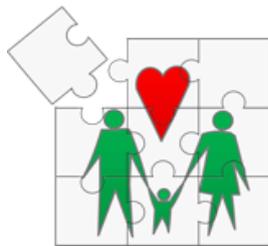


Marden Medical Centre Patient Participation Group



NEWSLETTER

Introducing John Haddow, our new PPG Chairman

My name is John Haddow and I am happy to be the new chairman of the Marden Patient Participation Group (PPG), taking over from Sian Burr. Over the last 4 years Sian has brought a dedicated and strong community spirit to the Group and I offer her my sincere thanks for all her hard work. Likewise, I thank Peter Kershaw who stood down as vice-chairman, handing over to Chris Childs. Details of the newly elected PPG committee members can be found on our website. www.marden-prg.org.uk.

I have lived in Marden with my wife (Debbie) since 2006. I have 3 children - my daughter lives in Australia, one son works in IT and my oldest son is an A&E Paediatric nurse in a London hospital. I retired in 2018 after a 35 year career in the IT communications industry. For the last 12 years I have also been a volunteer business mentor with the Prince's Trust, supporting disadvantaged young people in Kent & London, set-up in business. I joined the PPG in 2019 to get more involved with the village community and to challenge myself to develop some new skills.



We are very lucky that Marden Medical Centre and its staff are widely recognised as being an 'outstanding' Practice. The whole team embodies the competence, professionalism and dedication required in these most demanding times which is essential for a thriving healthy village.

We have had a PPG in Marden since November 2011. The PPG's aim is to be a critical friend of the surgery working closely with the GP team, to form a link between the patients and the practice, and to connect to the local NHS Clinical Commissioning Group & other relevant NHS organisations - all with a view to improving our health care services. To be effective, the group needs active participation from a wide cross-section of the Medical Centre's patients – who want to have a voice or take a more active interest in their own health care. Together with the GPs, my aims will be to boost patient **participation**, to increase **awareness** of the available GP and other health care services and to continue to support the surgery & various other **community** initiatives.

We always welcome new PPG members. It does not matter what age you are or from what background. If you would like to help to make a difference or know someone who might want join the group, please contact us via the surgery, email me at johnehaddow@yahoo.co.uk or call me on my mobile 077 69 53 88 97.

We hope you enjoy reading this latest Newsletter. If you have any questions, do not hesitate to let me know.

John Haddow

The following articles were submitted by the GP's and staff of the Marden Medical Centre:

Electronic Prescription Service

The Medical Centre has from May changed the way we manage most prescriptions for both regular repeated medications and one-off acute items. There is now a paper free system known to all as EPS. This is part of a drive to be "Digital First" in the NHS making all processes quicker, more efficient and often safer than before. It was however driven through, in our case, 2 months early in response to the COVID-19 crisis to reduce both people and paper moving around the system



Patients using any local chemist now have the items uploaded to the NHS Spine portal with a digital signature rather than pen and paper. Your preferred chemist needs to be nominated so that the item is quickly available for them to download and dispense. We have so far reflected your historical choice of chemist in all cases and have good cooperation from the two local pharmacies in ironing out some glitches and wrinkles. We had 2-3 hours of on-line training rather than 2-3 days face to face support.

This has meant we can consult by telephone or video and offer to transmit your prescription directly. It does, however, still need the chemist to find your prescription and prepare and check it. This means that current expectations for waiting should remain the same for now. It is however very well integrated with on line and phone app ordering of repeat medications which again reduces paperwork and delay.

Other advantages include the ability to send items in exceptional cases to chemists elsewhere in the UK, to track lost items, and to simplify processes around controlled drugs. It is a secure and confidential service. Your electronic prescription will only be seen by the same people that can already see your current paper prescriptions (GP practices, pharmacies and NHS prescription payment and fraud agencies).

We hope this works as well for our patients as it has for our staff. We welcome any feedback on the service.

