



CMKMC Newsletter September 2024



HELLO!

This is the first of an occasional Newsletter to keep you up to date with what is happening at your surgery, which we hope will be useful. This is being prepared by the Patient Participation Group (PPG) in conjunction with the surgery staff.

We will try to address the issues that concern you most, as well as any new changes at the surgery.

GETTING AN APPOINTMENT WITH A DOCTOR

Getting an appointment is probably the biggest concern to patients.

The primary route to see a doctor is using the on-line request form on the website, which is available from 8.00am weekdays. Your request is then triaged by the triage team, consisting of the duty GP and Care Navigator and an appointment booked with the most appropriate clinician.

If you do not have access to the internet, or if you prefer, the surgery receptionist will be happy to submit the form on your behalf over the phone.

Once all available appointments have been booked for the day, the request form is closed to avoid you completing it needlessly. (It may be re-opened temporarily later in the day if appointments become available due to cancellations).

ADDITIONAL HEALTH RELATED SERVICES AVAILABLE TO YOU

In addition to the usual health services and expertise available at CMK Medical Centre, the following health-related services are available to CMKMC patients. These can provide proactive, coordinated care to our local community, in different ways to match different people's needs, with a strong focus on prevention and personalised care.

Social Prescribing (which deals with a variety of Social Issues)

Health and Wellbeing (improving your health without relying on clinical services)

ICST (helping patients with dementia)

MSK (advice and manage Musculoskeletal conditions)

Dietitian (using diet management to improve one's health)

Pharmacists (undertaking medical/medicine reviews)

Mental Health (improving the mental health of people)

Contact the receptionist if you would like to arrange to take advantage of any of these services.

GOODBYE AND HELLO

In this space we will usually keep you up to date with Surgery staff changes, but as this is the first edition we thought you would like to know the current position.

There are 6 GP Partners, 4 salaried GPs, 2 Registrars (qualified doctors completing final stage of GP training), 2 locum GPs, 4 Practice Nurses, 1 Diabetes Specialist Nurse, 2 HCAs, 1 Phlebotomist, 1 Paramedic, 1 Pharmacist and the admin team with Managers, Admin/Reception Supervisor, Senior Administrators, Patient Liaison Officer, Data Officer, Medical Secretaries, Medical Summariser, Medical Administrators (all admin except managers are covering the phones). 17 admin in total.

PHARMACY FIRST

This new service allows pharmacists to care for local people, including prescribing some medicines, without the need to visit their general practice. This applies to medical conditions as follows:

Sinusitis (all people aged 12 years and older)
Sore throat (all people aged 5 years and older)
Earache (all people aged 1 to 17 years)
Infected insect bite (all people aged 1 year and older)
Impetigo – a type of contagious skin infection – (all people aged 1 year and older)
Shingles (all people aged 18 years and older)
Urinary Tract infection (all women aged 16 to 64)

In fact, if you contact the surgery with one of those symptoms, you will be directed to Pharmacy First, as they are contracted by the NHS to provide this service. So, we advise going straight to that service to save time.

Those pharmacies participating in the Pharmacy First scheme in Milton Keynes, from which you can choose are:

Boots (adjacent to CMKMC), 68 Bradwell Common Blvd, Bradwell Common, MK13 8RN
Chapharm, 3 Swinden Court, Glovers Lane, Heelands, MK13 7PN
Boots (CMK), 18 Crown Walk, Secklow Gate West, MK9 3AH
Superdrug (CMK), Unit 4, Woolworths Dev, Midsummer Arcade, MK9 3BB
Hilltops Pharmacy, Kensington Drive, Great Holm, MK8 9HN
Mclaren, 32 St James Street, New Bradwell, MK13 0BH
Peak Pharmacy, 95 Fishermead Boulevard, MK62AG
All of the Jardines pharmacies in Milton Keynes

If you are entitled to free prescriptions, they will still be free under this scheme.

PATIENTS PARTICIPATION GROUP (PPG)

The Patient Participation Group (PPG) is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service. We currently meet every 2 months on Wednesday evenings from 6.30pm.

Since April 2015, it has been an NHS contractual requirement for all GP practices to have a PPG. Our PPG is open to every patient registered with the practice. People from all communities, groups, genders, ages ethnicities and disabilities are encouraged to join. All registered patients are welcome to attend any meeting of the Patient Participation Group without giving prior notice.

If you are interested in hearing about the activities of the PPG but cannot/do not want to attend meetings please register your interest on the practice website, or via Reception, to receive newsletters and invitations to contribute to the group activities online.

NEXT TIME

Appointments running late at the surgery.

Self-Referrals - what are they?

More about the additional services that are available.