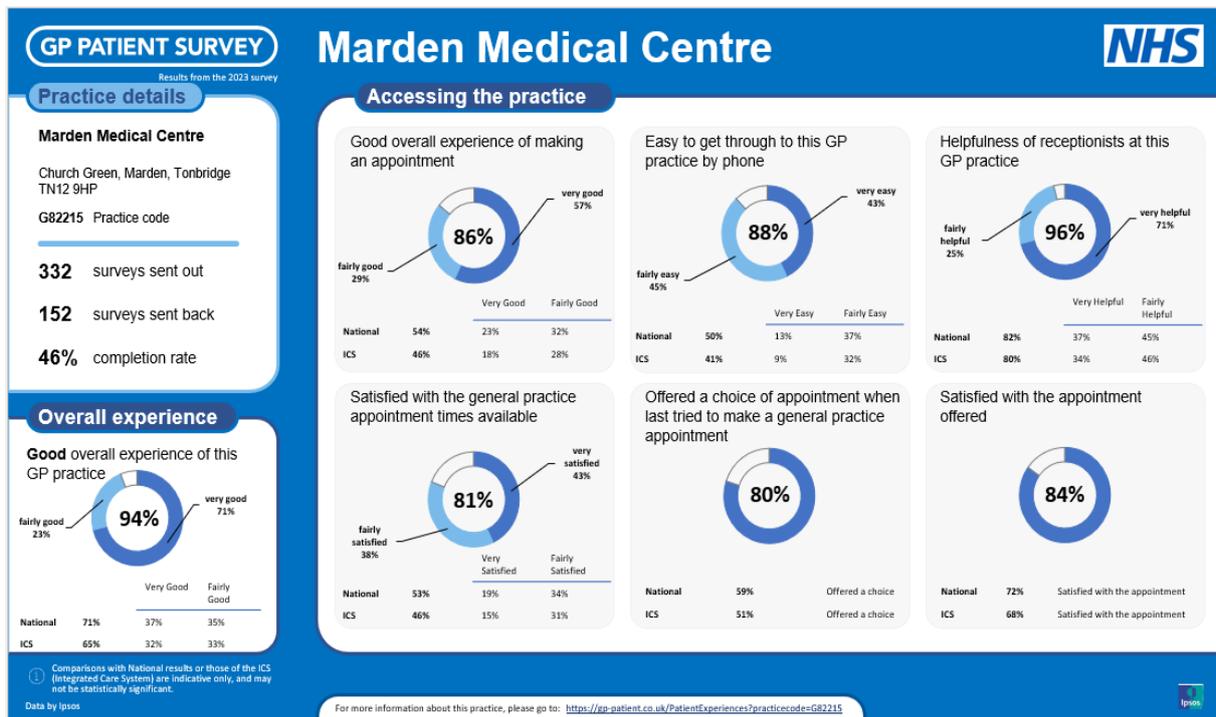
<https://www.mardenmedicalcentre.nhs.uk/>



Annual GP Survey

The results of the 2023 GP Survey undertaken on behalf of the NHS England by Ipsos was published in July. The survey is sent out nationally to > 2 million people and seeks to find how people feel about their GP. Marden Medical Centre has performed well and above the national average in all categories.

The full survey results can be seen at <https://gp-patient.co.uk/patientexperiences?practicecode=G82215>



FAREWELL DR. POTTER

Marden Medical Centre said goodbye to its longest serving team member on Friday 30th June when Dr Neil Potter retired from the partnership after 25 very happy years. He is coming back to do some locum work locally but is replaced by the very able Dr Rob Derrick.

The Patient Participation Group gave a moving send off at its AGM that week and he has been inundated with cards, gifts and thanks. A collection hoping to gift him a joint National Trust membership has soared to nearly £1300 which will fund many future years as well.

Neil would like to thank all those involved for such generosity and positivity. He especially wanted to credit the partners and staff for all the hard work they do to maintain the standards and the teamwork at our outstanding practice.

Dr Potter, flanked by Practice Manager Mary-Jayne Bournes (left) and Dr Julie Morgan



Autumn Flu Vaccination Clinic - Saturday 16th September 2023 and Thursday 28th September

Seasonal flu vaccination is critical for public health. The 23/24 free flu vaccination programme will start in September 2023. Patients will be contacted to book an appointment. The Surgery are planning an initial clinic on **Saturday 16th September and Thursday 28th September** for eligible patients.