Look who is ready to work at the Headcorn Covid Assessment Unit. Can you guess the GP?

(Answer on page 8).



The NHS App

Owned and run by the NHS, the NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet. We are keen to promote use of this App. The NHS App is available now on iOS and Android. To use it you must be aged 13 and over and registered with a GP surgery in England.



What the NHS App does

Use the NHS App to:

- **get advice about coronavirus** – and find out what to do if you think you have it
- **order repeat prescriptions** – see your available medicines, request a repeat prescription and choose a pharmacy for your prescriptions to be sent to
- **book appointments** – search for, book and cancel appointments at your GP surgery. See details of your upcoming and past appointments
- **check your symptoms** – search trusted NHS information and advice on hundreds of conditions and treatments. Get instant advice or medical help near you
- **view your medical record** securely access your GP medical record to see information like your allergies and your current and past medicines
- **register your organ donation decision** – choose to donate some or all your organs and check your registered decision
- **find out how the NHS uses your data** – choose if data from your health records is shared for research and planning

Other services in the NHS App

If your GP surgery or hospital offers other services in the NHS App, you may be able to:

- message your GP surgery, doctor or health professional online
- consult a GP or health professional through an online form and get a reply
- access health services on behalf of someone you care for
- view your hospital and other healthcare appointments
- view useful links your doctor or health professional has shared with you

Keeping your data secure

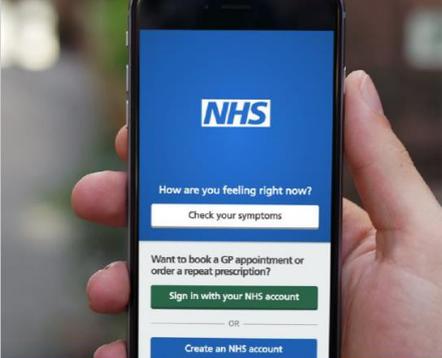
After you download the app, you will need to set up an NHS login and prove who you are. The app then securely connects to information from your GP surgery.

If your device supports fingerprint detection or facial recognition, you can use it to log in to the NHS App each time, instead of using a password and security code.

Get help with the App

If you have any issues using or downloading the app, check the NHS App help and support page.

Remote registering for online services 



Prove your identity (PYI)

- Download the app
- Create an NHS Login
- Upload and validate ID
- Register for NHS App

Access to online services including

- Appointments
- Prescriptions
- Summary Information

NHS app e-learning

Friends of Marden Medical Centre. Registered Charity No.1023162

The Friends of Marden Medical Centre were formed in 1993, when many patients and patients' families wished to express their appreciation of the care given by the practice in the form of a donation. The donated funds were intended to be used to purchase items of equipment that would benefit the patients.

The last 12 months has been a very difficult and demanding year for our Surgery and the Friends are delighted to be able to support the doctors and patients in every way we can.

Friends income in the financial year ending 31st March 2020 amounted to £14,479.84 and expenditure £15,626.96. The Doctors requests for items was presented to the committee and included among the items purchased were an APBI Measuring device, waiting room BP monitor, Phlebotomy chair, large vaccine fridge and planning and architects costs for proposed Portakabin extension work.

We would like to express our thanks to all who have donated and to the doctors and staff for their continual hard work and dedication to us all. It is much appreciated. Please make any donations via the Surgery.

Gill Tarry



Mental Health Support during the Covid-19 pandemic West Kent

Release the Pressure – 24 hour helpline call 0800 107 0160
Text support – 24 hours mental health crisis support Text “Kent” to 85258

All services are free at the point of access and you can self-refer.

