

Welcome to our Spring newsletter, providing updates within the surgery and information on services you will find useful.

Patient Participation Group (PPG)

Notice Board: The aim will be to update the notice board regularly with a different (seasonal) theme. If you have a topic, you would like covered please leave a message via Reception.
Get Involved: If you would like join the PPG please contact Reception – we would welcome younger adults in the PPG.

Update from The Cedars Surgery

Introducing a new **appointments triage system** called **Anima**, the launch date is Tuesday **08/04/25**. Anima system will allow patients to be triaged more **efficiently based on urgency and need** and will allow you to submit a medical or admin request online without waiting in a phone queue. The usual telephone line will not be affected, and there will be skilled receptionists to help you with any queries. Please be patient as The Cedars implement these changes and improve the service. PTO →
Register on Anima:
<https://patients.animahealth.com>

Important telephone numbers:

The Cedars Surgery.....01304 373341
Deal Victoria Hospital.....01304 865400
Buckland Hospital..... 01304 222510
QEQM Margate Hosp.....01843 225544
Kent & Canterbury Hosp. 01227 766877

Care Quality Commission (CQC)

inspection: CQC inspection took place in Feb 2025. Report pending.
<https://www.cqc.org.uk/>

Out of hours emergency Doctor:

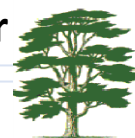
- NHS 111
- Urgent Treatment of minor illnesses or injuries - Victoria Hospital Deal
- Local Pharmacy – minor illnesses
- **A&E** is the **last resort**. For Sudden major illness or accident

Update from the Primary Care Network (PCN) 28th Jan 2025

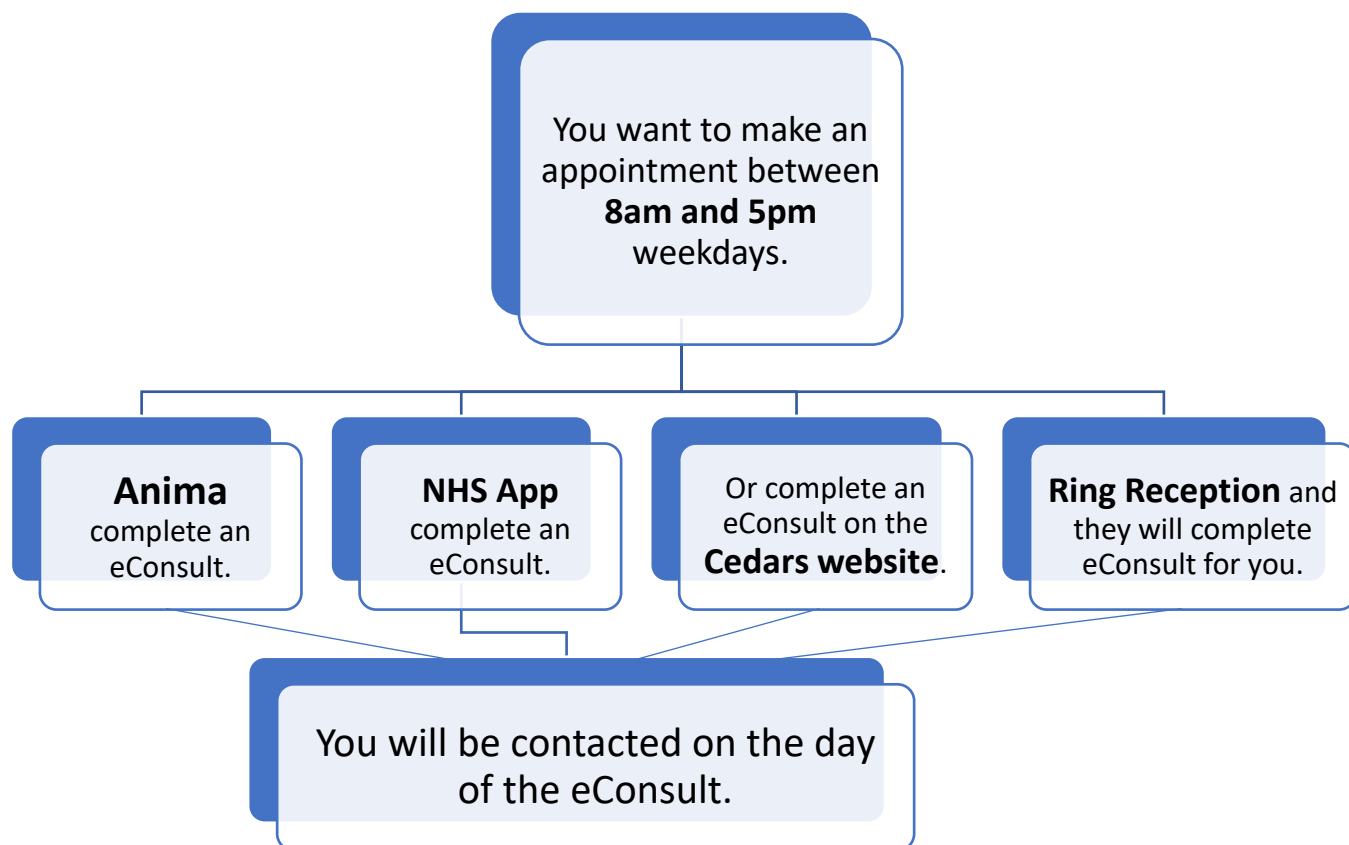
Enhanced Health in Care Home Overview:

There are 26 Care Homes in the PCN, with approximately 500 residents. The enhanced health team provide proactive care for these patients and are contracted to complete assessments within seven days of any admittance or re-admittance into one of our care homes. The team support the care home staff and hold weekly Multi-Disciplinary Team (MDT) meetings. They deliver Covid vaccinations, started in winter 2024. The team complete and review PCSP- Personalised Care and Support Plans- for all residents. The Care Home team work closely with the **Clinical Pharmacy Team** to ensure medication reviews are undertaken.

Ear Syringing Sandwich Medical Practice holds an Ear clinic and is available for all surgeries to book into.



Booking an appointment at The Cedars Surgery from the 8th April 2025.



The **Cedars Surgery** is now using **Anima** to help triage patient requests.

- Create an **Anima** account using the following web address <https://patients.animahealth.com> with your **email** and a **password** so you can use it again.
- If you are in a hurry you can make an appointment via the Anima link without creating an account.
- You will be able to request repeat prescriptions, or administrative queries via the Anima link as well as an appointment with a health professional.

Keep this page handy!