**Hawkinge and Elham Valley Practice**

**Patient Participation Group**

Hoping everybody had a good Easter and enjoyed the better weather.

Here is the latest news from the Practice.

PCN – is Primary Care Network as a reference within this document

**Application for extension to the surgery at Hawkinge**

The application was rejected by Kent Highways who are concerned at the lack of parking spaces. However other options are being considered and look promising. At some point it is expected that another application will be submitted. There is a lot of support for more consulting rooms but until the parking issue can be resolved it will not progress further.

**Spring boosters**

This programme is underway for over 75s. Patients need not contact the surgery but will be contacted. Most vaccinations will take place at Oaklands as the Hub for the PCN.

**Increased activity at the Surgery**

Face to face appointments continue. The trainee Gps and Foundation year Doctors also see patients face to face as part of their training. There is also a new Doctor starting shortly on a permanent basis – Dr Dey.

There has also been increased activity around long term condition checks, some taking place over weekends.

There has also been Minor Illness Clinics running on a Saturday morning as part of the PCN group.

Progress has been made in speeding up the process of blood tests as the Surgery now has the ability to scan samples before dispatch which enables quicker processing.

**Increased hours**

The General Medical Services Contract is due to be reviewed shortly and advice will be given as to whether the Practice needs to increase its hours. Currently the Surgery offer Improved Access on a Saturday morning and Monday evening until 8pm. There is also a remote clinic on a Sunday morning every 3 weeks. Staff are also doing extra hours during the week where possible.

**Health Reference Group**

The topic was Targeted Lung Health Checks. Kent and Medway have been selected to take part in the initial pilot scheme. This will involve smokers and ex smokers aged between 55-74 as nominated by the Surgery. The base for this is Buckland and is fully funded by NHS England. This scheme is likely to become national. If after the initial check further action is needed a low dose CT scan will be arranged. Patients will be recalled after 2 years. The scheme is likely to start in July or August.

**Mental Health Nurse**

There is now a Mental Health Nurse that the Practice can book appointments with. This is in place as a PCN facility. It has to be booked via a clinician.

**Booking process**

E consult is by far the best way to communicate when a reply will be received within 24 hours with appropriate action. This method frees up the phones. On the website is the econsult link and also a link for prescriptions as well as using the usual Apps for prescriptions.

When an appointment cannot be obtained -

1. There is always a duty clinician daily to take urgent calls.
2. Referrals can be made to Royal Vic for minor illnesses
3. Referrals can also be made to PCN Minor Illness Clinics at Hythe Mon to Weds or Harbour Thursday and Friday and of course Hawkinge on a Saturday
4. People should be encouraged to use pharmacies where possible.

**Surgical Clinics**

It is anticipated that Dr Oochit will restart these clinics in May/June.

**Clinical Pharmacist**

The Practice now has a Clinical Pharmacist 3 days a week at the surgery who can prescribe. This assists particularly with the long term conditions.

**New receptionists**

2 new receptionists have recently joined the Practice. It is hoped to recruit more shortly.

**Telephone system**

PCN and Kent England are leading the way in helping Practices install better phone systems. It is hoped that the communication will be more clear and of better quality.

The Practice have to fund this but will have help with set up costs from CCG.

Please make sure that you have enough medication to cover the Jubilee weekend. Prescriptions need to be ordered with more time to process.