



As always, we start the Update with the most important part of the Practice, the staff! This month there is good news and bad news - so let's get the bad news out of the way:

Sadly **Dr Wyeth** will be retiring at the end of August after many years at Newton Place, he will be missed and we wish him a long and happy retirement.

We are also losing a valuable member of the Prescribing Team, **Rubén** from the Prescribing Team, He will leave in July to work within the Medicine Management Team in the CCG And we wish him luck in his new position.

However the good news is that a new **Nurse Practitioner, Lucy**, is starting at Newton Place. She will be working mainly in the Urgent Care Clinic which will help to release a GP from Urgent Care to take routine appointments.

Nicki Davies, Respiratory Nurse, has changed her role and will also be working in the Urgent Care Clinic - we wish them both well in their new roles.

The Practice is currently advertising for a GP and they will also be recruiting for the Prescribing Team - watch this space!

It's always of interest to patients to be informed about the appointments situation: currently the total patient number is now **18,244**, which is a **152** increase on the last quarter. To address the issue of routine wait times for appointments, the Admin team are changing the way in which they release GP appointments, and this is already having a positive effect for patients.

Of the total number of routine GP appointments available, this is how they are now being released:

14% are being saved for GPs to book follow up appointments

14% are opened 48 hours prior to the appointment date

29% are opened 2 weeks prior to the appointment date

43% are opened 5 weeks prior to the appointment date

Another initiative to ease the process is the introduction of "signposting" and as both patients and staff are becoming used to it, the results are looking good.

There has been a great response to the **Patient Survey** with many patients putting forward their experiences and views, which is very helpful to the Practice.

Looking to the future:

An application has been put to the CCG to form a **PCN (Primary Care Network)** with Faversham Medical Practice. Dr Lanker and Dr Moore will be job sharing the position of clinical director, and the team are now busy setting up the structure and governance on how this exciting initiative will work.

MSK (musculoskeletal) service specifications are being reviewed and some changes may come into effect in the future.

The first **research clinic** has been successfully held and the CCG will shortly be issuing a media release about it.

Last but not least, the ongoing saga of the building project!

Refurbishment of the kitchen is now complete and the meeting room has been redecorated. Kent & Medway STP (Sustainability and Transformation Partnership) have prioritised the project and the team are waiting for formal notification regarding the funding. They have received tenders and discussions are ongoing regarding the cost - with appropriate funding the project should go ahead in September!