

## 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/>



### Callback function added to the Surgery Phone System

We have added "call-back" function as a service for incoming calls to the Surgery to avoid patients having to hold and wait in the queue for their call to be answered. Patients will be offered the opportunity to choose the callback option, their number is retained in the queue and is automatically dialled when their call reaches number 1 in the queue.

We hope this feature improves the experience of calling the Surgery. Please let us have any feedback.

### Repeat Prescriptions over Christmas

A reminder to anyone on repeat medications to allow plenty of time for their prescriptions to be processed before the 4-day Christmas Bank Holiday weekend in December. We are happy to receive requests earlier than usual but will still be working on a 10 day turn around to process the requests.

### Winter Health Advice



There are some things you can do to help yourself stay well in winter.

These include getting your seasonal Flu and covid vaccinations, get advice if you are unwell, stay warm and get help with heating, if you need it, in addition to looking out for vulnerable friends or neighbours.

For more information see: <https://www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/>

You can also read more information on the impact of heat and cold on your health at <https://ukhsa.blog.gov.uk/2023/06/01/come-rain-or-shine-adverse-weather-matters-for-our-health/>

## Towards a Greener Future



Marden Medical Centre are committed to implementing sustainable healthcare practices, where possible.

Aldi are running a free scheme where patients can recycle their empty blister medication packs. For more information see:

<https://www.aldi.co.uk/corporate/corporate-responsibility/greener/recycle>

## Other News:

### NHS Talking Therapies



**WithYou** are a NHS Talking Therapies Provider along with IESO for West Kent. WithYou offer therapy in groups, one to one online, telephone, webchat and in person. IESO offers this service through web chat or telephone only, Eligibility is 17+ and referrals can be done either by yourself or through the websites. For further information on talking Therapies see <https://www.we-listen.org/>

### NHS Kent and Medway 'Patients Know Best' (PKB) Platform

Some of you may have received an email advising you of a change to your medical records by either a Medway Hospital and or a Maidstone and Tunbridge Wells Hospital (MTW). These are not scam emails.

NHS Hospitals in Kent have started rolling out a new digital records platform, for patients to view their hospital or other test centre medical records, track your care plans and in some cases securely contact your Consultants. The platform is complimentary to the NHS app (or other GP access platform such as Patient Access) which also allow you to view your full medical records online, order repeat prescriptions and book GP appointments.

You can register for PKB, if you wish. **You can also do nothing if you do not wish to view your Hospital records online.**

An example of an email you may have received:

*Maidstone and Tunbridge Wells NHS Trust has connected your Patients Know Best (PKB) record to a new team that is, or has been, working with you. The team's name is The Patient Records Team.*

#### **Why has this happened?**

*The Patient Records Team holds information about you or for you. PKB links you to the team so you can see information about you (such as test results) and information for you (such as library links). In some cases, you can interact with the team (through secure messaging).*

*Your PKB record is a single place to store information from you, your health professionals and your medical devices. To learn more about PKB, [please visit our website](#).*

**What happens next?**

When you have registered, if The Patient Records Team sends you information, PKB will notify you by email.

**What if I do not know the Maidstone and Tunbridge Wells NHS Trust or The Patient Records Team team?**

Sometimes you may see an organisation or team name that is unfamiliar to you. This often happens when health care services share resources for managing their patients' or service users' care. For example, GPs and hospitals sometimes share laboratory systems for your test results, and therefore you may receive data from an organisation you have never been to.

**How do I know what information they have about me and what they can see about me?**

The information they have about you or for you so far is in your PKB record. You can [log in](#) to see it now.

This team is not able to see any other information in your record except information the team has added themselves.

You can change the level of access they have at any time by clicking [this link](#) and adjusting their settings, you can read more in the [PKB manual](#).

Please do not reply to this email; this address is not monitored. [Log into your record](#) to see your medical information and manage your care.

Yours,

Patients Know Best Help Team



w: <http://www.patientsknowbest.com/contact-us>

e: [help@patientsknowbest.com](mailto:help@patientsknowbest.com)

You can access your PKB record **from the NHS app** as per below:

1. Log into NHS App with NHS login.
2. Enter your NHS login details.
3. Enter security code.
4. Click on any PKB jump-off point such as 'Care plans' found under the 'Your health' section at the bottom of the home screen.
5. Click continue to access PKB.
6. Agree to share your NHS login information with PKB.

If you have any concerns about access to your health records – please contact the Surgery or drop-in into a NHS Digital Access session each Wednesday till 20<sup>th</sup> December 1400-1600 @ the Surgery.

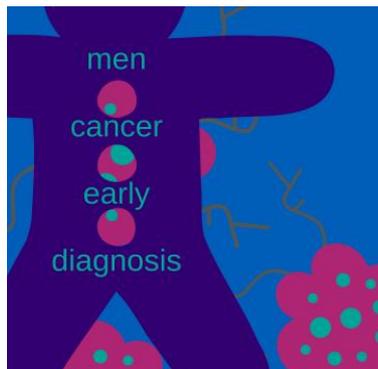
**NHS Digital Access Drop-ins @ the Surgery**

Marden Medical Centre with the help of PPG volunteers are holding a series of NHS Digital Access Drop-in sessions @ the Surgery every **Wednesday afternoons** until 20<sup>th</sup> December 2023 from 1400-1600.

The sessions are designed for those patients who need some extra guidance to access GP services, navigating the Surgery website and help to setup & use the NHS app.

If you or someone you know would benefit from some help, please call the Surgery Reception to book an appointment or simply drop-in on a Wednesday afternoon until 20<sup>th</sup> December 2023.

### Call for Help from men – Early Cancer Diagnosis



Finding cancer early, can mean it is more treatable, but statistics show in Kent and Medway, men are less likely to be diagnosed at an early stage with some cancers.

NHS Kent and Medway Cancer Alliance's Early Diagnosis team wants to change this and would like to hear from men (and women) about what barriers or what they feel stops men coming forward.

The feedback will be used to inform the development of a communications/information campaign to increase the early diagnosis of cancers in men.

For more details on how you can help see <https://www.haveyoursayinkentandmedway.co.uk/help-increase-early-diagnosis-of-cancer-in-men>