All services are Kent and Medway wide unless stated.

| Service | Support | Contact |
|--|---|---|
| Adult Urgent Mental health support Kent & Medway | 24 hour helpline for urgent mental health support, advice and guidance. Provided by Kent and Medway NHS and Social Care Partnership Trust (KMPT). | 0300 222 0123 |
| Under 18's Mental Health support Kent & Medway | Provides emotional wellbeing and mental health advice and support for young people and their families across Kent. Call the 24 hour single point of access number. | 0300 123 4496 (select option one, then option three) |
| NHS Talking Therapy (IAPT) West Kent | Talking therapy services offer time-limited, evidence-based psychological therapies. All services offer treatments such as cognitive behavioural therapy (CBT), stress management and sometimes group work. Psychological therapies can help with anxiety, depression, Stress, trauma, Phobias and other related problems. All services are operating remotely via telephone and online appointments. Therapeutic appointments are available weekdays and evenings and some weekend appointments are available. NHS England have provided evidence that online treatment is as effective as face to face and patient experience is reported as high satisfaction. | Self-refer to your choice of provider <ul style="list-style-type: none"> • We are with you Call 0300 012 0012 Visit: www.wearewithyou.org.uk • IESO Visit www.iesohealth.com/en-gb |
| Maidstone Safe Haven Kent & Medway | The Kent and Medway Safe Havens are currently providing telephone support only. The emphasis of the service is on reducing immediate distress, and supporting people to access services and opportunities available to them in the wider community. Available 6pm – 11pm 365 days per year | Call 07484061684 Email: Maidstone.mhm@nhs.net |
| Live Well Kent West Kent | Live Well Kent can help you improve your mental and physical health and wellbeing. They can help with keeping active and healthy, meeting people, everyday living, managing your money, including debt and benefits, housing support and guidance, training and work. For anyone over 17. The service continues to operate remotely, please contact for more information. | Call: 0800 567 7699 Email: info@livewellkent.org.uk or contact via the website www.livewellkent.org.uk |

Created 29 April 2020 by the Kent and Medway CCG Mental health commissioning team. Send any queries to Ekmentalhealth.commissioning@nhs.net West Kent COVID Mental Health Information



Mental Health Support during the Covid-19 pandemic West Kent

| Service | Support | Contact |
|---|--|---|
| Solace Café Tonbridge Tunbridge Wells Sevenoaks | Phone Support for those struggling with mental health issues. The service can offer a 20 minute wellbeing call. Call or email to arrange. | Call: 07436 102171 or email solacecafe@westkentmind.org.uk |
| Hope Café Maidstone | Phone Support for those struggling with mental health issues. Friday 4pm – 8pm Sunday 1pm – 5pm | Friday call: 07407499641 or 07563035569. Sunday call: 07512207805 or 07787343496 For more details visit: www.maidstonemind.org/changes-maidstone-hope-cafe/ |
| West Kent Mind Tonbridge Tunbridge Wells Sevenoaks | Offering online and phone support. Visit the website for more details and updates on regular groups. | www.westkentmind.org.uk |
| Maidstone and Mid Kent Mind Maidstone | Providing phone support for those struggling with mental health issues. | Call either 07534 044513 or 07934 226442 to access support or go to: www.maidstonemind.org |
| Reachout Tunbridge Wells Tonbridge | Providing phone and online support for people struggling with mental health issues. | Contact Jill on 07989 219185 For more information visit: www.mentalhealthresource.org.uk/eachout |
| Kent together outbreak Kent | 24 hour helpline set up to support vulnerable people in Kent who need urgent help, supplies or medication during the Coronavirus. | Call 03000 41 92 92 or visit: www.kent.gov.uk/KentTogether |
| Involve Kent Maidstone Tonbridge & Malling Borough Green The Weald Tunbridge Wells | The Safe and Well service is a telephone befriending service that can link people to local support, e.g. help with shopping or picking up prescriptions. | Call: 03000 810005 Email office@involvekent.org.uk For more information visit: www.involvekent.org.uk/safe-and-well |
| Involve Carers Support West Kent | Providing phone support for carers | Call: 03000 810005 Email: office@involvekent.org.uk For more information visit: www.involvekent.org.uk/carers |

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Advice for parents during coronavirus

Whilst coronavirus is infectious to children it is rarely serious. If your child is unwell it is likely to be a non-coronavirus illness, rather than coronavirus itself.

