

St. Andrew's Medical Centre

Newsletter No.14 – Spring 2015

Welcome to our quarterly newsletter.

Our Patient Participation Group (PPG) has contributed to the content.

Please email us with suggestions on future content.

If you don't wish to receive the newsletter in future please reply to this mail: *"please delete me from your newsletter list"*.

Dr D's Quarterly Memo

Easter's an occasion for family fun, an excuse for eating hot cross buns.

When all the Easter eggs are eaten, think of that diet - has it been beaten?

Feel sorry for the diabetics, saying no to those treats,
gagging for an egg rather than just cold meats;

if you're searching on an Easter egg hunt,
be careful not to fall over like an acrobat's stunt;

If it happens by chance, assess the damage,
does it really need casualty, or can you manage?

A&E will be heaving in its usual mode, so try to minimize their unmanageable load.



Team changes

A **fond farewell and warm wishes** to **Dr Peter Cottrell** and **Dr Liz Robson** as they enter retirement from the end of March.

Their kindness and dedication to general practice over decades has been tremendous and will no doubt leave a large void to a large number of patients and staff. We as partners acknowledge this and will do our very best to meet the challenge.

And thank you to **Dr Nicola Betts** who leaves us on April 2nd.

Warm welcomes to: **Dr Diloni Allwin** our new GP partner who joins us in April as does **Dr Rae Hedley** who is our long-term locum and **Jo Colebrooke** and **Sarah Coppard** who have joined our Reception team.



MyDoctor@SAMC

Every patient at SAMC has their 'own doctor'. Always try and book to see your own doctor because he or she will be more familiar with your medical condition and needs and can more easily diagnose and treat a problem. Over time you can build up a real rapport with your doctor who also knows members of your family who are patients. The website has a page called **'MyDoctor days'** (in the **Appointments** menu) showing when your doctor holds a surgery.



Coffee Morning - PPG & Friends

Saturday 28th March, 10-12 noon

Enjoy a social visit to the Medical Centre for coffee, conversation and much more: Easter decorations & seasonal cakes; Crafts & cards; Homemade scones & biscuits; Books from our diverse stock at knockdown prices; Many generous raffle prizes, local vouchers etc **GRAND DRAW 11.45 sharp**

With your generous donations at our November WW1 themed coffee morning, we raised over £700 and SAMC is acquiring a new Electro Cardiograph Machine (ECG). For blood pressure checking and monitoring we have also recently bought a second 24-hour monitor and 2 home self-checkers.

A big 'thank you' to **Southborough Rotary Club** whose generous donation enabled us to purchase an 'Emergency Response Kit', which can be used locally in Southborough at the site of any outdoor emergency.

Next targets: paediatric emergency kit and a fixed surgery-based blood pressure checker.



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Sponsorship

Our sponsors are very important to us. Their financial support helps us boost our fundraising efforts which in turn lead to the PPG purchasing items for the benefit of SAMC patients.

The Gallery Hair and Beauty, Day Lewis and Eye Concern, in Southborough have recently renewed their sponsorships - it's their third year of support – we are extremely grateful to them. We are delighted to welcome **Onwatch** as a new sponsor this year. Onwatch has put in new security lighting for us.



Missed appointments – Target Zero

Since the start of the year the amount of **money wasted** at SAMC for patients missing appointments was **too high**: **Doctors £5350 Nurses £2160 Clinic's £360**

To **CANCEL** you can **TEXT 07580 508867** at any time **24/7**.

Example: CANCEL Jo Smith Tue 6 July 11am.



Friends & Family Test (FFT) - reminder

In October we introduced a new way for you to give us quick, anonymous feedback - positive or negative - every time you use one of our services by filling in on a postcard, or doing so online the answer to one core question: How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment.



New Year Resolutions - update

You'll recall that we made 5 of them, the idea being to free up more time on the phones and at Reception, by increasing the number of patients who:

1. book routine, **NON-URGENT APPOINTMENTS ONLINE** - *little success here yet*
2. phone for **TEST RESULTS AFTER 3.00 pm** - *increasing*
3. request **PRESCRIPTIONS REPEATS ONLINE** - *up 33% this year so far*
4. tell us if they need to **CANCEL APPOINTMENTS** - *more of you are telling us*
5. take control of their **NUMBERS** (Blood Pressure, weight, alcohol units) - *are you?*

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Medical Centre training afternoons

We are closed in the afternoon **on 13 May from 1.00 pm** for training. If you need to consult urgently with a doctor please Call the Medical Centre, listen to the answer phone message to obtain the emergency number, or Phone 111.



SAMC treats Minor Injuries - reminder

Our doctors and nurses can deal with minor injuries from 08.00–18.30 (weekdays only) - call us first and you may not need to go to A&E.

As an example, one of our patients took a tumble down some stairs at home and needed some sutures and had a possible fracture. A call was made to SAMC and the patient came in, had the sutures done, was fast-tracked straight to X-ray (not via A&E), had the result and was back home less than 3 hours later.



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