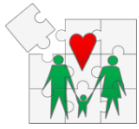


Marden Medical Centre Patient Participation Group



News Update

Marden Medical Centre News:

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

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



New Callback Function added to the Surgery Telephone System



The Surgery have added a Callback feature to the telephone system allowing you to request a callback rather than waiting in the queue. You will **not loose your place in the queue** by requesting a callback (via both a landline or mobile) – you will automatically be called back by the telephone system when you reach the top of the queue – typically within approx. 30 mins. Please use this feature to make the system more efficient and to avoid you wasting time waiting on the telephone.

GP Access - Extended Hours Appointments and Additional Same Day Appointments

The Weald Primary Care Network (PCN) are currently offering Marden Medical Centre patients additional appointment access – extended hours:

- **Monday – Friday evenings**, telephone appointments – delivered by West Kent Primary Care on behalf of Weald PCN
- **Saturdays** – Access to face-to-face appointments at **The Vine Medical Centre in Maidstone** and **Rusthall Medical Centre in Tunbridge Wells** – delivered by West Kent Primary Care and available to multiple PCNs, including Weald PCN
- **Saturday mornings**, face to face or telephone appointments at **Old Parsonage Surgery** in Goudhurst, delivered by Weald PCN.

Booking is by calling Marden Medical Centre Reception **only** and asking for an extended hour appointment. Extended hours appointments cannot be booked online at this time.

Additional Same Day Appointments – more same day appointments have been made available to patients from 20th November 2023. These are in addition to same day appointments delivered by the Marden Medical Centre clinical staff, booked via Reception either by phone or calling into the Surgery in person.

We are excited to be part of a new service offering same day appointments at **Staplehurst Medical Centre**. These appointments will be available every weekday via our Reception team for patients who are willing to travel to the hub and will be suitable for urgent illnesses such as acute respiratory, viral illness or suspected

infections and other problems including skin, gastrointestinal, musculoskeletal, or mild allergies. All appointments will be face to face and we hope to make good use of this new service. These appointments cannot be booked online.

Do you use the NHS App?

The **quickest way** to order your repeat prescriptions is by using the NHS app or online (or Patient Access or MyGP).



You need to [prove who you are](#) prove who you are to get full access to the NHS App.

With full access you can:

- Order **repeat prescriptions** and nominate a pharmacy where you would like to collect them.
- Book and manage appointments.
- View your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- book and manage coronavirus (COVID -19) vaccinations.
- register your organ donation decision.
- choose how the NHS use your data.
- view your NHS number [find out what your NHS number is](#)
- use NHS111 online to answer and get instant advice or medical help near you.
- search trusted NHS information on hundreds of conditions and treatments.
- find NHS services near you.

If you have any questions, please contact the Surgery.

Other News:

Choose Carefully

If you feel unwell - there are a range of local health services available. It is important to be aware of where to go for the right medical help.

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.

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 they can safely manage your problem. The Marden Pharmacy can be contacted on **01622 831495**.

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 site: <https://111.nhs.uk/>

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



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 could 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 2023)*

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.

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

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.

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

New Pharmacy Services



The Marden Pharmacy will be offering new services. The NHS Pharmacy First Service (PFS) is a new advanced service that will replace the Community Pharmacist Consultation Service (CPCS). The new services will include 7 new clinical pathways – starting in the first quarter of 2024, in addition to the provision of oral contraception for women and an expansion of blood pressure checks. The 7 conditions are:

- sinusitis
- sore throat
- earache
- infected insect bite
- impetigo
- shingles
- uncomplicated urinary tract infections in women

The free service will allow the Marden pharmacists to supply prescription-only medicines where clinically appropriate, to treat 7 common health conditions without the need for patients to visit a GP, to help free up capacity in general practice. See <https://mardenpharmacy.co.uk/> for more information.

Report Your Care



If you have any concerns or complaints about your GP or Hospital care you should contact the GP or Hospital, in the first instance.

However, if you unable to get a satisfactory response - The Patients Association works in partnership with the Care Quality Commission (CQC) to support people to report their experience of health and social care, whether good or bad. Call or write to them to share your experience and we can raise any concerns with CQC anonymously or, if you would like to talk to the regulator, they will add your details. <https://www.patients-association.org.uk/>

To report your care, call the Patient Association’s helpline on 0800 345 7115 or email them on helpline@patients-association.org.uk. You may also write to them at The Patients Association, PO BOX 935, London, England, HA1 3YJ.

#DeclareYourCare

Have you raised concerns about health and care services?

CQC’s new #DeclareYourCare campaign encourages people to speak up about their experiences of care – both good and bad - which is essential for helping health and social care services learn and improve the quality of care. Yet Care Quality Commission (CQC) research finds...






Almost
7 million people
in England who have had concerns in the last 5 years have never reported it



58%
of people have regretted not complaining or raising concerns about poor care that they or someone they are responsible for has received

Two thirds (66%)
found their issue was resolved quickly, it helped the service to improve and they were happy with the outcome



Over half (54%)
of 'Share Your Experience' forms submitted to CQC have been used for inspection planning or resulted in direct action by our inspectors