Whilst it is extremely important to follow Government advice to stay at home during this period, it can be confusing to know what to do when your child is unwell or injured. Remember that NHS 111, GPs and hospitals are still providing the same safe care that they have always done. Here is some advice to help:

| | | |
|---|---|--|
|  <p>RED</p> | <p>If your child has any of the following:</p> <ul style="list-style-type: none"> Becomes pale, mottled and feels abnormally cold to the touch Has pauses in their breathing (apnoeas), has an irregular breathing pattern or starts grunting Severe difficulty in breathing becoming agitated or unresponsive Is going blue round the lips Has a fit/seizure Becomes extremely distressed (crying inconsolably despite distraction), confused, very lethargic (difficult to wake) or unresponsive Develops a rash that does not disappear with pressure (the 'Glass test') Has testicular pain, especially in teenage boys | <p>You need urgent help:</p> <p>Go to the nearest A&E department or phone 999</p> |
|  <p>AMBER</p> | <p>If your child has any of the following:</p> <ul style="list-style-type: none"> Is finding it hard to breathe including drawing in of the muscles below their lower ribs, at their neck or between their ribs (recession) or head bobbing Seems dehydrated (dry mouth, sunken eyes, no tears, drowsy or passing less urine than usual) Is becoming drowsy (excessively sleepy) or irritable (unable to settle them with toys, TV, food or picking up) - especially if they remain drowsy or irritable despite their fever coming down Has extreme shivering or complains of muscle pain Babies under 3 months of age with a temperature above 38°C / 100.4°F Infants 3-6 months of age with a temperature above 39°C / 102.2°F For all infants and children with a fever above 38°C for more than 5 days. Is getting worse or if you are worried Has persistent vomiting and/or persistent severe abdominal pain Has blood in their poo or wee Any limb injury causing reduced movement, persistent pain or head injury causing persistent crying or drowsiness | <p>You need to contact a doctor or nurse today.</p> <p>Please ring your GP surgery or call NHS 111 - dial 111</p> <p>The NHS is working for you. However, we recognise during the current coronavirus crisis at peak times, access to a health care professional may be delayed. If symptoms persist for 4 hours or more and you have not been able to speak to either a GP or 111, then take your child to the nearest A&E</p> |
|  <p>GREEN</p> | <p>If none of the above features are present</p> <ul style="list-style-type: none"> You can continue to provide your child care at home. Information is also available on NHS Choices Additional advice is available to families for coping with crying of well babies  Additional advice is available for children with complex health needs and disabilities. | <p>Self care</p> <p>Continue providing your child's care at home. If you are still concerned about your child, call NHS 111 - dial 111</p> |

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The Royal College of Paediatrics and Child Health is a registered charity in England and Wales (1057744) and in Scotland (SC038299).





Dementia Friends

Thank you to the members of The Living Memories Group, the Craft Group and friends and family who have made beautiful Forget Me Knots. Dementia Awareness week was unfortunately postponed: look out for news from the Living Memories Team of local Dementia Friendly initiatives later in the year.

If you know of anyone with dementia, or their family or carers who need support at this difficult time please direct them to the Medical Centre on 01622 831257.

Answer to who the GP was in the picture on page 2. Dr Neil Potter.

And finally, ending this Newsletter with a smile....

Smiling Is Infectious by Spike Milligan

Smiling is infectious,
you catch it like the flu,
When someone smiled at me today,
I started smiling too.

I passed around the corner
and someone saw my grin.
When he smiled I realized
I'd passed it on to him.

I thought about that smile,
then I realized its worth.
A single smile, just like mine
could travel round the earth.

So, if you feel a smile begin,
don't leave it undetected.
Let's start an epidemic quick,
and get the world infected!

