

## 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/>



### Flu and Covid Immunisation Clinics 2022

The Surgery will be offering Flu and Covid immunisations to all patients in eligible groups at the Marden Medical Centre. Please check the Surgery website for the latest information.

Flu and Covid clinics - current dates:

**Saturday 5<sup>th</sup> November 0830-1300**

**Saturday 3<sup>rd</sup> December 0830-1300**

### For Flu, these groups are:

- Those aged 50 years and over
- Those aged from six months to less than 65 years of age, in a clinical at-risk group.
- Pregnant women
- Carers
- Those living in long stay residential facilities
- Children aged 2-3 years
- All those on the NHS Shielded Patient List and their household contacts (specifically those who expect to share living accommodation with a shielded person most days over the winter)

### For Covid these groups:

- Those living in long stay residential facilities
- All adults aged 50 years and over
- Persons aged 5 to 49 years in a clinical risk group
- Persons aged 5 to 49 years who are household contacts of people with immunosuppression
- Persons aged 16 to 49 years who are carers
- Persons with a registered Learning Disability

**ALL THOSE IN ELIGIBLE COHORTS WILL BE CONTACTED BY LETTER OR TEXT TO INVITE THEM TO CLINICS BUT IT IS ESSENTIAL THAT YOU LOOK OUT FOR UPDATES ON OUR WEBSITE, FACEBOOK PAGE AND THE NOTICEBOARD OUTSIDE THE SURGERY AS THESE CLINICS MAY BE SUBJECT TO LAST MINUTE CHANGES.**

Please also ensure that the Surgery has up to date contact details for you, ideally a mobile phone number or email. *If your cohort is eligible and you have not been contacted and feel you should have been contacted – please call the Surgery.*

## NHS App

Please consider using the NHS App for prescriptions requests. We still receive 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. Every 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.



## National Self-Care Week 14-20 November 2022



Self-Care Week is an annual national awareness week that focuses on embedding support for self-care across communities, families and generations. Exercise Self Care for Life is the theme for 2022. The Self Care Forum has been organising Self Care Week since 2011

<https://www.selfcareforum.org/events/self-care-week/>

## Other News:

### Covid Boosters



Covid Bookings can also be made on the **NHS National Booking** site for nearby locations.

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

The Marden Pharmacy also currently offers walk-in Flu vaccinations.

### Choose Well

If you feel unwell - there are a range of local health services available. It is important to be aware of what is available locally and choose well.



**Emergency Departments and 999:** A&E and 999 are for life threatening emergencies. If you go to an emergency department (A&E) for other conditions you may face a long wait as priority is given to patients with the most urgent clinical need.

**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](https://111.nhs.uk) or call 111 for 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/>

**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 can 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 at 3<sup>rd</sup> Oct 2022*)

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.

**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 your problem can be safely managed by them. The Marden Pharmacy can be contacted on **01622 831495**.

**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

**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](http://www.nhs.uk)