

The New Surgery Newsletter

www.thenewsurgery-brentwood.co.uk (01277 218393)

October 2024

Appointment Statistics

Between 1st September and 30th September 2024

Number of appointments available 4691. These can be telephone or face to face with any clinician. 127 patients did not attend their appointment – that is 127 appointment slots that could have been offered to other patients.

If you cannot keep your appointment, please contact us to let us know either by telephoning us or by using any of the online apps.

Clinical Roles in the Practice

All practices now have access to many different roles available for our patients to use. These new roles include:-

Social Prescribers – these can help with any social needs, or support patients may need in the community.

Physician Associates – these can see patients for a variety of conditions and minor ailments. They can request tests and carry out onward referrals. All PA appointments are overseen by the on-call doctor of the day.

Advanced Nurse Practitioner – these can see patients for all minor illness and acute problems. They are able to prescribe, refer and request further tests.

Physiotherapists – see over page

Mental Health Practitioners – see over page

Pharmacists – these carry out all our medication reviews and support practice staff with any prescribing queries.

Repeat Prescriptions

Please Help Us To Help You

Repeat prescriptions can be ordered 10 DAYS IN ADVANCE of medication being due.

Please allow 3 WORKING DAYS for this to be sent to your pre-arranged pharmacy.

Prescriptions are NOT held in reception for collection. The surgery is experiencing many patients ordering last minute items and then telephoning in after 1 day to check on its progress, which is causing a backlog on the telephones. Progress of your prescription request can be found on the NHS App or by logging into systmonline.

Prescription Items Unavailable From Pharmacy?

We are experiencing many complaints concerning the non-availability of items normally obtained on prescription. Unfortunately, this is an increasing problem.

If you are unfortunate enough to experience this at your preferred pharmacy, you are entitled to ask for your prescription to be returned to you so that you can take it to another pharmacy. If you have your prescription sent automatically to your preferred pharmacy and one or more items are out of stock, you are entitled to request from the pharmacy that the prescription containing the missing item/s be returned to you so that you can take it to another pharmacy to be filled.

Self Check-In

Patients can self-check-in up to 30 mins before their appointment but this does not mean that you will be seen ahead of your appointment time as patients are seen in strict rotation.

Mental Health Practitioners

We now have directly bookable appointments with mental health practitioners. Please speak to a member of the reception team if you would like to be booked in to speak with a member of the Mental Health Practitioner Team on the phone.

If you are Mental Health Crisis please call 111 option 2 or, in an emergency call 999

Shingles and Pneumonia Vaccines

Patients who are suffering from a chronic disease, including heart disease, diabetes, liver disease, immunosuppressed or are a main carer for an elderly person, are disabled or currently pregnant, should have the vaccinations that are applicable to them as soon as they are available. General issue will be available in October when you will be invited to make an appointment at one of the vaccine clinics.

Covid Vaccinations

As on previous occasion, these will be offered to the over 75's and those at risk.

RSV Vaccine

This is a new vaccine this year which is available via your GP practice. The RSV vaccine helps protect against respiratory syncytial virus (RSV), a common virus that can make babies and older adults seriously ill. It's recommended during pregnancy and for adults aged 75 to 79. More information can be found via the link below:-
<https://www.nhs.uk/vaccinations/rsv-vaccine/>

Hospital Referrals/Appointments

If you have been referred to a hospital by a clinician at the practice, please note we are not able to chase these appointments for you. You should be provided with referral paperwork which will have the contact details on and you can contact the hospital directly. If you have the NHS app you will be able to see the status of referrals on this also.

Patient Participation Group (PPG)

We help the Practice to improve the services provided for all patients. The members of the group meet every 2 months and, together with 1 or 2 members of staff, discuss current issues which affect patients and any concerns from patients. **We need more members!!!** If you would be interested in joining the group or would like more information, please contact the Practice Manager.

This newsletter was prepared by a member of the Patient Participation Group.

On Site Physiotherapists

We now have a physiotherapist on site who can see patients face to face with any concerns that you would normally be referred to a physiotherapist for. If you feel you need to see a physiotherapist, please speak to the reception team who will be able to help you with an appointment.

Do we hold your current contact details?

Please ask at reception for a form to complete if you have recently changed your address or telephone number.

It would also be helpful if we could have your mobile telephone numbers.

We now send text message reminders for all appointments. If you would like to receive a text reminder the day before your appointment, please ensure we hold your current mobile number

Essex Wellbeing Services

Can offer help with alcohol reduction, weight loss, mental health issues, sleep problems and social isolation and can be contacted on:-
essexwellbeingservices.co.uk

Veteran Friendly GP Practice

We are now accredited as a Veteran Friendly Practice. This scheme ensures that we have the information and resources to identify and support our veteran patients effectively. Being accredited is a good way for practices to signal to ex-forces patients that they will be given the support they need.

Minor Injuries

The Minor Injuries Unit at Orsett Hospital is open Monday – Friday from 10 am – 8 pm. Patients are encouraged to use this service instead of A&E for minor injuries. X-rays are available for children over 7 years and they can only X-ray limbs.