

## 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/>

### Flu and Covid Immunisation Clinics 2022

The Surgery will be offering Flu and Covid immunisation to all patients in eligible groups from September at the Medical Centre. Please check the Surgery website for the latest information.

#### For Flu, these groups are:

- Those aged 50 years and over
- Those aged from six months to less than 65 years of age, in a clinical at-risk group.
- Pregnant women
- Carers
- Those living in long stay residential facilities
- Children aged 2-3 years
- Front line health and social care staff
- All those on the NHS Shielded Patient List and their household contacts (specifically those who expect to share living accommodation with a shielded person most days over the winter)

#### For Covid these groups (in order of NHS priority):

- Those living in long stay residential facilities
- Frontline health and social care workers
- All adults aged 50 years and over
- Persons aged 5 to 49 years in a clinical risk group
- Persons aged 5 to 49 years who are household contacts of people with immunosuppression
- Persons aged 16 to 49 years who are carers

As a result of the uncertainty around delivery dates of vaccines, we will be publishing specific details of clinics nearer the time. These vaccines can be given at the same time, if the schedules of our deliveries permit, we will be offering this at the time of vaccination

**ALL THOSE IN ELIGIBLE COHORTS WILL BE CONTACTED BY LETTER, TEXT, EMAIL OR PHONE TO INVITE THEM TO CLINICS BUT IT IS ESSENTIAL THAT YOU LOOK OUT FOR UPDATES ON OUR WEBSITE, FACEBOOK PAGE AND THE NOTICEBOARD OUTSIDE THE SURGERY AS THESE CLINICS MAY BE SUBJECT TO LAST MINUTE CHANGES.**

**Please also ensure that we have up to date contact details for you, ideally a mobile phone number or email.**

### **Other News:**

#### **Call for Volunteers - Flu and Covid Clinics**

Flu and Covid immunisation clinics will start at the Surgery in September – if you would like to volunteer to help or know anyone who would like to volunteer, please contact John Haddow on 07769 53 88 97 or [johnehaddow@yahoo.co.uk](mailto:johnehaddow@yahoo.co.uk).

Clinics will start in September – weekday clinics (2 volunteers required pm only) and Saturday clinics (4 volunteers required am and pm) are being planned. There will be no ‘wait time’ required for the Covid vaccinations this time around – volunteer duties will therefore be limited carpark marshalling, meet & greet and queue management – outside.

The PPG will maintain the list of volunteer names and contact details & will coordinate the programme with the Surgery. If you are interested to help - please let John Haddow have your contact mobile or landline number. I will be in touch when more details are made available.

#### **NSH Patient Survey Responses**

Thank you to those of you who completed the Weald NSH (Network Standard Hours) Patient Survey in July. The summary results can be viewed on the Marden Medical Centre website: <https://www.mardenmedicalcentre.nhs.uk/news/nsh-patient-survey-brief>.

Responses were received from 202 patients in the Weald and all Practices were represented. The new service will start on 1<sup>st</sup> October 2022. Access to Network Standard Hours – Direct Enhanced Service is via telephone by calling the Practice – who will know where and what ‘outside hours’ appointments or services are available

Extracted from the survey report issued on 2.8.22:

‘Key notes linked to the above table and in reference to our current Network Standard Hours plan

- Weald will continue to enable and utilise the voice of its patients via Patient Participation Groups.
- Our receptionists will have up to date information regarding all NSHs being offered.
- Where possible we will not use practice noticeboards for up to date NSH information.
- This is for several reasons; one is the impact on our environment and a desire for us all to play our part when looking after our planet. We also recognise the risk of ‘out of date’ information being left on view, causing frustration for patients and staff.
- In some cases, we will utilise patient mobile phone numbers and send updates via mass messaging platforms.
- Social media is currently used by a number of Practices and our PCN site can be seen on the [Weald PCN Facebook](#). Practice and PCN social media will be used to communicate changes when needed.
- Practice websites will be our primary method of communication; nine of our ten practices now have

Our NSHs plan also contains four large Saturday clinics per year with the aspiration to hold large, multidisciplinary clinics from a single location for all patients registered in Weald. These larger events will support our work to reduce health inequalities, improve health outcomes and provide enhanced access for our patients.

Our weekly contractual target for NSHs is 52.75 hours, we plan to deliver c.112 per week, using all staff groups available to us.

**Medical Assistance**

Access to 999, 111, A&E and GP Practices is under increasing strain. If you need urgent medical assistance – Stop, Think and Choose – the best access.

If you are having or have had difficulty in accessing any medical services – please let me know. Access to Primary Care services is a regular topic at the Weald and West Kent PPG meetings. Any anecdotal feedback is welcome.

**NHS**  
**Need urgent medical help?**  
 Visit [stopthinkchoose.co.uk](http://stopthinkchoose.co.uk)

**STOP** Stay calm, assess the situation  
**THINK** What advice or treatment do you need?  
**CHOOSE** Choose where to get the right help quickly

<b>Self care</b>	<b>Pharmacy</b>	<b>NHS 111</b>	<b>General practice</b>	<b>Urgent Care</b>	<b>A&amp;E or 999</b>
Keep a well-stocked medicine and first aid cupboard for minor ailments.	Pharmacists are highly trained professionals who can treat or advise on minor illnesses.	Urgent medical help fast, available 24/7, online and over the phone.	Urgent and routine appointments throughout the week.	Urgent treatment centres for a wide range of injuries.  Open for at least 12 hours a day, all year round.	For life threatening emergencies and serious injuries only.