



### WORD FROM THE PPG

Could you become a member of our Patient Participation Group?

The PPG work with the surgery to improve patient experience and are a voice for all patients. We also help with the surgeries vaccination clinics.

Can you help us contribute to practice decision making and consult on service development and provision and provide feedback on patient's needs, concerns, interests and challenge the practice constructively whenever necessary. Speak to our Reception Team about becoming a member of the PPG

### BLISTER PACK RECYCLING

Did you know that the packs your pills come in, known as blister packs, are not accepted by the council for recycling in your green bin? They are normally made of bonded plastic and aluminium, and this requires a specialist procedure for separating these and making them available for reuse.

Whilst there are schemes for accepting these, there are none near Rye. Jempsons pharmacy now offer this facility. They have a large box within the pharmacy area of Peasmarsh Jempsons. When full the packs are taken away by a specialist recycling firm.

We feel this is a very valuable contribution to the community, and hope lots of people will make use of it.



### Do you need an appointment at the surgery or could Pharmacy First help?

The consultation service enables patients to self-refer into community pharmacy for a minor illness or an urgent repeat medicine supply. You can self-refer to the Pharmacist for the following conditions:

Uncomplicated UTI's (women only aged 16-64),  
Shingles (over 18's only), Impetigo (1 year and over),  
Infected insect bites and stings (1 year and over),  
Acute (Sudden onset) Sore throat (5 years and over),  
Acute Sinusitis (12 years and over), Acute Otitis  
Media (1-17 years only)

### Nursing News

The Surgery said 'Goodbye' to Sally, our Practice Nurse at the end of May. Sally started her nurse training with Queen Alexander's Royal Army Nursing Corps at 18. She served with them until she married Chad who was in the Parachute Regiment, which meant they moved around quite a lot. When they settled in Gravesend Sally became a Practice Nurse and worked at the same Practice for 25 years. When they relocated to Rye, Sally joined the team here at Ferry Road. Sally says she could never envisage being anything but a Nurse. Now she has retired she is going to take each day as it comes and have the flexibility of being spontaneous!

Sally would like to thank all the patients who signed her card and as she is remaining local she will probably see you in town.

We said "Hello" and welcomed Victoria Easton to Ferry Road as our new Practice Nurse. Victoria qualified as a registered Nurse in 2009 from the London South Bank University. Victoria initially worked in a hospital but soon came across to primary care, working as a Community Nurse and then moving into her first practice role when her daughter was born. Victoria spent seven years working at a practice in Sevenoaks, before moving into the private sector and an independent school, and also the long term Covid Team. Following a move to Rye last year, and realising the GP land was where she really enjoyed working, Victoria joined us. Victoria splits her working time between Ferry Road and Rye Medical Centre.



## APPOINTMENTS

### On-line Consultations

Did you know you can now consult with our GP Practice online? You can input your symptoms online and will receive a response – usually that day. You will either be given advice, directed to other sources of support such as the pharmacy, receive a telephone consultation or if necessary booked in for an appointment. You can also use the system to contact us about test results, sick notes (Med 3's), referral letters and medical reports. It's easy to get started, just go to our website or contact the surgery and we will give you a step by step guide on how to register for this service.

*This service is for over 12's only, and should not be used for emergencies. Some of the minor illnesses covered by this service are – Acne/spots/pimples, cough/cold/nasal congestion, oral mouth ulcers, hayfever, MSK joint pains, hearing issues, joint swelling.*

### One Appointment One Problem One Patient

The majority of GP appointments are ten minute duration. We ask that you try to observe the "One appointment, one problem" ethos. We strive to deal with each medical problem to the highest standard and this proves to be impossible if we are asked to deal with a number of problems in one appointment slot. Please also note that your appointment is for you only. Please do not ask the doctor to deal with the problems of a child or other relative in the same appointment slot. Please make a separate appointment for your child/relative if they need to be seen as well. Doctors cannot see huge numbers of patients with multiple problems and continue to practice safely and effectively. A stressed doctor will struggle to be a good and safe doctor.

We do consider that GP appointments are a limited resource and we would kindly ask that such a service be used with care and consideration. Therefore please do not be offended if the doctor asks you to rebook for your other problems. We are working in your best interests to keep you safe.

### Unattended consultations at the surgery in June

June was not a good month for the number of wasted consultations at the surgery. 80 appointments were booked by patients who did not turn up for their appointments (DNAs).

26 GP/Independent Nurse Prescribers consultations, 14 Practice Nurse consultations, 34 Health Care Assistant consultations, 6 Ancillary Staff (Physiotherapist/Social Prescribers etc)

Please remember to cancel any consultations you no longer require or are unable to make. We can always offer these to other patients if we are given sufficient notice. Consultations are in great demand as I am sure you are aware, if we can reduce the number of those not used, we can help you.

### Could an appointment with our Social Prescriber help you?

If you would like help and advice on any of the following, please speak to Reception who can book you a face to face appointments here with our Social Prescriber.

- ❖ *Finances, welfare benefits and debts*
- ❖ *Mental health and wellbeing*
- ❖ *Education, employment, training and volunteering*
- ❖ *Healthy lifestyle and exercise*
- ❖ *Bereavement*
- ❖ *Loneliness and social isolation*
- ❖ *Living with long term health conditions*
- ❖ *Carer support*
- ❖ *Accessing green spaces and nature based activities*



### Macmillan Cancer Support – new service

Macmillan Cancer Support are offering a new drop in support clinic at the Hub on Rye Hill every 3<sup>rd</sup> Wednesday between 11:00 – 1:30 p.m. Maxine Clist, Macmillan Community Coordinator, will be supporting people affected by cancer, helping them navigate the complexities of healthcare and social services, and connecting them with relevant resources