

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/>



Major Surgery IT System Upgrade

Week beginning 4 March the surgery is having a major IT system upgrade. **Services will be severely disrupted during this week, and we apologise for any inconvenience caused.**

The surgery will be closed on Wed 6th March 2024 from 1:00 pm to allow all practice staff to take part in a protected learning time training session. If you require emergency medical treatment while the surgery is closed, please call NHS 111.

New Job Opportunity – Paramedic Practitioner

We have an exciting new job opening for a Paramedic Practitioner to join our team. The closing date is **11 March 2024**

Marden Medical Centre is a three-partner practice caring for around 7,500 patients in the beautiful Weald of Kent. We are situated at the heart of a thriving and expanding community with excellent schools and rail links to London. We are rated as Outstanding by CQC and have an ethos of patient centred care and involvement in our local community. We are a training practice with a strong focus on personal and professional development and staff wellbeing. Our clinical system is EMIS, and we are forward thinking in embracing new technology when it is to the benefit of clinicians and patients. We are proud to work closely with our Patient Participation Group (PPG) and the registered charity, Friends of Marden Medical Centre who both make a valuable contribution to the Medical Centre and the wider community we serve.

For more information contact the Surgery.

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 an 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.

Other News:

National No Smoking Day – 13th March



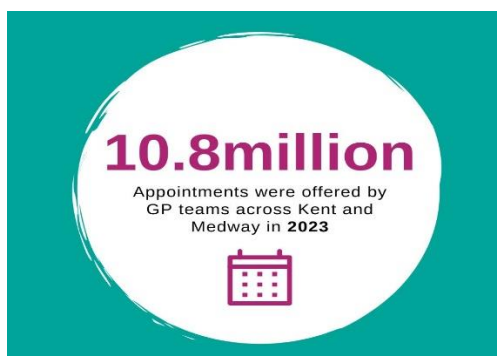
Help encourage as many smokers as possible to quit on No Smoking Day by organising your own event.

For more information see:

<https://www.bhf.org.uk/informationsupport/publications/smoking/understanding-smoking>

News from Kent and Medway NHS

Almost 11 million appointments offered by Kent and Medway GP practices.



Around 500,000 more appointments were offered in 2023, compared to the previous year and an extra 1.4million appointments were offered last year compared to 2021.

It comes after the latest NHS figures for December show more than 780,000 appointments were offered by GP teams in Kent and Medway.

This takes the total number of appointments for the year to 10.8million. Last year, 67 per cent of appointments were face-to-face and 28 per cent were over the phone.

Read the full story on [our website](#).