

St Anne's and William Street **PATIENT Newsletter**



3rd Issue
Summer
2018

Changes afoot!

For some time now it has been the policy of NHS England to seek to encourage GP practices to work together to form larger groupings. In a town the size of Herne Bay, where there has been four practices, it makes sense for some rationalisation to take place, in compliance with the national policy guidelines. As you will likely be aware from reports appearing in the local media, two of the Herne Bay practices, namely the Coach House Surgery and the Park Surgery have merged to form a new larger one. Over the past few months negotiations have been going on behind the scenes between our St Anne's Group and the William Street Surgery towards forming a new practice. These talks have reached a satisfactory conclusion and have enabled a new combined practice to come into place on the 1st April 2018. The St Anne's Patient Participation Group (PPG) has been kept fully informed during the negotiations and on your behalf has made a number of observations. In particular we stressed that we considered that it was important to invite patients from both surgeries to attend a consultation meeting to allay any concerns there may be over future services. We were very pleased that the Practice responded positively to our suggestion, with such a meeting having taken place at the Queen Victoria Memorial Hospital on 10th April, 2018.

Your PPG, which covers both practices now, is satisfied that the combining of the two practices to form a new one (in due course to be formally named as The Heron Medical Practice) makes good practical sense. We consider that the bringing together of the skills and expertise of clinical and non-clinical staff of both surgeries will prove to be to the overall benefit of us, the patients. Accordingly we are very happy to welcome the formation of the new Practice as a positive step forward.

Nevertheless we do think it is important that you tell us how you find things. We want to know, so that working with the new Practice we can ensure that you continue to receive the best possible service. Remember that's what the merger is all about, delivering a better service for you the patient. So please do tell us. Get in touch either by sending an e-mail to our secretary: CCCCG.admin-stannes@nhs.net Or write to the Chair, PPG, c/o St Anne's Group Practice, 161 Station Road, Herne Bay CT6 5NF or c/o Beltinge & Reculver Surgery, 269 Reculver Road, Herne Bay CT6 6SR.

Another change which is taking place is that Dawn Simmons is stepping down from day to day practice management, although she will still have, for some time, a role within the new practice. Dawn has been the St Anne's Group Practice Manager for some twenty three years. During that time Dawn has been the instigator of many changes to ensure that the service we rely upon so much performs with great caring efficiency to our benefit. Indeed the idea of their being a PPG was the brain child of Dawn so we say a big 'thank you' to Dawn for all that you have done and wish you, when it finally comes, a long and happy retirement. With the departing of Dawn we say 'hello' to Helen Sutton who will have the unenviable task of guiding through the new combined Practice as its Manager. However, this challenge in the safe capable hands as Helen was recently responsible for the merging of four Canterbury practices. So it's (a sort of) goodbye Dawn and welcome Helen!



Dawn... I left Kent in March 1979 at the tender age of 17.5 to join the RAF as a Medic. I spent the next 13 years moving between Buckinghamshire, Hampshire, Germany, Scotland, Yorkshire & Oxfordshire before returning to Kent in 1993. I joined St Anne's in September 1993 as an administrator. The then Practice Manager was looking for an assistant, I was appointed to the role in 1998 and promoted to Practice Manager when he retired in 1999. Since then, I have seen the development of Beltinge & Reculver Surgery, the refurbishment of St Anne's Surgery on Station Road, the development of the Ophthalmology and Cataract services, the opening of the Minor Injuries Unit at QVMH, two computer system changes and the retirement of several GPs. I made the decision towards the end of last year that it was time for me to slow down, but I'm not ready to hang up my hat completely just yet. I approached the Partners with a proposition that we appoint a new Practice Manager, but that I will stay on (full time for 12 months) as Finance Manager and support for the new Practice Manager. I will then step down to part time after 12 months. My choice for my replacement was agreed whole heartedly by the Partners as Helen had worked for us previously before she decided to spread her wings and gained experience in other Practices. Helen is a great fit for the Practice and I will continue to support her to work together for the benefit of our patients and staff. I am looking forward to my new role of Finance Manager – and Grandma!

Helen... has returned to St Anne's Group Practice to take on the role of Business Practice Manager. She previously worked for the surgery from 2003 to 2011 until she left to become the IM&T Manager at Whitstable Medical Practice for a year before becoming Practice Manager for Cossington House Surgery in Canterbury from 2012. In April 2016 Cossington House Surgery merged with Canterbury Medical Practice and Helen then went on to manage all 4 sites; Cossington House Surgery, London Road Surgery, Bridge Health Centre and Littlebourne Surgery. Before moving to the Kent coast in 2002, Helen lived in Yorkshire and worked for Calderdale and Kirklees Health Authority as a Project Co-ordinator for the Health Informatics Service. She is very happy to be back at St Anne's and is looking forward to working with everyone; Partners, staff and patients to ensure a successful merger with William Street and Hersden Surgeries.

