

St. Andrew's Medical Centre

No.19 Autumn 2016

Welcome to our quarterly newsletter, a collaboration between the SAMC team and the PPG (Patient Participation Group)



News from the Medical Centre



Moving out, MOVING BACK, (December 5th) and moving on!

Having difficulty keeping up? Well, we all are. So if you haven't been on the website lately here's the latest: Following the outcome of successful mediation between the Medical Centre partners and the landlords of our former premises, a new lease has been signed which will enable the medical centre to **return to our previous base** after essential repairs are completed.

We have been working extremely hard behind the scenes to keep the disruption of the surgery's services to a minimum following the temporary move. Moving back to our previous home while the Southborough hub scheme progresses, is the best outcome we could have envisaged.

No change to telephone, email and web address and parking arrangements.

We will continue to regularly update patients through the website and notices placed in the surgery in Pinewood Court, in the library and at Day Lewis pharmacy.

Message from the PPG: on behalf of the patients we would like to thank all the team at SAMC for their wonderful dedication and stoicism over the past few months:

It must have been really difficult and very stressful. The need to move came out of the blue: one minute excitingly planning for a move to the Hub, the next a realisation that an urgent, interim move was necessary and perhaps even two. If we think of it in terms of our own homes just think if we had had to pack up and leave our homes at short notice to stay in a temporary base, uncertain as to when, if ever, we might return, before going to a new, permanent home in 2-3 years' time. And all this whilst doing the 'day job'. We take our hats off to you!

Moving on – Hub update November 9th

The planning application **was approved** at the November 9th meeting of the Tunbridge Wells Borough Council Planning Committee.

Take a look at the **Southborough Hub page** on our website and the **Frequently Asked Questions page**. Do feel free to email additional questions which will then be added anonymously together with our responses.

South**H**borough
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Team changes

We are very pleased to welcome **Doctor Az Heydari** who joins us on December 12th. She will be taking on Dr Riley's patient list.

SAMC normal weekly surgery days										
from 12/12/2016	MON		TUE		WED		THU		FRI	
Dr Mason	AM	PM	AM	PM	AM				AM	
Dr Bruce	AM		AM				AM		AM	PM
Dr Reshma	AM				AM				AM	PM
Dr Allwin	AM				AM		AM		AM	
Dr Rice	AM	PM	AM	PM			AM	PM		
Dr Az Heydari		PM	AM	PM	AM	PM	AM	PM	AM	

New telephone system

As the number of patients on our list continues to grow and so the pressure on our systems increase, we have listened to one of your biggest concerns – getting through to us on the phone, and we will be introducing a phone system with double the number of lines, by the end of the year. It can direct calls to the correct areas i.e. prescriptions/appointments/secretarial and so help speed up calls to us.

Medical Centre training afternoons

We are closed on December 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 for the emergency number, or phone 111.

SAMC services



Triage 'on the day' appointments' system working well

If you haven't been in lately you won't be aware that an 'on the day' appointments 'triage' system' now operates (the way we determine the priority of patients' treatment based on the severity of their condition)

Here's Tony's experience: *".. twisted my ankle (gardening!) and did what you do: Rest, Ice, Compression, Elevation (by now my wife was running around after me!). So I gave the ankle 72 hours but was still concerned a little, but no dash to A&E but*

phoned the surgery around 9.30 for a phone consultation. I waited by my phone and 20 minutes later the 'duty doctor' phoned and after an exchange, booked me for a check 2 hours later. No waiting, no break, no need for an x-ray, no problem! If I'd needed an x-ray the doctor would have got me fast-tracked to the fractures clinic with no wait in A&E. Perfect! (p.s. hope the smile is soon back on my wife's face!)."

Reminder: sign up for online services and save time phoning or waiting at the medical centre

Book non-routine appointments, request repeat prescriptions or view your summary medical record. Please sign up once for all 3 services - go to our website and follow the steps described at:

www.standrewsmc-southborough.nhs.uk/appointments-online

PPG & Friends



Update: Funds raised currently stand at £13,165

New targets: We will shortly be buying 4 new portable blood pressure checkers for loan to patients who need to monitor their BP over a short period. We are also buying an electronic tablet for our nursing team which will particularly help when more than one of them is treating the same patient over a prolonged period and need to be best able to share progress with colleagues, e.g. pictures of the healing of a wound.

St. Andrew's Medical Centre communications supported by

The Gallery

Day Lewis

Next Dimension Gymnastics Academy

Onwatch