

From the kind comments that we have received you welcomed receiving the first ever Newsletter published by the Patient Participation Group (PPG) of the St. Anne's Practice. This was most gratifying. To be honest the decision to produce a Newsletter was very much a venture into the unknown. Was it wanted? Was it needed? Clearly it was as you told us that you found edition number one helpful. It helped you to keep up to date with what was happening at the Practice. With this knowledge it has enabled us to plan this edition – number two – with renewed confidence. As some of you may be seeing the Newsletter first time (we hope to improve and extend the distribution of this and future editions) it is likely worth restating that like the PPG itself the Newsletter is independent of the Practice, but is produced with its help and encouragement. We the PPG are your representatives so therefore don't forget it's *your* Newsletter. Tell us what you would like to see in its columns. Why not write about your experiences of the Practice – good and those things which could be done better. For example, have you signed up to use the new clinical computer system? If so, did you find it easy? Do you like it, or perhaps not? We want to know, so that working with the Practice we can hopefully make it better for you, the patients and in doing so help the Practice's staff. So please get in touch. Send an e-mail to our secretary: CCCCG.admin-stannes@nhs.net. Or drop a line to the Chair, PPG, c/o St Anne's Group Practice, 161 Station Road, Herne Bay CT6 5NF or c/o of the Beltinge & Reculver Surgery, 269 Reculver Road, Herne Bay CT6 6SR. We look forward to hearing from you!



Now up and running!

In issue number 1 we told you about the plans that were afoot to set up in Herne Bay a Minor Injuries Unit (MIU) and we are now pleased to report that it became operational on 11th September. Based at the Integrated Care Centre, Queen Victoria Memorial Hospital, King Edward Avenue, CT6 6EB, its open every day, 7 days a week, 365 days per year from 8am to 8pm. It's staffed by fully trained personnel capable of dealing with most minor injuries. Live up to the minute information on its waiting times and other helpful information can be found on the WaitLess App! So should you or a member of your family have

the misfortune to require treatment for a minor injury during the Christmas and New Year holiday period don't forget the MIU is open its normal hours during the whole festive season.

New East Kent NHS 111 & GP Led out of Hours service

Integrated Care 24 (IC24), a local not for profit, gold mark accredited social enterprise with extensive experience in providing out of hours GP services and NHS 111 will take over the contract for providing this service for our area from the beginning of December.

NHS 111 is available free of charge from landlines and mobiles 24 hours a day, 365 days of the year. Those using the service are put through to trained advisers, supported by healthcare professionals, to have their symptoms assessed. They will be given the advice needed or directed to the local service best for them. If a GP is needed to be seen urgently when the practice is closed they will be referred to the out of hours GP service.

The new service has been commissioned by the 4 East Kent clinical commissioning groups, for our area. NHS Canterbury and Coastal CCG, being the lead for the contract.

Good for the community because:

- Patients will have an organisation through which they can identify their own health needs
- Patients will be able to get an idea of what is needed to improve healthcare and make sure that the patient view is always represented

Good for patients because:

- patients will benefit from improved communications with staff if appropriate
- patients will be consulted about arrangements for their primary health care
- patients will have a better understanding and knowledge of the practice and its staff
- patients will have a forum to suggest positive ideas and voice their concerns

Good for practice staff because:

- GP's and their staff will be able to plan services jointly with patients in order to increase their effectiveness
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Dr Rine - Says a farewell to patients

30 years ago when we were 20 somethings, my soon to be wife Sue and I decided the time was right to find somewhere to move to and settle with a view to starting a family.

So, after pinning the map and with the help of British Medical Journal adverts I made a telephone call to the junior partner here at St Anne's.

It was a Saturday morning and Dr Chris Brian was on duty. He explained how he had done a few visits and now at lunchtime he will be dropping in to the Queen Vic for a drink before continuing the rounds. Visualising the Queen Vic in my mind as having a log fireplace and perhaps serving mulled wine it sounded very friendly and caring.

So after a trial by dinner party then a big hit by the great storm that Michael Fish said was never going to happen in Oct 1987 I arrived at St Anne's.

I discovered the reality was otherwise about the Queen Vic being a hospital not a pub, but the friendly and caring ethos of this practice remained and still does to this current day.

