

**Website**

Please visit [www.theshrubberysurgery.co.uk](http://www.theshrubberysurgery.co.uk) for more helpful information.

Patient Newsletter

October 2023

**Planned closures**

Thursday 5th October- PLT

**Useful information**

* **Appointments-** For appointments please call from **8am.** You will be triaged by our navigator team to the right clinician. We **cannot** guarantee that you will get an appointment on the same day that you call in.
* **E-consults**- E-consults are available to complete between 8am-10am Mon-Fri. The link is on our website.
* **Prescriptions-** The prescription line is open from 10am-12pm. We **cannot** take prescription requests over the phone; however, you can order your medication on the NHS app. Prescription requests take 3 working days to complete. We no longer do same day prescriptions. You can also email prescriptions to [riverview.prescriptions@nhs.net](mailto:riverview.prescriptions@nhs.net) or [shrubbery.prescriptions@nhs.net](mailto:shrubbery.prescriptions@nhs.net)
* **Sick Certificates-** We do not take requests over the phone for certificates, please come into the surgery and fill out a request form. These can take up to 3 working days.

**Enhanced Access**

We offer late night appointments on a Wednesday evening at Riverview Park and a Monday evening at The Shrubbery. We also offer Saturday appointments at our hub. Please enquire at reception or call the surgery you are registered at.

**Join our Patient Participation Group**

The PPG is made up of patients who want to share ideas of the daily running of the surgery. We will be holding regular meetings which allows people to voice their opinion. If you are interested in joining, please email the surgery at [riverview.park@nhs.net](mailto:riverview.park@nhs.net)

**Contact details**

It’s important to keep your contact details up to date. If you need to change them, please ask for a form at reception.

**Blood Pressure**

We have a blood pressure machine in our surgeries that can be used when it’s convenient for yourself. You don’t need to make an appointment to use it. They are regularly cleaned twice a day.

**Coronavirus**

If you are showing symptoms of Coronavirus, or test positive for the virus, we please ask that you do not come into the surgery. This is to protect staff and other patients.

Thank you



**Stoptober**

October is the month where thousands of people are encouraged to stop smoking to improve their health. After a 28 day period, you are 5 times more likely to quit for good. The NHS offers many different free services to help you to quit. You can use the NHS Quit Smoking app or alternatively visit: [www.nhs.uk/smokefree](http://www.nhs.uk/smokefree) for more information.

**Useful numbers**

Riverview Park Surgery- 01474 363020

The Shrubbery Surgery- 01474 356661

Riverview Pharmacy Gravesend – 01474 567948

Nicholson and Keep- 01474 533047

Bains Pharmacy- 01474 364140

Asda Pharmacy Gravesend- 01474 543410

Darenth Valley Hospital- 01322 428100

Gravesend Community Hospital- 01474 360640

Medway Hospital- 01634 830000

District Nurses (and rapid response)- 0300 247 0400

Out of hours- 111

Ellenor Hospice Gravesend- 01474 320007

Social Services- 01474 328664

Age Concern- 01474 532936

Kent Police- 01622 652430

Mind- 01322 291380 or alternatively visit [www.dgsmind.co.uk](http://www.dgsmind.co.uk)

Samaritans- 116 123 available 24 hours a day.

Porchlight- 0800 567 7699

Paramedics

**Out of hours**

On evenings after 6:30pm, weekends and bank holidays, you can get medical advice by calling 111. Alternatively, you can go online to the NHS website. The Urgent Treatment Centre at Gravesend Community Hospital is also open 8am-8pm every day of the year as a walk-in service.

**Covid Vaccinations**

At the moment we are no longer doing any covid vaccinations.

To get booked in elsewhere, you can visit the NHS website or alternatively, call 119 who can find a site near you.

**Blood Tests**

We offer blood tests by appointments Mon-Fri from 8am-2pm at both surgeries.



**Travel Vaccinations**

The practice is unable to offer travel vaccinations. If you require any vaccinations, please visit your local travel clinic or pharmacy to find out more.



**Emergency Dental Treatment**

The GP practice are unable to offer dental treatment. If you need an emergency appointment, please contact NHS 111 or Kent Dentaline Service on 01634 890300.



**Care Coordinator**

As part of our team, we have a care coordinator who can help with signposting for help with mental health, housing, benefits, bereavement and many more. Please contact the surgery to see if you can be referred for advice and support.