

Sheppey Healthy Living Centre Surgery**Autumn Newsletter**

We thought it would be a good idea to tell you a bit about the make up of our surgery. The surgery is part of Minster Medical Group who also run two GP surgeries located next to Sheppey Hospital; Minster Medical Centre and Long Catlis Road Surgery in Parkwood, Rainham.

**Special points of interest:**

- Flu clinic- Now booking!
- Ordering your prescription online.
- Recent CQC visit
- Our new virtual patient engagement group.

There are currently 2 partners in the group Dr A Shah and Dr R Shah.

We have 3 permanent GPs working at the practice Dr R Shah, Dr J Mukirae and Dr T Mogga who work between here and Minster Medical Centre. The Dr will also do phone consultations, home visits and discuss test results in between morning and afternoon surgery.

Our practice Nurse Nina works on a Tuesday at the surgery. We also have our new member of staff Bhumi who is our Healthcare assistant.

Gita our clinical pharmacist works on a Wednesday seeing patients for medication reviews, Asthma reviews etc.

Flu season

The surgery is now taking bookings for flu vaccinations . You are eligible for a free flu jab if you

- Are aged 65 or over
- Pregnant
- Are diabetic
- Are asthmatic
- Suffer from COPD

If you are unsure please call the surgery and we can advise you.

CQC Visit

In June the surgery had its Care Quality Commission (CQC) visit. Thank you to all the patients that responded to their survey, this highlighted how pleased patients were with the services we offer.

The visit highlighted a few areas for improvement at the surgery this included the lack of patient engagement group. The surgery holds a meeting every year, but over the past two years the surgery has only managed to engage with 2 patients. As an action from this we are looking to start a new virtual patient engagement which is detailed over leaf.

An area that was also highlighted was how we investigate our incidents. They found a lack of evidence to show formal learning from our mistakes. We have now changed our process and when we have an incident at the surgery the senior manager on site uses an investigation form to look at the incident from start to completion. The outcome is fed back to the patient involved and the outcome is discussed at formal staff meetings to share the learning.

We are always working to improve the quality and care we provide our patients.

Iplato—text messaging service

Just a reminder about our text messaging service— Iplato. This service allows us to text patients and remind them of their appointment and there is the option to cancel if need be. If you would like to use this service please give your mobile number to reception.



Online prescriptions

Another reminder of the option of requesting repeat prescriptions and booking appointments online. It cannot be used for acute prescriptions medications. Please let the reception staff know if you would like to sign up for this and they can provide you with a unique password.



Annual Checks and Reviews

If you suffer from a long term condition such as asthma, BP, diabetes or respiratory or heart conditions, you will be required to attend for an annual check. If you do not attend you may not be able to have your medication.

The doctor has a legal requirement to make sure your health needs have not changed.



New virtual Patient Engagement Group

Caption describing picture or graphic.

The surgery is looking to start a new virtual patient engagement group. We would email you throughout the year with proposed changes and what's going on at the surgery, and ask for your feedback.

If you would be interested in being part of this please give your email to reception.

A gentle reminder.....

Please could all repeat prescription requests be made either online or in writing with 48 hours' notice. We will not process any requests verbally over the phone. If you are phoning for investigation results, please could you avoid calling at peak times, outside of surgery hours between 10:00 and 16:00hrs if possible.

A kind request from the Doctor if you are calling to book a home visit please call before 11:30am as the Doctor makes these calls between their morning and afternoon clinic. They are not able to guarantee visits after this time as they will be in their afternoon clinic which finishes at 17:45, the surgery then closes at 18:00.

If you are requesting sick certificate please give 48 hours notice. If it is a continuing sick certificate you will not always need to see the doctor.

Surgery opening hours are as follows:

Monday	08:30-18:00	Between 18:00-18:30 the surgery is covered by MEDOC; If you call the practice between these times you will be given their number in the answer machine message.
Tuesday	08:30-18:00	
Wednesday	08:30-18:00	
Thursday	08:30-18:00	Outside of our surgery opening hours, for acute medical problems please call 111 which deals with our out of hours calls.
Friday	08:30-18:00	

