

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/>



Winter Pressures

The whole NHS is under pressure like never before.

Hospital and ambulance waiting times increase pressure on General Practice, which is also dealing with increased demands for urgent and ongoing care.

GPs are seeing twice the number of patients that we were 10 years ago. At Marden Medical Centre we will always try to provide the best service we can, but we are now routinely working beyond our capacity.

Please help us to help you:

Consider alternative support first If you do need NHS help and you're not sure where to go, visit www.stophinkchoose.co.uk for a list of local services, including urgent treatment centres.

Urgent appointments.

Please only request an urgent appointment if your problem really cannot wait. Requesting a call back as early in the day as possible, helps us to prioritise and allocate your care safely. On rare occasions, we may become too busy to be able to offer you safe care - in which case you may be redirected to 111 or A+E.

Routine appointments. We are increasing availability. We will usually be able to offer a routine appointment with any clinician in 2-3 weeks, and with a specific doctor in 3-4 weeks. This is significantly better than national and local averages. **Please be patient.**

Non-urgent care. Requests for forms, letters, documents and signatures have low priority. They all take time which we need to spend on clinical care. We will need to say "no" to some requests which are not related to medical needs (e.g. proof of identity/ passport applications).



NHS App for Repeat Prescriptions

If you have not already done so - Please consider using the NHS App. We 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.**

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 on our Surgery website but this is a basic summary:

You will need to have the following:

- A smart phone with camera
- An email account
- Your NHS number will help but is not essential, it is on most printed prescription slips
- A photo ID such as passport or driving license
- It will take a few minutes to do and a few hours to be verified

You will need to electronically send a picture of the ID and then record a short video. Each step is explained. Simply download the free **NHS app** from your Appstore or Google Play store. This is the one the GPs would recommend you use. If you are having difficulty accessing or using the App – please contact mardenppg.org.uk or call John Haddow on 07769538897.



Other News:

The Weald Primary Care Network (PCN)

WEALD

Primary Care Network

The Weald Primary care Network website is now online covering the services provided from the 9 Weald GP Surgeries including marden Medical Centre. More useful information will added throughout 2023.

See [Weald PCN](#).

Release the Pressure

Worries over money, housing, heating and food bills can affect mental wellbeing, causing stress, anxiety and depression.

Financial concerns can also increase for some people after Christmas expenditures. Coupled with relationship and health issues, you may need to reach out and talk to a trained and caring team. Help is available 27/7 with the Release the Pressure service.

Text the word 'Kent' to 85258 or call freephone 0800 107 0160. Find more information at www.releasethepressure.uk

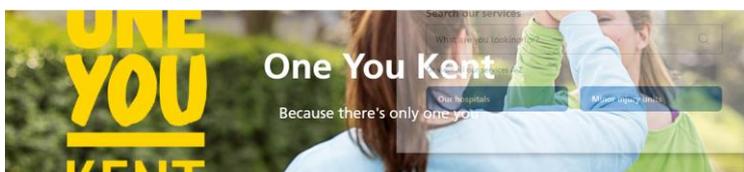


Dry January Campaign



The campaign is designed to challenge you to go alcohol free for 31 days in January and aims to raise awareness of the effects of alcohol. See Alcohol Change

One You Kent



Because there's only one you Healthy changes start with little changes. Whether you want to lose weight, get active, quit smoking, or just feel better about life One You Kent is here to support YOU. As part of One You Kent we...

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