

Medway Practices Alliance Patient Newsletter

Summer 2026

Welcome to the Team

We are excited to introduce some new faces to our healthcare family! Please join us in giving a warm welcome to the newest members of our team.



Ashanti – Practice Administrator

Grace – Practice Administrator

Ellie – Practice Administrator

Planned afternoon closures for Protected Learning Time

Thursday 23rd July 2026

Thursday 27th August 2026

Thursday 24th September 2026

Kent & Medway Integrated Care Board provides cover for all practices to close between 13:00 and 18:30 once a month for team training.

During this time please use the 111 service for any urgent medical needs.

Named Accountable GP

All registered patients must have a named accountable GP. The named GP is largely a role of oversight. It reassures patients they have one GP who is responsible for their care and that correspondence can be addressed to.

- Patients do not need to see their named GP when booking an appointment.
- Patients are entitled to choose to see any GP in the Practice.
- The named GP will not take on 24 hour responsibility for the patient.

Who is my Named Accountable GP?

- Princes Park Medical Centre – Dr Kuljinder Klear
- Sunlight Centre – Dr Sladana Horvat
- Balmoral Gardens – Dr Adedoyin Akingbehin
- Twydall - Dr Adedoyin Akingbehin
- Iwade Health Centre - Dr Fateh Amer

View messages about your care in the NHS App

Turn on notifications for the NHS App to get messages from your trusted healthcare providers

The NHS App messaging service is a simple and secure way to stay up to date

You can also use these services by logging in through the NHS website

NHS App

Download on the App Store | GET IT ON Google Play

Useful Phone Numbers

Medway Hospital –01634 830000

Maidstone Hospital– 01622 72900

Swale Health Visiting Team- 0300 123 4014

Medway Health Visiting Team- 0300 123 3444

Wisdom Hospice- 01634 830456

Age UK Medway- 01634 572616

Age UK Sittingbourne- 01795 477520

Age UK Sheppey- 01795 662562

Macmillan Support Line- 0808 808 00 00

Cruse Bereavement Support Line- 0808 808 1677

Mind Support Line – 0300 102 1234

Samaritans- Call 116 123

Childline – Call 0800 1111

Refuge- Call 0808 2000 247

Mencap- Learning Disability Helpline – Call 0808 808 1111

Surgery email: kmicb.mpagp@nhs.net

Complaints email: kmicb.complaints-mpagp@nhs.net



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Travel Vaccinations

If you are planning to travel abroad, it's important to think about travel vaccinations as part of your preparations.

The vaccines you may need will depend on where you are travelling, how long you are staying, and the type of activities you have planned. Some destinations carry a higher risk of certain infections, so making sure you are protected is very important. Travel vaccinations are not always a quick process. Some need to be given well in advance to allow your body time to build protection, while others may require more than one dose over a period of time. Leaving it too late could mean you are not fully protected before you travel, or that you miss out on important vaccinations altogether. We recommend booking a travel consultation at least 6 to 8 weeks before your departure date.

This gives enough time to:

- Review your travel plans and health needs
- Assess any risks based on your destination
- Arrange any vaccines you may require
- Plan follow-up doses if needed



If you are travelling sooner, please still get in touch as we may still be able to help.

Appointment Statistics for April-June 2026

Total Number of Appointments Offered	Total Number of appointments where the patient did not attend
April = 9,706	April = 494
May = 9,097	May = 432
June = 11,831	June = 608

Phone call Statistics for April-June 2026

Total Number of Calls Answered
April = 7,188
May = 6,801
June = 7,698

Friends and Family Test Results

- ❖ 86% of patients in April rated the Surgery as Very Good and Good.
- ❖ 84% of patients in May rated the Surgery as Very Good and Good.
- ❖ 84% of patients in June rated the Surgery as Very Good and Good.



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Awareness Campaigns

Ultraviolet Radiation (UV) Safety Awareness Month

UV Safety Awareness Month highlights the importance of protecting our skin and eyes from harmful effects of UV radiation. As the sun shines brightest during the summer months, this campaign reminds us of the risks associated with overexposure and promotes safe sun habits that help prevent skin cancer, premature aging and eye damage.

Exposure to UV radiation is the primary cause of skin cancer. In the UK skin cancer is incredibly common, it stands as the most frequently diagnosed cancer overall. Skin cancer is split into two categories; non melanoma and melanoma.

- Melanoma alone is the 5th most common cancer in the UK.
- 1 in 35 males and 1 in 41 females in the UK will be diagnosed with melanoma in their lifetime.
- Skin cancer diagnoses have risen by over 30% in the last decade.



Facts about UV radiation

- UV A rays penetrate deep into the skin and are associated with skin aging and wrinkles.
- UV B rays affect the skins surface and are the primary cause of sunburn.
- Water, sand, snow and concrete all reflect UV rays, increasing your risk even in shaded areas.
- Daily sunscreen use can reduce your risk of developing skin cancer by about 40%.

Top Tips on UV safety

- **Wear sunscreen** – SPF 30 or higher every day, even on cloudy days.
- **Use protective clothing** – wide brimmed hats, and UV blocking sunglasses when outdoors.
- **Seek shade** – during peak sun hours, typically between 11am and 3pm.
- **Avoid tanning beds**
- **Schedule regular skin checks** – perform self-checks at home.
- **Educate children** – about sun safety early to help them build lifelong habits.



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Did you know?

Did you know that just **2%** of people in the UK donate blood, that's just under 800,000 people but **over 5,000 donations** are needed every day. There is currently a critical need for O negative donors, the universal blood type that can save lives in emergencies.

Check how you can give blood @ <https://www.blood.co.uk/>



Join our Group Practice Patient Participation Group (PPG)

A Patient Participation Group (PPG) is a group of volunteer patients, carers and GP practice staff who meet regularly to discuss and support the running of their GP practice.

PPGs look at the services the practices offers, patient experience and how improvements can be made for the benefit of patients and the practice. Each PPG is different, but they all have the aim of making sure that the GP practice puts the patient, and improving health, at the heart of everything it does.

If you would like to join the PPG please email kmicb.mpagp@nhs.net or make your interest known to a member of staff.

