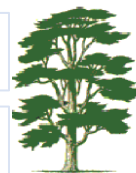




# The Cedars Surgery Newsletter

## Patient Participation Group (PPG)



Issue 2  
Autumn/Winter  
2024

**Welcome** to our Autumn/Winter newsletter, providing updates within the surgery and information on services you will find useful.

### Update from The Cedars Surgery

**Improvement** in wait times for appointments – down from six weeks to **four weeks** for routine appointments. You can now check-in for your appointment by using the **QR** code at the surgery.

**New Clinical Staff:** A new female GP started in September - **Dr H. Al-Hasani**, and hopefully another male GP is to start in January (TBC).

**Care Quality Commission (CQC):** The Cedars had an onsite inspection in 2023 – a follow-up inspection is due. The required improvements have been carried out where possible.

**Vaccination clinics:** The Cedars organised seasonal flu and Covid vaccination clinics during October, these were well attended.

**Website:** The Cedars website has been updated – have a look and familiarise yourself with the information it contains.  
[The Cedars - 24 Marine Road, Walmer, Deal, Kent CT14 7DN \(cedarssurgery.co.uk\)](http://The Cedars - 24 Marine Road, Walmer, Deal, Kent CT14 7DN (cedarssurgery.co.uk))

### Patient Participation Group (PPG)

**Notice Board:** The aim will be to update the notice board regularly with a different (seasonal) theme. If you have a topic, you would like covered please leave a message via Reception.

**Get Involved:** If you would like join the PPG please contact Reception – we would love to see some younger adults join the PPG.

### Important telephone numbers:

The Cedars Surgery..... 01304 373341  
Deal Victoria Hospital..... 01304 865400  
Buckland Hospital..... 01304 222510  
QEQM Margate Hospital..... 01843 225544

### Update from the Primary Care Network (PCN) 17<sup>th</sup> Sept 2024

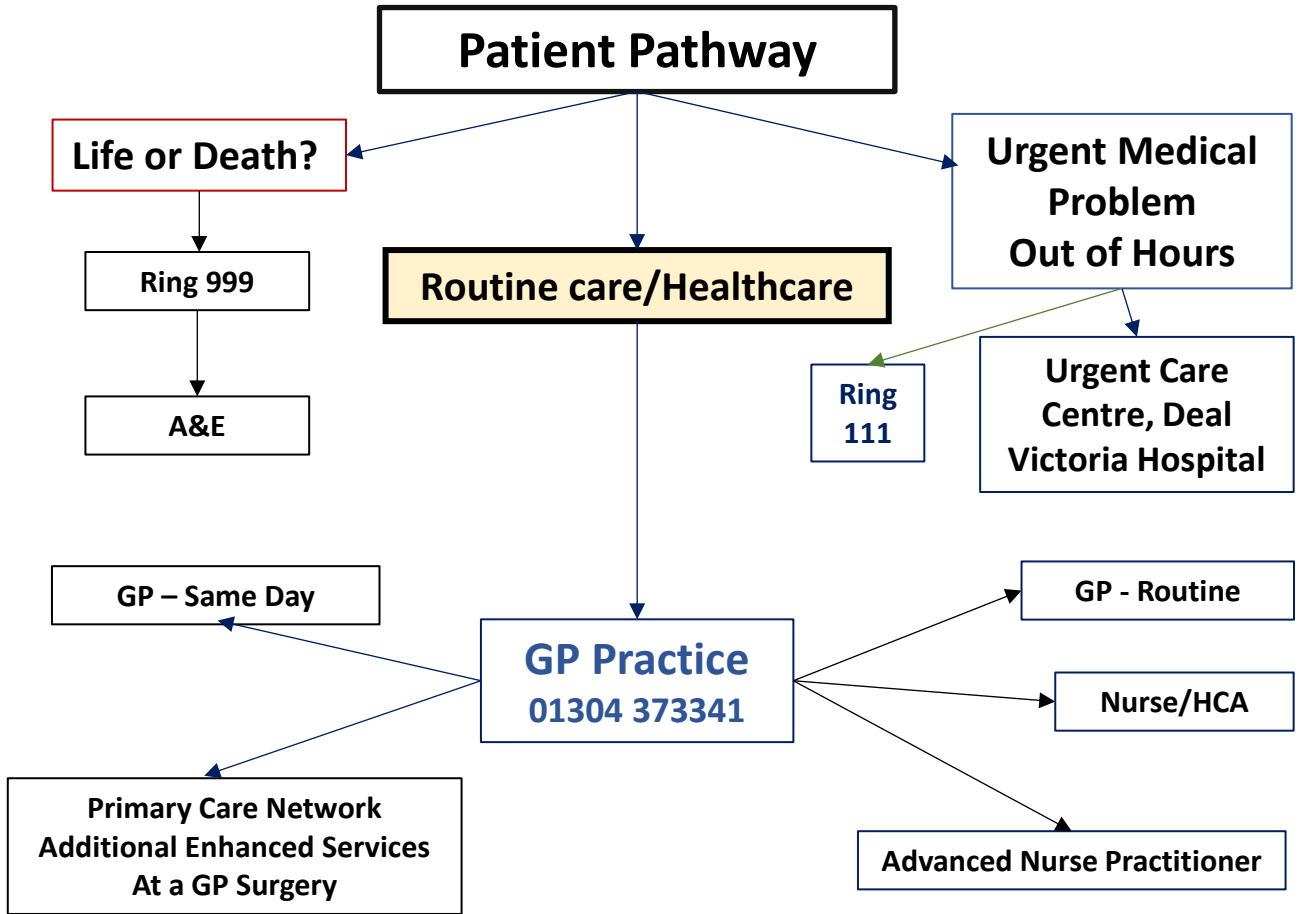
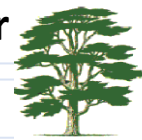
The **Clinical Pharmacy team** hold clinics within surgeries and provide half hour appointments for structured medication and other clinical reviews. These appointments ensure medication is up to date, appropriate and justified. Appointments can be made with Reception.