Staff Changes...

The practice was sad to say goodbye to their Senior Partner, Dr Parsloe who retired in June

Dr Rebecca Costello joined the Surgery as a Salaried GP in January

Community Pharmacist, Pritesh Shah, started working with the Surgery in January

Practice Nurse, Bethan Fox, joined the surgery in April. Bethan has now started her Diploma in Diabetes

Nurse Manager, Rachel Bain, and Practice Nurse, Katy Butler, (who specialises in Asthma), joined the surgery in May

The Patients Participation Group (PPG) is a harmonious link between the patient and the practice to raise issues to improve the patient experience

Since working with the Practice here are some of the things we have been involved with:

- Improving communication, for e.g. advising on changes to letters sent to patients
- Developing, Editing and Constructing the Patient Newsletter
- Giving patient views on changes to clinical computer system (EMIS), appointment system and telephone access
- Liaising with Care Quality Commission (CQC) when evaluating services at the practice
- Working with local NHS in giving patient views on developments, for e.g. the Urgent Care centre at the Queen Victoria Hospital
- Participating in local NHS meetings such as the Herne Bay Community Network meeting
- The wider changes occurring within the health community e.g. Future of NHS and Social Care
- Responding to practice friends and family survey results

What difference can you make as a member of the PPG

- Join in discussions about local health issues/needs
- Provide feedback to clinicians and staff members about current services
- Suggest ideas for future development of services
- Help in agreeing clear guidelines that ensures real open communication between the PPG and Practice
- Find out views of patients about their health needs
- Review and where appropriate provide advice and recommendations on the practice patient surveys/ questionnaires results
- Increase patient sense of involvement in their healthcare
- Help to demonstrate the patient commitment to practice and practice commitment to patient
- Help in setting priorities for the future
- Help to agree questions for future surveys/ questionnaires

How can I contact the PPG?

To contact the PPG please email the Practice at CCCCG.admin-stannes@nhs.net Or write to the Chair, PPG, c/o St Anne's Group Practice, 161 Station Road, Herne Bay CT6 5NF or c/o Beltinge & Reculver Surgery, 269 Reculver Road, Herne Bay CT6 6SR.

The PPG has a committee that meets bi-monthly with members of the Practice . We currently have 2 vacancies for members and would like to invite patients of William Street Surgery to apply so that the committee is representative of all Surgeries.

The PPG also has a larger group, that is mostly virtual, that is open to all patients of St Anne's and William Street Surgery. These patients have the opportunity to communicate with the PPG committee and the Practice and will be asked for regular feedback and contribution towards PPG led initiatives and projects.

Did you know?

Were you aware that the St Anne's Group Practice has its own website? It contains a wealth of information about the services that the Practice offers at its two surgeries or indeed online. Want to know about when's the best time to get test results; or getting that very necessary medical advice before you go on a trip abroad; or the clinics and services the Practice offers and much more? Well log on to www.stannesgrouppractice.co.uk and find out how to get the best service from the NHS and your Practice!

Text Messaging Service

Make sure the Practice knows your mobile telephone number. By doing so it will be able to send you a text message reminding you of a forthcoming appointment. Each missed appointment (no show) costs the Practice money. It's also important if you don't need your appointment, you cancel it, so that the reception staff can offer the slot to someone else who needs it.



MyGP is an App that will simply allow you to book and cancel GP appointments (nothing else). You can however add dependants to this App so that you can book or cancel appointments on their behalf. For children aged 11 years and under, as long as your mobile number is registered against their medical record, you will be able to add them yourself by using the orange and white cross to add a dependant. For children aged 12-16 (inc) you will need to ask the Practice to grant permission. A GP will make this decision. If you wish to add an adult you click on the orange and white cross, add the dependants name and mobile number, the dependant will then be sent a message asking them to grant permission.

Weekend GP Service

For those patients who find it difficult to get to the surgery on weekdays, perhaps because of work or family commitments, it's now possible to see a doctor on either Saturday or Sunday.

However this service is only available for pre-booked appointments. **It is not a 'walk in' service.** To make an appointment for a weekend day contact your normal surgery Monday to Friday. This service is provided at the Integrated Care Centre at the Queen Victoria Memorial Hospital, King Edward Avenue, Herne Bay, CT6 6EB

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Canterbury & Coastal Group

Meetings in 2018

At the Swalecliffe and Chestfield Community Centre, 19 St John's Rd, Swalecliffe, Kent. CT5 2QU

On the following Fridays at 7.30pm

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| July 13th | Social: Race Night |
| Sept 14th | tba |
| Nov 9th | tba |

Coffee Mornings 2018

At The Miramar, 165 Reculver Road, Beltinge, CT6 6PX

On the following Saturdays, at 10:30am

August 11th , October 13th, December 8th