

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/>



GP Patient Survey 2024



The GP Patient Survey is an independent survey run by Ipsos on behalf of NHS England. In early January, around 2.4 million randomly selected people registered with GP practices will be invited to answer a GP Patient Survey questionnaire about their experiences. The survey will be live for 3 months, with fieldwork closing in early April. The findings help to show what is working and what needs to improve. The survey is conducted securely, and information published does not identify individuals.

If you receive an invitation, please fill out the questionnaire and have your say so we can deliver the best possible service to patients.

If you need support completing the survey or need it made available in another language or format, you can call the free helpline number 0800 819 9135.

For more information about the survey, visit the [GP Patient Survey website](#).

Accessing Your Test Results & Text Messages

We are keen to ensure that you receive your test results in as quick, safe and efficient way as possible.

If you have had a blood, urine, sputum or faeces test performed that has been sent to the hospital, it will usually take 3-4 working days for us to receive the results. Results of x-rays take longer to be received; you will usually be advised of anticipated time scales when you attend for your appointment.

Unless you have agreed a follow up appointment booked to discuss the results, it is important that you check the results have been received and confirm any actions required.

The most efficient way to do this is via the NHS App: you will now be able to see your results and the comments made about them by your GP. If you do not have access to the app, please contact reception by phone: the best time to phone is after 4pm.

If we receive a result which we need to communicate promptly we will either phone or, if we have your consent, text you. If we are unable to get through by phone or text, we do also email and write via post.

Text messages will not be used if a result is significantly abnormal but are particularly useful if a result requires a follow up test or if we want to reassure that everything is OK - they enable us to communicate results very quickly.

If you prefer not to receive text messages from us about your results, or any other communications please inform the Reception team.

Launch of the Prescription for Nature in Marden Programme



Marden Medical Centre with our Patient Participation Group (PPG), Marden Wildlife and Marden Parish Council have collaborated to develop the Prescription for Nature Project in Marden.

- Your prescription to connect with nature locally
- Open your windows of postcards. How do they make you feel? Which is your favourite?
 - Sit by an open window, look and listen. Can you see clouds? Can you hear birds, feel the wind? Is it raining?
 - Sit in your garden or somewhere with grass under your feet. Maybe one of the benches in the village?
 - Look at the moon and the stars in the sky.
 - The planter outside the Surgery has herbs growing. Look at, touch and smell them as you go past.
 - Watch how a tree near your home changes through the seasons.
 - Draw or take a photo of a flower or tree. Tell a relative or friend about it.
 - Listen to the birds singing in the morning. If you can't hear any outside, search for "bird song" resources online.
 - Walk around the path in the churchyard and enjoy the peace and quiet.
 - Walk around Southern Field, look at the wildflower meadow, look at the different trees. Have lunch on a bench in the field.
 - Watch the birds, they may be looking for food. Are they all doing the same thing? Put some crumbs and water out for the birds.
 - Consider getting involved in some of the local nature and wildlife groups in the village (see resources).
 - Walk around the playing field path. The trees are beautiful. Could you try the exercise equipment?

Nature prescribing, also known as green social prescribing, is a means of supporting people to engage in nature-based interventions and activities to improve their mental and physical health and wellbeing. The approach is based on growing evidence that spending time in natural spaces can have positive effects on physical and mental health including reducing stress, anxiety, depression, and loneliness.



Successful schemes have been piloted in other parts of the country. We are keen to develop a local scheme that encourages people to connect with the beautiful countryside and nature spots we have in and around Marden but also to engage with the enthusiasm and expertise of the local wildlife, nature and wellbeing groups in the village. We were inspired by the findings of the RSPB Nature Prescriptions project.

Start small
Setting achievable targets is important

Enjoy it
Choose activities you're most likely to enjoy

Routine
Create a habit by adding it to your routine

Local nature spots

- Water Pond at Millennium Walk off Plain Road, down Coppice Lane and by the playing field.
- Meadows & flowers: sunflower field off Plain Road, Marden Meadow (Marden Road, Staplehurst) and Southern Field wild flower meadow.
- Trees: Southern Field and St Michael and All Angels churchyard.
- Playing field: accessible to all with terrace path, benches and exercise equipment.

