

RYE MEDICAL CENTRE

Spring 2020

Newsletter

Kiln Drive, Rye, TN31 7SQ

From The Practice Manager's Desk

We know how frustrating it can be when our telephone lines are engaged. We have now introduced a way of contacting us easily online. Please read the article on Engage E Consultations. Once registered, we offer a same day response for any non-urgent medical or administrative queries. As always please let us know if there is anything that you would like to see featured in future editions. Our latest information is always available on our website: www.ryemedicalcentre.com
Best wishes Jackie Kempton

New Staff Member



We would like to introduce you to our new Practice Nurse – Alison Gow. Alison qualified as Adult Registered Nurse in 1988 and after working on acute medical wards for 10 years went on to work as Community Staff Nurse. In the last ten years she has worked as Practice Nurse in St Leonards and as a Community Respiratory Specialist Nurse which helped her gain a Respiratory degree module increasing her knowledge in the care of patients with COPD and other lung disorders. Luckily for us Alison missed a more patient-centred care and delivery of nursing skills so decided to return back to practice nursing. Alison holds clinics on a Monday, Wednesday and Friday.

Extended Access

Along with our colleagues in Hastings and Rother we are providing an Extended Access service for those patients who work or find it difficult to get to the surgery during working hours. You must book these appointments in advance and they are subject to availability. Appointments are available Monday to Friday evenings 6:30 – 8:00pm; Saturday and Sunday mornings. Please note that these appointments may not be at this surgery and could be a telephone consultation. If you need to be seen during these times please contact our reception team to check availability. You will be asked to give your consent for the GP at that surgery access to your medical record.

Data Protection

Our team will be asking you to confirm that you are happy for us to contact you by text and email.

Please note we will only contact you via these routes with matters regarding your health and well-being. It would be very helpful if you could keep us up to date with your contact details.

“Save the date”

Healthy Living Event
Tuesday, 28th April, 6 for 6:30 pm
“Avoiding Frailty in Older Age”
talk by Dr Mucci.
At the Milligan Theatre,
Rye.

Texting service

We will now be sending out text reminders for you to make appointments for things like medication reviews, diabetic reviews, asthma reviews, etcetera. Don't worry we will still be sending you reminders of those appointments you have already booked too.

If you are a dispensing patient and collect your medication from our main surgery, our Dispensary team will also send a text to let you know your medication is ready to collect from the Surgery.

Please note this service is not yet available to our Branch Surgeries.

Remember to let us have your up to date mobile number and to have given consent to allow us to contact you.

Engage E Consultations

Just launched – Request help from us easily online.

Engage consult allows us to manage non-emergency requests far more efficiently and respond more quickly to our patients. Sometimes your query could be answered by one of our admin team or your medical query may not need a face to face consultation. Patients are now able to use the new service 24hrs a day to contact the Practice about medical **OR** administrative queries. **Any** queries received via Engage Consult before 2pm on a Surgery working day will be responded to on the same day.

Get yourself registered by visiting our Practice website on: www.ryemedicalcentre.com and click on the Online Consultations link. Once you are registered you will be able to then securely choose a medical or administrative query or even get self-help advice. It's a simple, secure online access to your Surgery.

PPG Corner

Hello Everyone

The new PPG Committee is now operational.

Mrs Julie Dockerill has been elected to the Chair. Mrs Jane Nunn continues as the Treasurer but with the added involvement of Mrs Rosemarie Roberts when Jane is not available. In the absence of an elected Secretary, Mrs Audrey Warley is providing Secretarial services to the Committee.

Other members of the Committee are:

Mrs Rosemary Boucherat Mr Richard Byham Dr Ben Chishick
Mr David Lovejoy Mrs Norma Turner Mrs Doreen Willmott

There has been publicity recently about the development of the Hub close to the Practice building. This would be of help to the PPG Committee as a place to hold their meetings rather than within the operational area of the Practice building. However, as many patients will have seen in the local press, the completion of the Hub has been delayed until at least April. Consequently, the venue for PPG Committee Meetings will continue to be within the Practice Building for the time being.

Jeff Warley

Remember!

Medication requests take 3 clear working days to be processed.

Please help us by ensuring you provide plenty of notice when requesting repeat medication: at least **3 clear working days**.

Don't leave it to the last minute to request your repeat medication: use the online or paper request system. I would also remind you that we are **unable to take medication requests over the telephone**.

Paramedic Practitioner Appointments

Just to remind you that we now have our Paramedic Practitioner Kate Seaman working alongside our doctors and she will be seeing anyone who needs an **urgent appointment on the day**.

She will also be making home visits.

Branch Surgeries

For patients living in rural areas we have clinics running in Camber, Icklesham, Brede and Peasmarsch. Please ask our Reception team for more information on which days we have doctors and nurses there. Please note due to the facilities at these branch surgeries we can only offer a limited service.

BENENDEN HOSPITAL REFERRALS

If you are a Benenden member and requesting a referral, please remember to call Benenden Member line first, **0800 414 8100**, and obtain a case number. Increasingly, Benenden Healthcare are insisting on an NHS referral to be in place before they will accept a Society Member referral.

APPOINTMENT REMINDERS MJOG – REGISTER YOUR MOBILE NUMBER

Our computer system now allows you to cancel your appointment by text. You will need to give the Reception team your mobile number at the time of making the appointment. The system will generate a text reminder to your mobile device at the time of booking then again 48 hours before your appointment.

Should you wish to cancel your appointment just text the word **CANCEL** and the system will cancel the booking allowing someone else to benefit from the freed appointment.



RURAL PRESCRIPTIONS

Please allow **3 working days** from collection for your prescription to be processed.

Brede: Medication only is delivered to shop on Wednesdays.

Camber – Repeat Prescriptions are collected from the Surgery: Monday, Wednesday, and Friday. We have an allocated member of Dispensary team there on those days between 1130 – 1230 so you can pick up your medication.

Icklesham – Prescriptions collected from Village Hall on Mondays and Fridays. Medication can be collected from Pat Francis on Tuesday and Saturday Mornings, 0900 – 1000.

Iden Post Office: Repeat prescriptions are collected on Wednesdays. Medication is delivered to store on the following Wednesday.

Peasmarsch Village Hall - Repeat prescriptions are collected on Wednesdays. Medication can be collected with prior notification on Tuesdays between 1530 -1600.

Rye Harbour Stores – Prescriptions collected on Wednesdays. Medication dropped off on following Wednesday.

Winchelsea Post Office – Prescriptions collected on Wednesdays. Medication dropped off on following Wednesday.

Winchelsea Beach Co-op – Prescriptions collected on Wednesdays. Medication dropped off on following Wednesday.

Chargeable Services

An increasing number of situations arise where we are asked to provide services that are not part of the NHS provision such as private examinations and letters. We charge for this work and publish lists of our charges. Please ask our Reception team if a charge would be applicable to your request. Private examinations can be booked with Reception: please make them aware of the reason for the appointment as extra time is sometimes needed. Requests for private letters or forms can be left with Reception with a covering letter explaining what is required. Please allow a reasonable amount of time for these to be completed, as unwell patients will always take priority. Payments can be made by cash, credit or debit cards: unfortunately we cannot take payment over the telephone. Please note you will be asked for identification when collecting any documents from Reception.