We will be offering flu vaccines to all eligible patients aged either 65 years and above and those in priority, at risk groups aged 18 to 64 years.

We will be sending a text message with a link to book an appointment to all patients with mobile numbers listed on their records. Please alert any family, friends and neighbours that this will be happening over the course of the next week and reassure that they are not being sent a scam message.

Letters with details will be posted to all patients without mobile numbers.

Details of any 2023/24 covid vaccination clinics will be shared when the programme is announced.

Other News:

NHS App for Repeat Prescriptions

The NHS App gives you secure access to NHS services, day or night. You can view your health record and test results, order repeat prescriptions and more. **If you have not already done so - Please consider using the NHS App.**

The Surgery still receive prescription requests on paper and by emails from chemists which are both slow to upload manually and have scope for mistakes around the items you need. **Please consider using the NHS app to make things faster and safer** for yourself and for NHS staff.

The app will also allow you get health information and advice, manage your appointments, see most of your GP medical records and get Covid passes. A full guide on how to access the app is available on the Surgery website.

Download the free <https://www.nhs.uk/nhs-app/> from your Appstore or Google Play store. This is the application the GPs would recommend you use.

If you are having difficulty accessing or using the App – please contact ppg@mardenppg.org.uk or call John Haddow on 07769538897.



Choose Carefully

If you feel unwell - there are a range of local health services available. It is important to be aware of what is available locally and choose carefully.



Emergency Departments and 999: A&E and 999 are available for life threatening emergencies only. If you go to any emergency department for other conditions not only, are you likely to face a long wait (as priority is given to patients with the most need) but you may be using resources vitally needed to save the lives of others.

NHS 111: If you need clinical advice **but are not in a life-threatening emergency** contact NHS 111 or 119 (for Covid related issues) - online 111.nhs.uk or call free. Fully trained advisers are available 24 hours a day, every

day. The team will ask questions to assess your symptoms and provide healthcare advice or direct you to the right local service, book a GP appointment or call an ambulance if necessary.

For more information go to the 111 sites: <https://111.nhs.uk/>

GP Surgery: Marden Medical Centre can be contacted during normal working hours which are 8am-6.30pm on **01622 831257** or <https://www.mardenmedicalcentre.nhs.uk/>. For outside normal working hours GP assistance – call 111.

If you need to talk to or see a GP or Paramedic Practitioner either book an appointment on the Marden Medical Centre website (Patient Access login required) or the NHS app – if you are unable to book online, or on your smartphone/tablet - call the Surgery reception. Appointments can be booked up to 6 weeks in advance for routine reviews or non-urgent issues. Some routine reviews maybe completed via text – not requiring a face to face or telephone appointment.

You can also contact the Surgery online, using eConsult (during normal working hours) which lets you consult with your NHS GP online by completing a quick form that is sent and reviewed by the Practice. You can also be directed to patient self-help, pharmacy advice and local self-referral services.

Current GP telephone appointment wait times are typically 2 weeks - if you are happy to speak to any GP or 2-4 weeks to speak to a specific GP. (*Details as of 3rd Oct 2022*)

If you are unable to wait to have a GP appointment - call the Surgery reception - another member of the medical staff maybe better suited to provide help. Same day GP and other medical staff appointments are always available for patients that need to be treated urgently – after an appropriate telephone screening call.

Pharmacy: Pharmacies provide advice about minor illnesses and conditions & advice on how to manage your medicines. The Surgery reception team may direct you to the local pharmacy for same day advice, if they assess that your problem can be safely managed by them. The Marden Pharmacy can be contacted on **01622 831495**.

Minor Injuries Unit or Urgent Treatment Centres: If you need prompt advice or treatment for minor injuries, a Minor Injuries Unit (MIU) or an Urgent Treatment Centre (UTC) could help you. You can get treatment at an MIU or UTC for deep cuts, eye injuries, broken bones, severe sprains, minor head injuries, minor burns or scalds, minor sports injuries. Local MIU's and UTCs are located at:

- The Tunbridge Wells Hospital, Pembury
- Maidstone Hospital
- Sevenoaks UTC

Self-care: Self-care is the best choice to treat very minor illnesses and injuries. A range of common illnesses and injuries can be treated at home simply by combining a well-stocked medicine cabinet with plenty of rest.

For information to help you self-care, including healthy lifestyle information, a health A-Z of conditions and treatments, or to find your nearest pharmacy for over the counter medicines, visit www.nhs.uk