Information governance hadn't been invented so Sue became wife/ receptionist. Night call outs from home were the norm.

During my time here I've personally increased the population of East Kent by four (with Sue's help) and we are lucky and grateful to have four wonderful daughters.

Rumours of my retirement have been much exaggerated, as the reality is I am expanding my longstanding hospital surgical role where I already work as an Associate Specialist in Skin Surgery at Kent & Canterbury Hospital. So, I will be working in theatre only giving me the ability to carry out all my work from now on wearing pyjamas (some people call them scrubs!!)

Finally, what I really want to say is a very big thank you to all in the great team that is St Anne's and beyond. I would also like to send a special big thank you to all our patients who have allowed me the privilege of having some role in their lives. For those who have gone through adversity please be assured that I will always carry strong memories of you individuals and families who have been heroic and amazing in the face of the worst difficulties that we humans face. I hope I have been a friend with a bit of Medicine thrown in!

Best wishes and Seasonal Greetings.



Dr John Rine



St Anne's Surgery - Mental Health Nurse

Hi, I'm Trish, I have been with the surgery for almost a year and deal with all areas of Mental Health. My background is primarily in-patient acute care and addiction. As well as carrying out annual health reviews for patients, I also see patients that may benefit from talking therapy. This involves assessing problems, needs and concerns while discussing the most suitable treatment. Often this involves building a therapeutic relationship with a patient but may also involve liaising with other health professionals such as psychology services and secondary care.

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.

Practice Christmas and New Year Opening Times

The Practice will be closed on Monday 25th December, Tuesday 26th December and Monday 1st January 2018. We are open as usual on all other days over the Christmas and New year period. If you require urgent medical attention please telephone the out of hours service by dialling 111.

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!

Flu Season

The injected flu vaccine is offered free of charge on the NHS to people who are at risk. This is to ensure they are protected against catching flu and developing serious complications. You are eligible to receive a free flu jab if you:



- are 65 years of age or over
- are pregnant
- have certain medical conditions
- are living in a long-stay residential care home or other long-stay care facility
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill

Please ask next time you are in the Surgery for more information about how to book for your Flu Jab.

DIABETES UK
KNOW DIABETES. FIGHT DIABETES.

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

March 9th Whitstable Lifeboats – Dave Parry

May 11th Short AGM + Chris Morris from Paula Carr (based at Estuary View)

Coffee Mornings 2018

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

On the following Saturdays, at 10:30am

February 10, April 14, June 9, August 11, October 13, December 8

A Patient testimony ... Hospital at Home

On the 14th August 2017, I had a revision operation on my right knee. A revision is a replacement of a worn-out knee which I had replaced 15 years ago. This was performed at the QEQM hospital Margate. The second day after the operation blood tests confirmed that I was showing the onset of infection. I was given IV infusion of antibiotics. My knee responded well and by the fourth day both the Occupational Therapist and Physio team discharged me. The fifth day I was visited by my surgeon who was very pleased with the knee and stated that I could go home but would still need antibiotics. Then he mentioned a team of nurses called HOSPITAL FROM HOME TEAM (HFHT). I was not sure who they were but was told this would be explained by one of their team. Later that day I had a picc line put into my arm (a line directly into my vein) and a visit from one of the nurses from the HFHT. She explained to me that the team treated me as though I was still in hospital but would treat my home as the extension of a hospital ward. When I arrived home, I was visited each morning by a nurse who gave me the IV antibiotics directly into the picc line, took my temperature, blood pressure and asked the usual questions about the pain etc as though I was still in hospital. These nurses treated me with respect, professionalism and empathy on the few days that I had a bad day. By having this team in place not only was my recovery so much more comfortable in my own home but I had released a bed in the hospital. If anyone is offered this service please feel at ease as it is fantastic. I am recovering very well and I am sure it was down to the decision to have the HFHT in place. Written by: Carol, Herne bay Kent.

Patient Access and MyGP



Patient Access will allow you to book appointments, order your repeat medication and if permissions are set, view your medical record online.

Please see the Practice website for information on how to register for online services.

www.stannesgrouppractice.co.uk

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.

