



Patient/Surgery news

Compiled by your Patient Participation Group

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Reception staff

Reception staff are our first port of call, usually when we are unwell and or worried. We have a full quota of helpful and knowledgeable staff, all ready to point us in the appropriate direction to get the best treatment. They are a welcoming , accommodating and understanding team, led by Adele and far from the old “dragon” image! They all work from 9am to 5pm on both sites. Some are also dispensers in the Tillingham surgery.

We welcome a new members:



Louise Originally worked as a shipbroker in the city before taking time off to raise her two sons. She then became a dispensing optician, whilst also working part time with a charity for the homeless. She is thrilled to be part of the team and is passionate that patients should be a) “looked after” and b) “heard.” She is at Maylandsea on Wednesdays and Fridays, Tillingham on Thursdays.

PATCHS

Patchs helps you contact your GP practice by completing a form on the internet. It's quicker and easier then using a telephone. Just answer a few simple questions and Patchs will get you the help you need quickly.

How does Patchs work?

1. **Select the banner on your GP website**
2. **Register for a Patchs account or use the NHS login.** There is also a link to register on our website.
3. **Login to Patchs.** Always use the same method you used to register above i.e. using your Patchs account or NHS Login details.
4. **Submit your request to your GP Practice.** Choose an option (e.g. New health problem) and answer a few simple questions to help your GP understand how they can help.



Be a good neighbour in cold weather

Some people are more vulnerable in cold weather, so as winter rapidly approaches, we need to think about how we can stay well when it's wintry. This might include vaccinations if you're vulnerable, making sure the temperature is warm enough indoors and making sure you're getting all the help that's available.



If you have elderly or vulnerable neighbours, can you check that they're okay? From knocking on the door to see if they're alright if you haven't seen them doing their normal activities, to sparing the time for a cuppa if they're alone for long periods, there are many things we can do to foster great communities and support our older population.

When you are out and about, is it really any trouble to pick up some extra essential supplies such as bread and milk and take them to your elderly neighbours or those needing assistance? Or pick up the phone, call them and ask if they are ok, do they need any shopping done – a few items collected when you go to the shops yourself. Spend a few minutes having a chat and brighten their day. **It doesn't take much time to be a good neighbour - just to check someone is safe, warm and well.**

Good news!

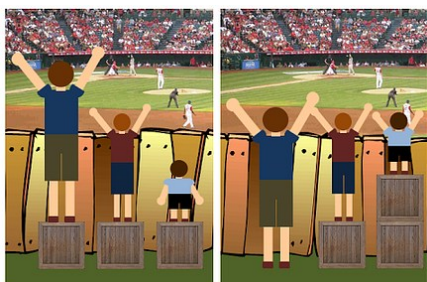
We have a new salaried lady GP **Dr Uma Alladu** and two new nurses, **Louise White and Emma Young**, all who joined us in September. More about them in the next issue!



The **DMP website** is being thoroughly updated and will go live on **December 15th**, do go and have a look! www.dengiemedicalpartnership.nhs.uk

UK Disability History Month, 16th November to 16th December

People living with disabilities face difficulties and discrimination in their lives which provide additional challenges for them to overcome. Understanding the difficulties faced and taking positive steps to ensure equity are important so that disabled people have the opportunities enjoyed by others.



If you've ever wondered about the challenges faced by disabled people and what you can do to help make their lives easier, this illustration neatly outlines the difference between equality and equity.

Equality makes sure everyone has the same; equity makes sure everyone has what they need to access the same opportunities.

Equality

Equity

Your PPG needs you!

- Help us to build on and maintain our "Outstanding" practice!
- Got some useful suggestions? Something you are not happy about?
- **Make your voice heard! Come and join us!**

Simply fill in the online form, or speak to any member of staff

Maylandsea 01621 742233 Tillingham 01621 778383 www.dengiemedicalpartnership.nhs.uk