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|  | Pencester Surgery Newsletter | | Issue 1: April 2023 |
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| Welcome to our practice newsletter | | | |
| We’re delighted to present you with the first edition of our practice newsletter.  Inside, you will find information on additional services we offer, our quarterly stats and our new Facebook page. We will produce a newsletter every 3 months to bring you all the latest information. | | As a practice, we have:  7 Doctors  1 Nurse Practitioner  2 Nurse prescribers  2 practice nurses  2 healthcare assistants  1 diabetic specialist nurse  *All our GP appointments are bookable on the day. We don’t agree with making you wait weeks to deal with a clinician so everything is dealt with on the same day.* | q1 data   * 7458   Attended Appointments   * 468   Appointments not attended   * 41,400   Calls Answered   * 45,633   medications issued   * 282   New Registrations   * 13,328   Total patients registered  We are now on Facebook!  Find us under ‘Pencester Surgery’ for regular updates |
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| Are you a carer? | | | |
| You may not think of yourself as a carer, but our services are available to you if you look after a relative or friend who, due to physical or mental illness, cannot manage without your support. | | |  |
| If this sounds like you, we can provide additional support to you and the person you care for.  We liaise with the Carers Service which is a national organisation providing relevant information, support and contact numbers. We can also refer to Adult Care Services for a carers assessment which will look at ways additional support can be provided to both carer and patient.  Caring – What it means to me | A Caring Mind*Please enquire with reception and who can provide the necessary form to register your interest.* | Social Prescribing Slightly different to our carers support, social prescribing is available to individuals who perhaps need additional support and advice with social, financial, mental wellbeing or physical aspects of day-to-day life. We can refer you to our friendly, knowledgeable social prescribing team who will make regular contact, in confidence, to discuss any issues you may be facing and can signpost for additional help.  **Buckland ‘Enhanced Access’ Appointments**  We now have the availability to book on-the-day appointments with either a GP, nurse, a nurse practitioner or a physiotherapist at Buckland Hospital. The receptionist will ask relevant questions when discussing your problem to determine if we can offer you one of these appointments. Please note, the clinicians on shift vary each day. | | Social prescribing offers help and advice for when you may be struggling with daily life. |
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| Patient Access | |  | |

Download the Patient Access app to your smart phone to request prescriptions and book certain nurse appointments. It also contains a wide range of interesting articles on various health conditions. Please speak to a member of reception for the codes you will need, once you have signed up, to link your account to the GP surgery.

# NHS 111

If you need medical help fast but it’s not a life-threatening situation, you can call NHS 111 for free.

You should call 111 when you:

* Think you might need to go to hospital
* Don’t know who to call for medical help or just need advice/reassurance.
* You can call 111 any time of day and, locally, they have the ability to book at Buckland Urgent Treatment Centre.

# Feedback

We always welcome feedback on how you feel we can improve the service we offer. We have feedback forms in reception or you can email [kmicb.pencester@nhs.net](mailto:kmicb.pencester@nhs.net).

Tel: 01304 240553

Email: [pencesterscripts@nhs.net](mailto:pencesterscripts@nhs.net)

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