

Park Surgery

Patient group Newsletter



June 2021

Welcome to our latest newsletter

Unfortunately due to prioritising the vaccine rollout, this has meant our newsletter has not been quarterly as we had intended however we thought this was a good time to update you.

How we have been working

Our appointment booking system has changed. Whilst we still have Covid19 guidelines to adhere to, we have tried to find an appointment booking solution that suits all. We have introduced more 'face to face' appointments, while still keeping telephone appointments and e-consultations. Dr Matthews has put together a list of 'problems' that generally can be dealt with over the phone, we then have a list of problems that mostly need to be seen in person by the Practitioner or GP. Our reception team have been trained how best to triage, and which patients should be booked a telephone call or face to face appointment. Of course, if a patient wishes to see a doctor in person rather than on the phone, we can book this too providing there are no covid symptoms and the patient hasn't been advised to isolate. The Practitioner can also arrange to see the patient if we first thought a telephone call was suitable. Our face to face appointments are staggered throughout the day to avoid too many patients in the waiting room at any one time and we are asking patients to attend alone where possible. We have found being able to offer both telephone calls and more face to face appointments has been a positive change. Many patients are still happy to receive calls as this fits in with work etc. We have needed to be cautious with this change taking into account the rise in numbers with the Delta variant.



Vaccine roll out

Our team along with the team from Heron Medical Practice have all worked tirelessly to ensure a smooth vaccine roll out. We have now administered over 35,000 vaccines at the Queen Victoria Hospital. What a phenomenal number! We are extremely proud that we have been a part of the service here in Herne Bay, and we certainly couldn't have done it without the support of our patients! Patients have been incredibly kind and friendly when attending the clinics. We are so pleased that there has been such a great uptake of the vaccine.

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Social media & keeping our patients informed

We have found our Facebook videos to be extremely popular and well received; we have kept up with these as we have found them such a beneficial way to get information out to our patients in the quickest way possible. We were reactive in this, if lots of patients were calling with the same query, we would post a video with a response in the hope of helping others. We are all so pleased to see so many positive comments thanking us for our hard work during this time on these posts too, it has certainly meant a lot to our team to know they are appreciated.

What we've been getting up to



Pop Up Café at Broomfield

'Action *with* Communities *in* Rural Kent' bought their Pop Up Café along to Broomfield Surgery once again. The sun was shining for them, patients were happy to sit and have a friendly chat. A welcome change after lockdown at home!

A covid friendly system has been put in place and all guidelines adhered to.



Please feel free to come along, it would be lovely seeing our patient group there.

Dates for your diaries

The Pop Up Café will be at Broomfield on the following dates:

Tuesday 29th June

Tuesday 27th July

Tuesday 24th August

Tuesday 21st September



Sunflower competition

As our sunflower competition was so popular last year, our social team have provided our team with a pot of seeds to grow again this year, with a twist! There are a few red seeds; there will be a prize for whoever grows the red sunflowers. Watch this space to find out who is the proud owner!

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Treasure hunt

Sue Sanderson our Nurse Practitioner arranged a treasure hunt around Herne for our team to take part in, raising money for Pilgrims Hospice! We ended the day with games on the green at Goody's Ale. A great day was had by all. It was lovely to get together all in aid of a good cause! We raised £200. Thank you to our team for taking part and being such good sports in their fancy dress.



Exercise

Our Pilates classes at Broomfield surgery have started again now the restrictions allow us to do so, we have really enjoyed this. While we were not able to do this, a few of our team started a running club, a good way to spend time together, enjoy the fresh air and participate in exercise.

Patient Group meetings

We would like to get back to our quarterly meetings; hopefully sometime in the near future these will be able to be face to face again but for the time being we will need to follow the guidelines and do these as virtual meetings. Times and dates of the next three meetings are:

10th July 9:30am - on Teams (Invite will be sent via email)

2nd October 9:30am - Location to be confirmed

8th January 2022 9:30am - Location to be confirmed

If you have anything that you are particularly concerned about at the current time and wish to share with us please do not hesitate to contact us prior to the meetings. Your suggestions and ideas are always very welcome.

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Patient feedback

We have again received some wonderful feedback

- ❖ Thank you everyone at Park surgery for all your hard work, you are all fantastic!
- ❖ You all are amazing people, providing this valuable service to us & for that I am truly grateful.
- ❖ We just wanted to say a very big thank you for the efficient, friendly and caring way you are conducting the covid-19 injections
- ❖ Your reception staff are absolutely fantastic and a credit to you.
- ❖ I would like to express my gratitude for the way your surgeries have conducted themselves during the pandemic. I keep reading in the national press about frustrations from patients when being unable to access medical help. Whenever I have needed advice, a phone back from a suitable medic or help with prescription queries, I have always been dealt with in a patient and professional manner. My sincere thanks to the whole team.
- ❖ Herne Bay residents are so lucky to have such an organised and dedicated team of professionals such as yourselves. You are all amazing people, providing this valuable service to us and for that I am truly grateful. Thank you.
- ❖ Two wonderful nurses from the Park Team came to give me my vaccine at home today. They were amazing. Thank you so much to you all for all you are doing.