



Warders Medical Centre

Patients Participation Group

Newsletter

Welcome

This first Newsletter introduces the new Patients Participation Group affiliated with Warders Medical Centre. The group consists of volunteers from among the patients at Warders who will act as a connection between the patients and the Centre. The members of the Group are:

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| • Darryl Helliwell | Chairperson |
| • Linda O'Hara | Vice Chairperson |
| • June Roff | Secretary |
| • Yvonne Rorke | Secretary |
| • Claire Rowley | Co-ordinator |
| • Andrew Bowen | Co-ordinator |
| • Tara Jarrett | Co-ordinator |
| • Andrew Finch | Editor |

Understanding your NHS App



In discussions with the Team at Warders we have decided that one of the first things we want to do is arrange informal sessions, held at the Centre, to help you understand how you can make use of your PC at home or Smartphone to interact with the NHS App.

Using Apps such as this can be quite daunting at first, but when you get the hang of it you may find that it is a great help. You can make use of your devices to save some time when you need to contact Warders, or also the wider NHS, to do things such as:

- Order repeat prescriptions
- See your medical records and Blood Test results
- See your letters from Specialists

These sessions will be held during the day around lunch time. Initially in Tonbridge but we do plan to do this at the surgery in Penshurst. The first two sessions will be held on 8th and 22nd May 2025. As there will be a limit on numbers for practical reasons you would need to book a place in advance. You can do this by calling the practice on the usual number – 01732 770088 and select Option 6. (This option refers to vaccinations but will get you to the right place.)

At these sessions you will be shown how to set up the NHS App on your home PC, for which purpose you will need to come with your email address. Please also bear in mind that this should be unique to yourself; this means that if you use a shared email account you might have to create a separate email account for each person who needs access to the NHS App.

If you have a Smartphone, you can download the NHS App in advance and when you are at the session you can also learn how to use that as well. It can be really useful if you are away, perhaps on holiday, and might need to order repeat prescriptions to collect when you get home. When attending the sessions all your information will be kept confidential.

What is that on the horizon?

In June 2025, the Centre will be moving to a new on-line system for making appointments, accessible via the Warders website, which will mean that the 8 a.m. queue on the phone will no longer be necessary. This system is called:



When you access the system you will be asked a number of questions which will provide the practice with initial information enabling the Duty Doctor to arrange the best appointment for you. In this way urgent cases can be identified and appointments booked on the basis of need rather than on a first come first served basis.

In most cases what will happen is that you will receive a message linking you to the practice, offering appointments from which you can select and book at a time that suits you.

You will still be able to make your appointment on the phone or at the reception desk as you do at present, but an Anima will still need to be completed by the receptionist on your behalf. This may mean that you will be asked a few more questions than happens at present.

Did You Know...?

... that you can now access treatment for the following conditions at your Pharmacy without the need to consult your GP:

- Earache
- Impetigo
- Shingles
- Insect Bites
- Sinusitis
- Sore Throat
- Urinary Tract Infections in Women