



Spring 2021 Newsletter

Dear Patients

It's been quite a year for healthcare. The University Medical Centre has had to adapt quickly to new ways of working throughout this pandemic. We thank you for embracing the new ways of consulting with our patients and for your patience while we operate differently and use the buzzer system at our front doors.

I moved to the practice in August and already feel like I've always been here. I have had a very warm welcome from the practice team and have begun to set up new systems across the practice to help improve access to the services we offer.

UMC is part of South Canterbury Primary Care Network (PCN) and we have been working together to provide the Covid Vaccination program across Canterbury. It has been very rewarding for our teams and we have enjoyed meeting you at the clinics. It's been nice to see a way out of this. Through the PCN we have extended the services we offer, and are supported by Social Prescribers, Healthcare Coordinators, a Clinical Pharmacist Team and First Contact Physiotherapists. These additional roles will help support our community, patients and clinicians in providing you with excellent care. There are more services to come as we expand and we'll keep you updated.

We know it's been a very difficult time for our student population and we are looking forward to the start of a new term and welcoming some of you back to Canterbury, and hoping that in October we can look forward to the new normal, and welcome new students to our practice.

Keep safe and well, kind regards

Catherine

Staff Changes / Updates

- Dr Flanagan is now a partner GP
- Dr Munn is back from maternity leave
- Dr Ogboru has joined us as a permanent part time salaried GP
- Mr Alfie Scholie – HCA
- Mrs Catherine Hanson – Practice Manager
- Our long serving Reception Manager Jan has retired.

PPG

In order to be able to continuously improve and better the services we offer to our patients we have a Patient Participation Group. This group offers ideas and feedback on decision making and ideas within our Practice and helps us understand how our patients perceive our surgery and staff. We have set up a Virtual Patient Representation group in order to make it easy for as many patients as possible to have their say. If you would like to join please complete the form on our website: <https://www.umckent.co.uk/patient-participation-group>