



Main Surgery:
St Saviours Road
01622 756888

THE MOTE MEDICAL PRACTICE

www.themotemedicalpractice.co.uk

Practice Newsletter Issue 9, Autumn 2016



Branch Surgery:
1 Boughton Lane
01622 744644

Farewell from Dr Wilford



"I realised to my astonishment in early February that I had been a partner at the practice for 30 years. Many of my patients have been with me for my entire 30 years as at the practice and it has been wonderful to live and work in a community with such continuity of care. I started on 1st February 1986. We had previously been living in Iver, in Buckinghamshire. The (then) new M25 motorway hadn't been completed, so I drove down to Maidstone using sections of the M25 and various A roads in my half-timbered mini traveller. What a different world practice was then. We did all our own on call, so the phone would ring at home at all hours of the night and at weekends. The patients were very flexible and were prepared to come to the surgery for emergency surgeries on Saturdays and Sundays. We had three surgeries then, one at Northumberland Court, one in Boughton parade Loose (where the Physiotherapy Practice is now) and one in Park Wood (which is, of course, still a surgery, though it now belongs to a different practice). All clinical notes and all prescriptions were handwritten. There were no computers. Morning surgeries were sit and wait. The essential job has, however, remained the same, based on a situation of trust between doctor and patient. Though frequently exhausting, the job has remained life-affirming, because of the repeated examples of the strength, courage and positivity of human beings in the face of often devastating adversity. The other main thing that has made the job so enjoyable has been the lovely team that I have had the privilege of working alongside. I am so grateful for the support and enthusiasm of wonderful colleagues over so many years. I would like to thank both colleagues and patients, from the bottom of my heart, for the last 30 happy years."

We are very sad to see Dr Wilford leave, but we are sure you will join us in wishing him all the best for the future. We are pleased that Dr Jayanthi Pudur Ramakrishnan and Dr Stephen Brown have joined us and have now assumed responsibility for Dr Wilford's patients.

Registering with the practice

Our books are currently open but our lists are full (except for households of existing patients). Due to imminent GP changes we do not anticipate being able to take on any patients for the next few months. We are a very busy practice and do not have the resources to safely look after more patients. We do appreciate how frustrating it must be for you if you are trying to register with us and are unable to; and for this we sincerely apologise. We wish we could accept everyone, but we hope that you understand that this would not be safe to do so and we have to have a limit to ensure patient safety. In order to find a GP you could try contacting other local practices to see if they are able to accept you or you can visit the NHS Choices website www.nhs.uk.

Appointments not attended by patients between the months of June - August:

Doctors = 939
Nurses = 1100

Please let us know if you are unable to attend your appointment to give someone else the chance to be seen.

Help us to improve appointment availability.

Flu Vaccinations 2016

The NHS will not be sending out reminder letters this year.
PLEASE BOOK YOUR APPOINTMENT AT RECEPTION.



Please tell us if you can't keep an appointment, either by phone or via our website:
St Saviours Road Surgery: 01622 756888 Loose Branch Surgery: 01622 744644

www.themotemedicalpractice.co.uk www.myvisiononline.co.uk





Remember to update us of new telephone numbers or changes of address!



The Mote Medical Practice/CPMS

This practice is utilising the new West Kent CCG's Care Plan Management System. This is a secure online service to maintain care plans for vulnerable and elderly patients, but will also allow access to most of the GP medical record for almost all our patients, to local agencies such as the Ambulance service, out-of-hours GPs, Accident & Emergency departments, Social Services etc..

Except in an emergency, access is only permitted with your express consent at the time and point of contact so cannot occur without your agreement. However, if you don't wish your records to be made available in this way and haven't already opted out of the national electronic Summary Care Record please tell us and we will mark your records accordingly.

Home Visits

Facilities for examination and treatment are best at the surgery where your doctor can see six or more people in the time it takes to make a home visit.

Although we recognise that arranging transport to the surgery can be difficult we must restrict home visiting to those for whom leaving the house is medically inadvisable.

Please try to telephone before 10am if a visit might be needed.



Annual reviews



From the 1st of April 2016, all patients will be expected to attend annual reviews for diabetes, asthma and/or COPD during the month of their birthday. We hope that this new system means it will be easier for patients to remember when reviews are due and will also improve waiting times and appointment availability.

Practice Closures

The practice will be closed from 1pm on the following dates:



Tuesday 15th September 2015
Thursday 15th October 2015



These afternoon practice closures are to ensure that primary care teams are getting the essential training and development they need to deliver the best possible service.



when it's less urgent than 999

Call 111 if:

- * You need fast medical help but it's NOT a 999 emergency.
- * You think you need to go to A&E.
- * You are unsure of who to call about health information.
- * You don't have a GP to call.



Patient Confidentiality Please be aware that a receptionist may ask you to wait away from the reception desk to ensure patient confidentiality and privacy is maintained at all times.



Friends and Family Test

Have your say to improve your care. We would like your feedback on the care or treatment we give you any time you visit your GP or have contact with the Practice.

It doesn't take long.

Put us to the test and tell us what is working and what we can improve. You can say what you think without giving your name and we will use the information to plan improvements to our services.

Fill in the form on our website or go to www.nhs.uk/friendsandfamily



Did you know?



The surgery processes more than 140 repeat prescriptions a day?

You can request your repeat prescriptions in a number of different ways:

- Tick the items you require on your 'Shopping List' and either post it to us or drop it into the surgery.
- Complete an order form available at reception
- Log into your account at www.myvisiononline.co.uk
- Fax it to us: St Saviours Road - 01622 672573
Loose Branch - 01622 741909



We do not take prescription requests over the phone.

Please remember to allow 48 hours if you collect your prescription from surgery, or 72 hours if you collect your prescription from a pharmacy.

Telephones

As most of you are probably aware, our telephone system can be incredibly busy, particularly at opening times. There are a few ways to try and avoid getting the engaged tone. The phone lines are busiest when we open at 8:30 and then again at 14:00. If you are phoning for routine appointments or general queries, avoiding these times is essential. We suggest waiting until after 10:00 to phone us for non urgent enquiries. The afternoons are always quieter, so for things like test results, you are more likely to get through first time if you phone after 3pm.

Want to have a say about your practice? Join the Practice Patient Reference Group.

We meet 4 times a year for about 2 hours in the evening.

We discuss the running of the surgery, the services it provides and we also created last year's patient survey. IF YOU ARE INTERESTED PLEASE COMPLETE AND RETURN THE SIGN-UP SHEET AVAILABLE ON OUR WEBSITE OR FROM RECEPTION. WE REALLY NEED YOUR HELP SO PLEASE CONSIDER JOINING.

