

St. Andrew's Medical Centre

No. 17 Winter 2016

Welcome to our quarterly newsletter, a collaboration between the SAMC team and the PPG (Patient Participation Group). Please email standrews.mc@nhs.net with suggestions as to future content.



News from the Medical Centre



Team changes

Goodbye and good luck to **Julie Wild** who has left our support team and welcome to **Tracy Clifford** our new Medical Receptionist/Administrator.

Missed appointments-Target Zero

When you miss an appointment without telling us, we have no opportunity to fit another patient into the empty slot - its selfish and costly, staff still have to be paid!

Last quarter: SAMC patients missing appointments resulted in a significant waste of money: **Doctors £4850 Nurses £2280 and clinics £280**

To cancel please phone, or **text 07580 508867** at any time 24/7. e.g. **Cancel Jo Smith Tue 6 July 11am**

Medical Centre training afternoons

We are closed in the afternoon on Thursday 21st April and Wednesday June 8th, from 13.00 for training. If you need to consult urgently with a doctor please call the Medical Centre, listen to the answer phone to obtain the emergency number, or phone 111.

Southborough 'Hub' announcement



Doctors and staff have put their weight behind plans for the proposed new Southborough community hub and want SAMC to be included in the development.

Dr John Riley, Senior Partner said: "we want to provide the best service possible for our present and future patients and, unfortunately, we are unable to do that at our current centre. We also need more room so we can supply extra services.

Keeping our patients informed

Take a look at the 'Hub' page on our website where you can see a lot more information, including our views as to the **benefits** the proposed move will bring to our patients and our team at SAMC. At the same time we will adding a **Frequently Asked Questions** section and inviting patients to send additional questions they might have which will then be added there together with our responses.

It is also our intention to **consult with patients** as plans for our participation in the Hub become clearer.

PPG & Friends - fundraising & events



Update: Funds raised at the end of 2015 stood at £11,910 from book sales, coffee mornings, donations and sponsorships. Thanks you all. Our book stall continues to thrive; income at around £1000 a year makes a huge contribution and the good folk of Southborough are better read than ever! Special thanks to Ann Norman.

Recently purchased: 1x Paediatric Sats probe; 1x Paediatric kit.

New targets: Electronic scales with BMI calculator. (A fixed surgery-based blood pressure checker has been deferred due to space/privacy constraints).

Pinewood Gardens, Southborough, Tunbridge Wells, Kent TN4 0LZ

t: 01892 515455

f: 01892 514019

e: standrews.mc@nhs.net

www.standrewsmc-southborough.nhs.uk

Dr D on medical matters



Alcohol - new targets set - 1 in 25 people has a drink problem!

Drinking less reduces long-term risk of cancer, heart and liver disease and diabetes. Short term, drinking less can improve your skin, sleep patterns, mood and sex life.

Government guidelines (January 2016):

- Not to drink - on a daily basis - more than 2-3 units = for example, 1 small glass of wine (175ml) or 1 pint of beer of 4% strength
- To have a minimum of 2-3 days per week with no alcohol

Life after stroke

You can download a pamphlet from the Stroke Association entitled '**life after stroke**', from our website.

Diabetes

You can download a pamphlet from Diabetes UK entitled '**100 things I wish I had known about living with diabetes**', by going to our website and clicking the link from 'About our services', 'Clinics A-Z'.

SAMC services



Online - 'thank you'

An ode to our clinical medical systems change at the end of last year.

Thanks from us all, for your patience through it all.

The changes to our computers have sorely tested our techy tutors.

The system now in place, means communications need less face-to-face, and so free our staff, for those who need support and a laugh.

We want to be more efficient in processing scripts proficient;

and you'll soon be able to see, your records at the stroke of a key.

When phoning for an appointment, why not avoid the dis-appointment when reception says 'we're fully booked', change to pre-book online, cuts the stress in hanging on to the droning phone-line.

Order your repeat medication in the same way, and pick it up another day.

We strive to take care of you, but also need you to care too, taking control of your own health, regardless of your wealth. So for handy health tips we created information slips, on our website, which you can download into the night.

Sign up and save time phoning or waiting at the medical centre

Around **900** patients have already signed up enabling them to book **non-routine appointments**, request **repeat prescriptions** or view their **summary medical record**. Sign up once for all 3 services.

Please sign up it's so easy – go to our website and follow the steps described at:

<http://www.standrewsmc-southborough.nhs.uk/appointments-online> .

St. Andrew's Medical Centre communications supported by

The Gallery
Next Dimension Gymnastics Academy

Day Lewis
Revive Mobility

Eye Concern
Onwatch