



## Sandwich Medical Practice News

Spring 2023

[www.sandwichmedicalpractice.co.uk](http://www.sandwichmedicalpractice.co.uk) [kmicb.smp@nhs.net](mailto:kmicb.smp@nhs.net)



We have a Patient Participation Group who meet regularly to discuss matters relating to the surgery.

If you have a non medical condition that you would like to speak to a member of the PPG about, please let us know and we will arrange for one of them to contact you.

We always welcome new members. If you would like to join us please enquire at reception or email us at [kmicb.smp@nhs.net](mailto:kmicb.smp@nhs.net)

### Text Reminder Service

We offer a free appointment reminder service via text. If you are not currently receiving reminders on your mobile phone, please check with reception that we have your correct number on our records.



Inspected and rated

**Good**



### COVID Spring Booster Campaign

The Spring Booster Campaign is running from 17<sup>th</sup> April to 30<sup>th</sup> June this year. Eligible patients will be those aged over 75, care home residents and immunosuppressed patients, over 5 years old. You can book online or call 119. We are also running a clinic at the surgery on Saturday 20<sup>th</sup> May, please give us a call to book if you are eligible.

### When we are closed or unable to offer you an appointment;

There may be times when you call and we have no more appointments available on the day. In this case, you will be advised to call NHS 111, who respond to urgent medical problems 24 hours a day.

There is an Urgent Treatment Centre at Victoria Hospital in Deal. They provide treatment for minor injuries/illnesses that are not life-threatening.

For critical care, there are A&E departments at QEQM in Margate or WHH in Ashford but please only attend if you have a life-threatening emergency.



## Telephone Enquiries

We know that it can sometimes be frustrating to get through to us on the phone.

In the **week commencing 19<sup>th</sup> March** we answered **3724 calls**. The busiest time of day is between 8am and 9am. On **Monday 24<sup>th</sup> April**, we answered **243 calls** between 8am and 9am.

To help us, please only call between 8am and 10am if you need an urgent, on the day appointment.

The quietest time to call us is in the afternoon between 2pm and 6:30pm for non-urgent appointments, results or prescriptions.

Please be patient with our reception team, they are working really hard to answer your calls and deal with your queries as quickly as possible.

## NHS Waiting Times

For information on referrals or hospital admission dates, it is best to contact the hospital directly.

If you are waiting to hear about a hospital appointment, you can call the hospital outpatient appointment line on 01227 783145.

For patients who are waiting for surgery, you can contact East Kent Hospitals on 01227 783145.

There is also a new website which supports people waiting for a hospital appointment, operation or treatment, and gives them advice & support while they wait. This includes access to average waiting times at local hospitals as well as useful advice on other local services available.

## My Planned Care

Latest information and support for people waiting for a hospital appointment, operation or treatment in the South East.

[www.myplannedcare.nhs.uk](http://www.myplannedcare.nhs.uk)

NHS



## Online Services

As a practice, we encourage the use of Online Services as much as possible, as this empowers patients to manage some of their own care such as; **making/cancelling appointments, viewing test results and ordering prescriptions**. Simply download the **NHS App** or **Patient Access** to get started. If you need any help, please contact reception or email [jasmine.quittenden@nhs.net](mailto:jasmine.quittenden@nhs.net)