Resources and contacts

- Marden Wildlife Website: [www.mardenwildlife.org.uk/](https://mardenwildlife.org.uk/)
- Marden in Bloom: www.bloominmarden.com
- Kent Wildlife Trust: www.kentwildlifetrust.org.uk
- Marden Horticultural Society: www.mardenhorticulturalsociety.co.uk
- Marden Walking Group: mbw@btinternet.com

With thanks to Friends of Marden Medical Centre and Marden CIO for their generous sponsorship of this project.

Patients who may benefit from the scheme will have an initial discussion with a healthcare professional on the benefits of nature, supported by a leaflet (or prescription) with self-paced suggestions to connect with local nature resources.

When you come into the surgery, please also enjoy the beautiful nature photos in the corridor at the end of the building. A local wildlife enthusiast kindly donated these.

The initial project is a pilot which will run for 6 months.

If you feel you would benefit from this project, and have a clinical need, please either go online or contact reception to book a routine appointment with a clinician.

For more information on the project, local wildlife activities and a map of local nature spots please visit Marden Wildlife Group: <https://mardenwildlife.org.uk/>

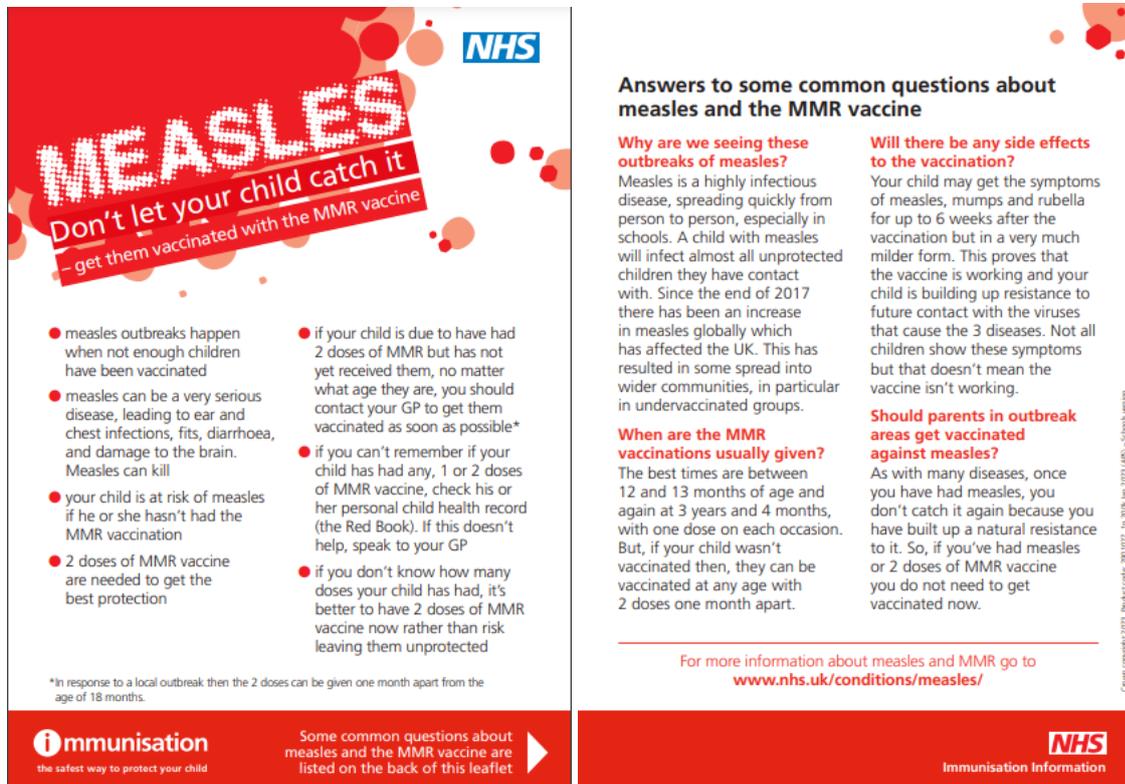
Rise In Measles Cases In The UK

The increase in incidence of measles in some parts of the UK is very concerning. We have actively been recalling children aged 12 months to 5 years who have not received 2 doses of MMR Vaccination.

A phased national recall process for anyone aged 6 to 25 years will be commencing in February and March.

Please encourage any family members who are in these age groups to ensure that if they receive an invitation they attend for vaccination.

