



### **PATIENT PARTICIPATION GROUP (PPG)**

Are you interested in joining our Patient Participation Group? Our aim is to develop a positive relationship between the Practice and the Patients, ensuring the practice remains responsive to all patient's needs. We support the practice in health promotions, questionnaires and organise events and talks. We meet every three months, just for a couple of hours. Your views are important to us – we want to hear from you. If you are interested in joining please leave your name and address in our PPG box in Reception.

Have you had to wait after your appointment time to be seen by the clinician? Whilst it is the surgeries aim to run to time, sometimes this is not always possible. Some patients have complex medical problems that may take longer than the allotted appointment time. Please try to be a patient patient!

Once again this year the PPG is supporting the St. Michaels Hospice Tea Party. Date and time to be announced.

On Wednesday 1<sup>st</sup> June, Mr. Simon Baer, ENT Consultant from the Conquest Hospital will be coming along to the Rye Community Primary School to give a talk "Deafness: Hear all about it". This is a joint event run between the Ferry Road PPG and the Rye Medical Centre PGG. All welcome. The talk starts at 6:30 pm. Refreshments available. For more information contact the surgery.

### **FRIENDS AND FAMILY TEST (FFT)**

Have you completed our FFT yet? If not, please pick up a form from Reception or by completing the short survey by logging on to [www.iwantgreatcare.org](http://www.iwantgreatcare.org) In the last three months 185 patients have completed the FFT, with 94% of patients saying they would recommend our Practice to their Friends & Family

## Ferry Road Health Centre Spring/Summer 2016



### **PRESCRIPTION CHARGES**

Prescription charges will increase to £8.40 from 1<sup>st</sup> April 2016. This is a flat-rate amount that successive Governments have thought it reasonable to charge for those who can afford to pay for their medication. Prescription pre-payment certificates (PPCs) offer a real saving for people who need extensive medication.

A three monthly PPC is £29.10 and could save you money if you need more than three prescribed items in three months. A twelve month certificate is £104.00 and could save you money if you need more than 12 prescribed items in a year. Telephone 0845 850 0030 for more information or speak to our Dispensary.



### **REDUCING WASTE – MEDICATION**

Do you already have enough of your medication at home? Please think before ordering your next prescription.

You can help reduce medicine wastage by:

Checking what medicines you still have at home before re-ordering your prescription.

Only ticking the boxes on your repeat prescription form for medicines you really need. If you order through a Chemist please tell them if you've stopped taking any medicines so the items can be removed from your list.

### **SELF CARE**

Information is available at the surgery on self-care for :

- Cough and colds
- Hay-fever
- Sore Throats
- Minor sprains and strains
- Flu like illness
- Earache
- Insect bites, stings and skin reactions
- Low back pain
- Diarrhoea and vomiting
- Blepharitis and conjunctivitis

## **Surgery News**

We are pleased to welcome Dr. Soraya Sharafi to the practice. She works every Wednesday morning and all day Thursdays. Dr. Eleanor Zanchin is available every Monday. Sara Terry (our Nurse Practitioner) is available Tuesday and Wednesday afternoons and all day Fridays. Although Dr. Bolidai is in the surgery every day he is not always available for routine consultations as he runs specialist clinics for patients with long term medical conditions.



Did you know that we send text reminders 48 hour before your appointment? Just make sure we have your correct mobile phone number so that we can offer you this service.

## **Are you a Carer?**

Do you look after someone? Have you told us you are a Carer? Being a carer can affect your own health. To make sure you're offered the right support we would like to know if you a carer. Speak to one of our Medical Reception Team.

## **Patient access**

The Practice currently offers the following Patient Access – online services - allowing patients the facility to book, view, amend, cancel and print appointments online; To order online, view and print a list of their repeat prescriptions and to view online, export or print summary information from their records relating to medications, allergies, adverse reactions and any other items agreed between the practice and the individual patient. These services are available, on request, to any patient registered with us over the age of 16

## **Health Help Now**

Health Help Now is a new free web app. It functions like a mobile phone app and helps people check their symptoms and find the best place for treatment – showing which services near them are open. It breaks down symptoms by age – baby, child, teenager, adult or older adult. Whatever the time find the right treatment for you. Download the free NHS app or visit [www.healthhelpnow-nhs](http://www.healthhelpnow-nhs).

## **Rye Healthy Walk**

Every Monday at 10 am setting off from the Gibbett Marsh car park join the Rye Healthy Walk Group. All you need is suitable foot wear and to dress for the weather conditions of the day. The walk lasts for an hour and is an opportunity to get some fresh air, gentle exercise and meet people.

## **Quit 51**

Quit 51 - our local stop smoking service - is starting up a Quit Club locally and are looking for smokers wishing to quit to join together for 12 weeks in order to help them stop smoking. If attending a group does not appeal to you but you are still looking to quit smoking, Quit 51 can offer you alternatives such as one to one in the community – they hold weekly sessions at the surgery, home visits or telephone support if that would suit you better. To make an appointment call free on 0800 622 6968 or text the word "smokefree" to 66777 and one of the Quit 51 team will call you back.