

MANSTON NEWS

March 2018

The dog area remains closed due to the conditions of the grass. It remains monitored.

The Parish has been invited to take part in the 'Battle's Over—A Nations Tribute' to commemorate the 100th anniversary of the end of WW1. This will include the lighting of the Beacon on 11th November 2018. Councillors have agreed to organize.

A member from Action for Rural Communities in Kent asked to put a pop-up cafe in the village once a month for general chat and advice to residents. Further details will be issued.

Any complaints regarding the pet cremator should be sent to the Environmental Health Department.

We have received a very generous donation from David Steed towards the cleaning and new railings at the war memorial. A letter has been sent to the Thanet Gazette asking if anyone else who has a family member listed on the memorial would also like to contribute.

Our new District Councillor Reece Pugh attended his first meeting.

Church details are now provided on our website, together with Councillor's details

SCAMS AND WARNINGS

2 ALERTS THIS MONTH

We have received reports of a criminal claiming to be a police officer in order to gain personal de-tails from residents. The criminal claims a fraudulent transaction has happened on the resident's bank account and asks for their personal details. In some cases, the resident has been asked to go to their bank to withdraw money from their account to stop further transactions. They are then advised to wait for a further telephone call and a plain clothed police officer will come and collect the money.

Remember: The Police will NEVER ask for cash or personal details.

If you receive a call you are not expecting, be wary. Never disclose any personal information such as bank details to anyone over the telephone, no matter who the caller claims to be.

We have received reports of a man knocking on doors in the Tunbridge Wells area selling house-hold cleaning products.

The man claims to be an ex-convict and is using a laminated ID card with a British flag on it. When residents refused to buy the goods, the man has become intimidating and rude. Purchasing goods from a doorstep caller can lead to you being overcharged for poor quality products.

Never pay cash to someone you have just met on your doorstep.

If you feel afraid or threatened by a doorstep caller phone 999. For non-urgent calls phone Kent Police on 101.

Please report any suspicious doorstep callers to the Police



MINSTER SURGERY

NEWSLETTER MARCH 2018

ZERO TOLERANCE POLICY - A REMINDER!

In common with all NHS premises Minster Surgery operates a "Zero Tolerance Policy". Unfortunately, there has been an increase in abusive language used when telephoning the surgery, which, although we can, and do sympathise with patient's frustrations, is totally unacceptable and will not be tolerated.

Like many other NHS Services, we have had an unprecedented demand on our services throughout the winter months which has been exacerbated by long term absence of staff.

NEW FACILITY IN THE WAITING ROOM

A new automatic voice guidance "Weight Management System" has now been installed in the waiting room free for patient's use. It is very easy to use - just step on and follow the instructions, which then provides you with a printout of the results.

MISSED APPOINTMENTS - THANK YOU VERY MUCH!

Another BIG improvement! This is the first month the total has been so low for a LONG time!

"ONLY" 22 PATIENTS DID NOT ATTEND THEIR DOCTOR'S APPOINTMENT!

"ONLY" 47 PATIENTS DID NOT ATTEND THEIR NURSE'S APPOINTMENT!

Thank you to all those patients who had helped us achieved such an improvement and long may it continue.

ANNUAL SPRING FAYRE SATURDAY 12TH MAY

This will take place at the "Old Schools" in Minster as usual, and of course is "Free Entry". Tables remain at £8 for small and £12 for large and are on sale now, so please book early to avoid disappointment.

OUR NEW PROJECT - YOU DECIDE!

We will be launching our new project in time for our Spring Fayre, so would like your help please. What additional facilities or equipment would you like to see at the surgery? What do you think would benefit you and your family the most? Please let us know - we welcome your feedback and all suggestions will be put on display on our notice board.

SURGERY CLOSURE DAYS

Please note that the surgery will close at 12.00 noon on the following days for the purpose of staff training:

Wednesday 21st March; Thursday 26th April; Wednesday 23rd May

BANK HOLIDAYS;

The surgery will be closed all day on:

Good Friday 30th March and Easter Monday 2nd April

Monday 7th May and Monday 28th May

Should you need to see a Doctor when the surgery is closed, please call the NHS 111 Service via the normal surgery number 821333 where you will be transferred automatically, or you can call direct on 111, to receive "non-urgent" confidential health advice and information for all the family. For Urgent/Life threatening issues, dial 999 as normal.

PATIENT GROUP MEETING

If you have any issues you would like to raise at our next meeting or require further information on any of the above then please contact Ken Self on 821200 or Jeanne Lawrence on 821049 or email; kenself@me.com