



PATIENT PARTICIPATION GROUP (PPG)

We are always striving to improve our services to you and are keen to hear your views on how you perceive our surgery, services and staff. We work closely with our PPG, who always welcome new members and any input. The PPG meets 3-4 times a year. If you would like to join our Group, please contact Jo Maynard c/o Ferry Road Health Centre

In association with the PPG, the Christmas raffle raised an impressive £362.00 for St. Michaels Hospice. Thank you to everyone involved.

CARE QUALITY COMMISSION

The Care Quality Commission (CQC) carried out its inspection of the Practice in August 2016. Three inspectors attended and spent the day speaking with clinical, administration and dispensary staff, as well as members of the PPG.

The CQC reported an overall "Good" rating for the surgery. The full report is available to view on the Practice and CQC website.

FRIENDS AND FAMILY TEST (FFT)

Have you completed our FFT yet? If not, please pick up a form from Reception, or by responding to a text message after you attend for your appointment or by completing the short survey by logging on to

www.iwantgreatcare.org

In the last three months patients have completed the FFT, with 98% of patients saying they would recommend our Practice to their Friends & Family

Do you have asthma or COPD?

Singing may help!

Regular singing in a relaxed friendly group can help with managing conditions such as Asthma, COPD (chronic obstructive pulmonary disease) and other lung problems. Starting on Monday 6th March (for twelve weeks) there will be Singing for Better Breathing sessions being held in Camber, Winchelsea Beach and Rye Harbour. For more information, or to book a place, contact Di White on 01303 220870 or di.white@canterbury.ac.uk. Sessions are led by Sadie Hurley who has run many singing groups for people affected by breathing problems in Kent and South London.

REPEAT PRESCRIPTIONS

Prescriptions for new medication are only issued after consultation with a Doctor (either from the surgery or hospital). If you are on regular medication you will be issued with a repeat prescription slip which may be used to request more medication. Alternatively you may order on-line. We do not accept requests for medication over the telephone as it is easy for misunderstandings or inaccuracies to occur.

If a hospital doctor has asked you to obtain a prescription from the surgery, this will only be issued once we have confirmation from the hospital stating the required medication.

KNOW THE SIGNS OF STROKE

You could save your own or someone else's life, or help limit the long-term effects of stroke, by learning to think and Act F.A.S.T.

F.A.S.T. or Face-Arms-Speech-Time is easy to remember and will help you to recognise if you or someone else is having a stroke.

Face – has their face fallen on one side? Can they smile?

Arms – can they raise both arms and keep them there?

Speech – is their speech slurred?

Time - to call 999 if you see any single one of these signs of a stroke.

Surgery News

We are pleased to welcome Tracey Jarrett to our Team. Tracey has recently moved to the area and has previously worked at a GPs surgery in West Sussex. Tracey will be providing Reception and Secretarial duties as well as training in dispensary services.

Midwife Clinics

The Practice Mid-wife will be changing her clinic day. Instead of a Tuesday, she will now be running a clinic here every Thursday. This will enable her to provide a longer clinic and also offer Mid-Wife services to Rye on a Monday (at Rye Medical Centre) and Thursdays (at Ferry Road). These clinics are by appointment only.

Year of Care – Diabetic/Heart/COPD Patients

If you attend the surgery for an annual diabetic, heart or COPD review, from 1st April you will notice a change in how you are called for this check. You will still have your initial appointment (for blood test, blood pressure, foot checks, spirometry etc). Following on from this appointment your test results and other information will be sent out to you. This will give you the chance to think about what you want to ask and talk through during your next appointment. You will then attend for your follow up appointment (your annual care and support planning appointment). Here you will be able to discuss your concerns and what is important to you, and what you want to do to manage your health over the coming year.

Missed Appointments

Every month an increasing number of booked appointments are missed, wasting the Doctors and Nurses time. During January 26 GP/Nurse Practitioner appointments were missed (4.5 hours) and 55 Nurse/HCA appointments (over 9 hours). If you are unable to attend please, please let Reception know as soon as possible so that the appointment can be offered to someone else.



Have we got your correct mobile number? We know people regularly change and update their mobile phones. Please don't forget to let us know of any changes.

Website

A lot of patients use the Practice website but for those who don't you may find it is a useful source of information and links. To see what you might find helpful go to www.ferryroadhealthcentre.net

On-line services

Patients registered with the surgery can now book appointments and request repeat prescriptions on line, at a time convenient to them, thanks to GP online services. This service enables people to book GP appointments and request repeat prescriptions via their computer, smartphone or tablet, at a time that suits them rather than calling or visiting the surgery. This service works alongside the traditional methods of accessing our services, it does not replace them. If you want to register for this service you will need to fill out a form at the surgery and produce proof of identity. Call in and ask us about this service.