**Respiratory Syncytial Virus (RSV):** From 1st September 2024, those who turn 75 and those age 75 to 79 will be eligible for a vaccine to protect them from RSV. It will be the surgeries and not the Primary Care Network teams who will be delivering RSV vaccine

**Enhanced Access:** We are now five months into delivering Enhanced Access; these are extended hours appointments with the GP, Nurse and the First Contact Physiotherapists. First Contact Physios have introduced advanced assessment supported by Ultrasound. This is held on Fridays and would aid an assessment if there were any musculoskeletal pain related to the shoulder, elbow, wrist, hands, hip, ankle and feet. The delivery of this type of care is classed as Point of Care Ultrasound.

**Paediatric Same Day Access service** across local surgeries, which will give an extra 17-18 appointments per week. This project will be in place until **March 2025**. It is a service provided by the East Kent GP Federation and is for 0-16 years of age with the expectation that it will ease some of the pressure from A&E departments. The appointments will be accessed via Reception.

**Urgent Cardiac Care:** Deal Victoria Hospital offers Cardiac Urgent care from 8am to 8pm  
London Road, Deal CT14 9UA



## DIRECT SELF REFERRAL PATHWAYS FUNDED BY NHS

**Pharmacy First Scheme**

- Patients can get treatment for the following conditions from a Pharmacist:
  - sinusitis,
  - sore throat,
  - earache,
  - infected insect bites,
  - impetigo,
  - shingles and
  - uncomplicated urinary tract infections (women <65)

**Urgent Eye Problems**  
Specsavers and Biggs

**Carpal Tunnel Symptoms**  
Self referral online system -  
<https://www.carpal-tunnel.net>

**Physiotherapy**  
E-Consult or Self-referral form from Reception or on Website  
GP approval needed

**Hearing Tests**  
Available from Specsavers and Hearbase  
**Blocked ears:**  
Ear Wax removal protocol from GP

**Counselling**  
**Vita Health Group**  
E-Consult or details from Reception

**Keep this page handy!**