



Woodlands Family Practice

NEWSLETTER SPRING 2024



General practices offered more than 933,000 appointments to patients across Kent and Medway in February.

This is 68,000 more appointments offered than last February and 139,000 more appointments than in February 2022.

Around 66 per cent of appointments were face-to-face or home visits.



Join your **Patient Participation Group**

PPGs represent patients and provide feedback on GP practices, helping to drive change



If you would like to join the Practice PPG and be part of a space where you can share your ideas, suggestions and make a difference at your surgery please email woodlandsfamilypractice@nhs.net

Information for patients on the **Friends and Family Test**



The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Listening to the views of patients and staff helps identify what is working well, what can be improved and how.

Please visit www.woodlandsfamilypractice.nhs.uk/FriendsandFamily/

Order repeat prescriptions on the **NHS App**



The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the [Google play](https://play.google.com/store/apps/details?id=nhs.uk) or [App store](https://apps.apple.com/gb/app/nhs-app/id1482854225). You can also access the same services in a web browser by [logging in through the NHS website](#).

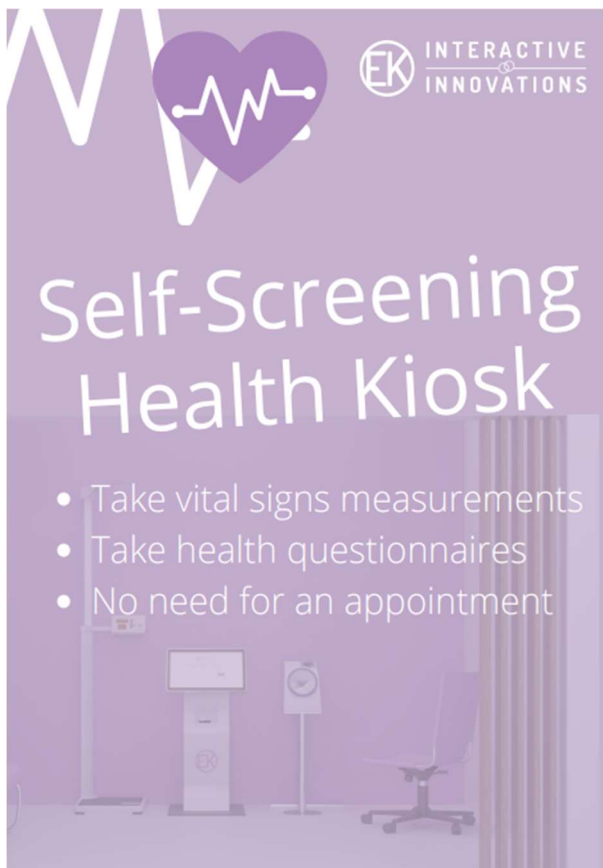
What you can do with the NHS App

You need to prove who you are to get full access to the NHS App. With full access, you can:

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- book and manage appointments
- view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- book and manage COVID-19 vaccinations
- register your organ donation decision
- choose how the NHS uses your data
- view your NHS number ([find out what your NHS number is](#))
- use NHS 111 online to answer questions and get instant advice or medical help near you

Practice Health Kiosk

Located outside of Room 1 in the practice. Please ask a member of staff for more information



INTERACTIVE INNOVATIONS

Self-Screening Health Kiosk

- Take vital signs measurements
- Take health questionnaires
- No need for an appointment

The advertisement features a purple background with a white ECG line and a heart icon. It shows a photograph of the kiosk and a chair in a clinical setting.

How to use the BLOOD PRESSURE MACHINE

STEP 1
Log-in to the self-screening kiosk with your name and date of birth

STEP 2

- Sit on the chair and adjust the height until your heart is level with BP monitor
- Place your legs together on one side of the monitor
- Ensure your arm is bare or only a thin layer of clothing is worn
- Sit upright and do not cross your legs

STEP 3

- Insert your arm all the way to the top of your shoulder
- Lay your arm, palm facing upwards, in the rest provided
- Relax, do not talk and **DO NOT MOVE**

STEP 4

- Press START/STOP button
- Remain still, relax and do not talk

DO NOT PRESS THE "SKIP" BUTTON AS YOUR BLOOD PRESSURE READING WILL NOT BE RECORDED




STEP 5

If an "Inconclusive" message appears on the screen please retake your blood pressure. This may happen up to 3 times.

STEP 6

When the measurement is complete, a message will appear on the kiosk screen

In the event of an emergency, press the **FAST STOP** button



Covid-19 Spring Boosters

If you are in one of the following groups, you can take up the Spring Covid-19 booster offer:

Adults 75 years and over

People aged 18-74 with a weakened immune system

Residents in care home

Where to go:

Kemsley Village Hall

The Square
Ridham Avenue
Kemsley
Sittingbourne
ME10 2SL

Every Friday and Saturday 10am-4pm until 24th May 2024

Chatham Dockside

Maritime Way
Chatham
ME4 3ED

Every Friday 10am-4pm until 28th June 2024

Surgery Closure Dates

The surgery will be closed on the following dates listed from 1pm until end of the day for the monthly PLT Meetings across the Medway area.

Please contact NHS 111 and your local pharmacist if urgent assistance is needed during our closure times.

Wednesday 15th May 2024

Thursday 13th June 2024

Thursday 11th July 2024

Tuesday 20th August 2024

Thursday 12th September 2024

Tuesday 22nd October 2024

Wednesday 13th November 2024

Wednesday 12th February 2025

Tuesday 11th March 2025

The surgery will re-open the next day at 8am as normal.

Pharmacy First

Pharmacists can give you advice on a range of conditions and suggest medicines that can help.

They may also be able to offer treatment and some prescription medicine for some conditions, without you needing to see a GP, (this is called Pharmacy First). Conditions they can treat as part of Pharmacy First are:

- Earache (aged 1 to 17 years)
- Impetigo (aged 1 year and over)
- Infected insect bites (aged 1 year and over)
- Shingles (aged 18 years and over)
- Sinusitis (aged 12 years and over)
- Sore throat (aged 5 years and over)
- Urinary tract infections or utis (women aged 16 to 64 years)

If you go to a pharmacy with one of these conditions, the pharmacist will offer you advice, treatment or refer you to a GP or other healthcare professional if needed.

They will then update your GP health record.

If you are not within these age ranges, a pharmacist can still offer advice, but you may need to see a GP for treatment.

Missed Appointments

There were **542** missed appointments with Practice Nurses in the last 90 days. If you cannot attend your appointment, please contact the surgery and let the reception team know as soon as possible so we can offer this appointment to another patient.

Phoning the practice

Pressure on general practice phone lines is very high. We know it is frustrating, but please treat the practice staff with respect; they are often dealing with hundreds of calls every day.

Reception staff answering the phones do need to ask questions to make sure you can be offered the best type of appointment from the different members of the general practice team. Any information given is confidential.