This leaflet gives more information about measles and vaccination. [MMR vaccination \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)



MEASLES
Don't let your child catch it
- get them vaccinated with the MMR vaccine

Why are we seeing these outbreaks of measles?
Measles is a highly infectious disease, spreading quickly from person to person, especially in schools. A child with measles will infect almost all unprotected children they have contact with. Since the end of 2017 there has been an increase in measles globally which has affected the UK. This has resulted in some spread into wider communities, in particular in undervaccinated groups.

Will there be any side effects to the vaccination?
Your child may get the symptoms of measles, mumps and rubella for up to 6 weeks after the vaccination but in a very much milder form. This proves that the vaccine is working and your child is building up resistance to future contact with the viruses that cause the 3 diseases. Not all children show these symptoms but that doesn't mean the vaccine isn't working.

Should parents in outbreak areas get vaccinated against measles?
As with many diseases, once you have had measles, you don't catch it again because you have built up a natural resistance to it. So, if you've had measles or 2 doses of MMR vaccine you do not need to get vaccinated now.

When are the MMR vaccinations usually given?
The best times are between 12 and 13 months of age and again at 3 years and 4 months, with one dose on each occasion. But, if your child wasn't vaccinated then, they can be vaccinated at any age with 2 doses one month apart.

Some common questions about measles and the MMR vaccine are listed on the back of this leaflet

immunisation
the safest way to protect your child

NHS
Immunisation Information

*In response to a local outbreak then the 2 doses can be given one month apart from the age of 18 months.

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Other News:

World Cancer Day 4th February 2024



10 million people die each year from cancer. That is more than HIV/AIDS, malaria and tuberculosis combined. By 2030, experts project cancer deaths to rise to 13 million. World Cancer Day aims to save millions of preventable deaths each year by encouraging individuals to act.

See: [World Cancer Day](https://www.worldcancerday.org/)

New Patient Portal – 'Patients Know Best' (PKB)

Many of you may have received emails about a new patient portal being setup by many NHS Hospital Trusts in England. The patient portal is complimentary to the NHS app. The NHS app provides more services (repeat prescriptions, GP appointments etc) and links to PKB.

The PPG advice is if you are **regular visitor** to a hospital for tests or treatment – you should consider registering for online access to PKB.

“The portal – powered by Patients Know Best (PKB) – is available to adult patients (those over 18) only and works a bit like online banking but for managing your health, with all data stored securely, completely free of charge.”

Benefits:

- **Easy to use.** Accessible in simple steps and linked in with the NHS app.
- **Take control of your own care.** Accessing the portal can save you time on hold on the phone and you can amend and change appointments with the click of a button.
- **The right care, at the right time for you.** Patients will be able to initiate their follow up appointments giving them control over their follow up care.
- **Everything all in one place.** Patients also have their records in one place, which means you do not have to carry everything with you.
- **Do not miss out.** Risk of losing letters or them going missing in the post will be reduced.
- **Help us go greener!** Reduce carbon emissions, replacing in-person patient appointments, attendance and communication with remote interaction reduces carbon emission and air pollution emitted from trips to the hospital.
- **Help our staff.** Using the system helps our teams see more people, giving everyone access to quicker care.
- **Secure.** Your medical records are safe

There is information and an FAQ page on the MTW internet page: [Our patient portal - Maidstone and Tunbridge Wells NHS Trust \(mtw.nhs.uk\)](https://www.mtw.nhs.uk/our-patient-portal)

For help you can -

- Email the contact centre at mtw-tr.patientportalsupport@nhs.net or call **01622 228223**.
- The Patients Know Best (PKB) team are available for advice on any system issues at help@patientsknowbest.com.
- If anyone needs support in using the NHS app or would like digital skills support to contact www.digitalkent.uk

Kent County Council Winter Energy Scheme

Funded by the Department for Work and Pensions on behalf of the UK government, the Household Support Fund scheme supports vulnerable Kent households in need of help with significantly rising living costs.

See: <https://www.kent.gov.uk/leisure-and-community/cost-of-living-support/urgent-financial-help-and-extra-support/household-support-fund#tab-1>

You can either refer yourself to the scheme or refer someone as a professional e.g. a GP.

If your application is successful, you will receive one prepaid card per eligible household to be used towards energy costs. If you don't meet the eligibility criteria you will be unable to submit your application, but you can find out what other support may be available in the other places to get help section below.

This service is not in place to offer support in emergency circumstances. If you are in a crisis and need assistance now, please refer to the other places to get support section.