
Patient Participation Group

Newsletter October 2017



Grosvenor
St James
MEDICAL PRACTICE

NHS FLU CLINICS

Eligible patients: over 65, all patients with diabetes, COPD, severe asthma, heart disease, immune deficiency, stroke patients, pregnant ladies and all children aged 3 & 3 (nasal spray).

At St James:

Saturday 14 October 9-11 am, Wednesday 18 October 2-4 pm, Saturday 4 November 9-11 am.

All by appointment please.

At Grosvenor:

Friday 13 October 11-12.30, Tuesday 17 October 9-11.30 am, Friday 20 October 11-12.30.

By appointment please.

Saturday 21 October 9-11 Walk in clinic
(no appointment necessary)

For patient previously registered with Dr Matthew Edwards' at St James, his list has been reallocated as follows:

Patients with surnames:

from A to Me	Dr Iman Ghafouri-Shiraz
from Mea to Sez	Dr Sian Kenny
from Seza to Zzz	Dr Annie Middleton

Your allocated GP will deal with any test results or correspondence regarding your healthcare.

Patients may choose to see any doctor or nurse of their choice, subject to availability, at either location: St James Medical Centre, 11 Carlton Road, Tunbridge Wells or Grosvenor Medical Centre, 23 Upper Grosvenor Road, Tunbridge Wells.

Health Visitors

The health visitors are specifically trained in the care of young families and the elderly and can be contacted by telephone on 01892 524673 for help and advice between 9-00 a.m. and 5-00 p.m. Monday to Friday. When they are out, a receptionist is available to take a message. There are various children's clinics around the area and the health visitors will also visit families at home by arrangement.

Changes introduced and proposed by the NHS :-

From now on if you go to a hospital for a test – blood test, x-ray, MRI scan etc. you will be able to phone the hospital department and they will give you the result. You do not have to phone your GP for this; although the results will still be sent on to your GP.

Gluten free prescriptions have been discontinued since September.

Kent Community Health Foundation Trust published the following information of future likely changes:

“Preventing Ill-Health”

Our vision is to make preventing ill health part of everything we do in health and social care by:

- improving information so people know about the local services available to help them improve their health.
- training staff to give tailored advice and help people access services that meet individual needs.
- empowering people to self-manage their health and supporting people to take control of how they live with long term health conditions

Hospital Care

They want to make sure hospitals have enough capacity, staff and resources to do what they do best - provide expert, specialist care by:

1. looking at how to deliver planned operations in a more effective way and how to improve stroke services
2. making sure they more consistently meet national safety and quality standards
3. making the best use of scarce specialist staff and equipment.

Mental Health

They want to deliver excellent, safe, supportive and cost-effective care for people of all ages with a mental health condition or at risk of developing one by:-

- focussing on prevention as a way to enable more sustainable services in the future.
- early intervention and integrating mental and physical health to treat the whole person, not diseases or illness
- reducing variations in care and access to services by using the data available to show where to focus work for most impact.”

If anyone reading this has views they wish to make known or constructive criticisms please contact John Franks on 01892-822386 or jappad@pt-c.co.uk

The Pickering Cancer Drop-in Centre

This centre, at 27 Monson Road, Tunbridge Wells, aims to support anyone going through the emotional upset of cancer, from diagnosis onwards, be they patients, their partners, children friends or carers. The centre offers a safe, relaxing, friendly environment where mutual support and information can be found, without time restraints.

Complementary therapies are offered including reflexology, reiki, healing and massage; also nutritional advice, counselling, yoga, meditation and beauty. All these are free services.

The centre is not funded by the NHS, but by donations, grants, bequests and fund raising. It is run by volunteers who have received the Queens Award for Voluntary Service and many of the attendees are referrals from GP's or consultants.

The centre always welcomes volunteers of varying skills from tea making to skilled therapists. And if you can raise funds they certainly will not turn you away. Any donations you can make should be forwarded to their address, which is behind “Ask” restaurant in Monson Road. They are open Mondays, Tuesdays, Wednesdays, and Fridays (except Bank Holidays) from 10-00 a.m. to 4-00 p.m. They may be reached by phone on 01892 511880.