

CANADA ROAD, WALMER, KENT CT14 7EQ

SUMMER 2013



Balmoral Surgery

Staff changes

We have two new Practice Nurses at the surgery, Sarah Fulbrook and Suzanna Pay, they started in April. We also have a new registrar, Dr Uche-Enechi, she is an ST2 and Dr Viney will be her trainer.

Did you know you can book appointments and order repeat prescriptions online??

Patients can now make their appointments and order repeat prescriptions online.

Please enquire at reception in the first instance to register for this service. After registration you can make your appointment by going to www.myvisiononline.co.uk. If you have already registered for online appointments, you will now see that there is a new tab called "prescriptions" which you can click on and order your repeat medication.

Patients can now access the same appointments online, which are available via the telephone.

South Kent Coast CCG

Balmoral Surgery is part of South Kent Coast CCG, which from 1st April 2013 SKC CCG is a statutory body.

The CCG will commission the majority of local health services for people in the Shepway district, Dover and Deal. This includes most hospital and community NHS-funded services, though not primary care or very specialised services. It is a membership organisation, comprising of all 31 GP practices in the local area. The CCG will have a governing body answerable to the member practices, led by elected local GPs, other clinicians and lay members supported by senior healthcare managers.

The CCG will have control of the £253m allocated by the Department of Health for spending on, community health services, acute services, mental health services and the medication that patients are prescribed by their GP, consultant or other NHS practitioner

If patients wish to learn more about the CCG there is a website which is;

www.southkentcoastccg.nhs.uk

Patient Forum Group

If patients wish to have a say about the services provided by Balmoral Surgery and decisions being made by the local commissioning group, they are invited to attend our patient forum group. Patient forum groups have a very important role to play in the future of the NHS, and we welcome new members to the group. The group meets three times a year, if you are interested in joining this group please contact Becky.

Our next meeting will be held at the surgery on **11th June 2013 @ 6pm**

If you would like to look at minutes from our previous meeting, please visit our website (www.balmoralsurgery.com) and follow the link to the patient forum page.

Please cancel appointments if you cannot attend!!

From 1.4.13 to 30.4.13 there were
187
unattended appointments.

The practice now has a cancellation line which patients can text to cancel their appointment, the number is **07513225850**, please include your name and the date and time of your appointment.

Planned Closures

The surgery will be closed from 1pm for post graduate training afternoons on;

Thursday - 20.6.13

Thursday - 18.07.13

Thursday - 19.09.13

NHS 111

From 13th March 2013 there is a new telephone number for patients to ring if they need to access urgent local healthcare services, NHS 111. This number is for patients to use when they need medical help fast, but it is NOT a 999 emergency. It provides one, easy to remember number. Calls to NHS 111 from landlines and mobile phones are free and the service is available 24 hours a day, 365 days a year for people who:

- Need medical help fast, but it's not a 999 emergency
- Don't know who to call for medical help, or don't have a GP
- Think they need to go to A&E or another NHS urgent care service

Need health information or assurance about what to do next

From 13th March, there will only be three numbers if people in Kent & Medway need to contact the NHS for urgent care;

- 999 for life threatening emergencies
 - Their GP practice
 - NHS 111

NHS 111 will replace NHS Direct. NHS Direct' phone number is expected to be switched off on the date of the soft launch in Kent and Medway. The online NHS Direct symptom checker will continue. One of the aims of the 111 service is to reduce the amount of unnecessary 999 calls and unnecessary A&E attendances. Calls are initially dealt with by a health advisor and the aim of the service is not to make a diagnosis, but to rule out certain conditions and direct you to the most appropriate service to deal with your condition. 111 works from a local directory of services, and patients will be directed to services that are available in this area.

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