

The New Surgery Newsletter

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

January 2025

Appointment Statistics

Between 1st December and 31st December 2024

Number of appointments available – These can be telephone or face to face with any clinician – **4995**
138 patients did not attend their appointment – that is 138 appointment slots that could have been offered to other patients.

All appointments will get a confirmation message and a reminder the day before, you can cancel the appointment either by clicking on the link in the message, via any of the online apps or by calling us.

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 out 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 systemonline.

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.

Mobile numbers

Do we hold your most recent mobile number? Please advise us if you have changed mobile number. We are able to use mobile phones much more now as a way of communication, we can send appointment links, send blood forms, letters and medical certificates all to patient mobiles so it is important we hold the most up to date information.

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

Blood Tests

When booking an appointment via Swiftqueue, please be advised that we are not getting results from Ongar hospitals/health centre. They operate on a different lab to our area and are not able to send us the results electronically.

Billericay, Brentwood Community Hospital or Basildon are the best options to choose.

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.

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.

Bus Routes

There is now a No. 9 bus which starts at Brentwood Station and stops in the High Street, which goes to Basildon Hospital.

The Brentwood Community Hopper Bus, No. 808 goes from Brentwood Station, the High Street and as far as Shenfield High School, stopping at the Community Hospital.

There is also a free shuttle bus from Broomfield Park and Ride to Broomfield Hospital.

On Site Physiotherapists

We have a physiotherapist on site who is able to 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.

Vaccinations

We are now offering appointments for RSV, Shingles and Pneumonia - please speak to the reception team who can check if you are eligible and book your appointment. Links are being sent to patients mobile numbers to book these appointments or you can speak to a member of the reception team.

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](https://www.essexwellbeingservices.co.uk)

Sleep station

Sleep station is a clinically validated digital screening and support service for those experiencing sleep problem, including a full programme of Cognitive Behavioural therapy for insomnia. Please speak to your clinician or you can self refer using the link below:

https://www.sleepstation.org.uk/nhs_options/

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 are always looking for more members to join our group.

If you would be interested in joining the group or would like more information, please speak to reception.

Pharmacy First

Pharmacists can now give advice on the following conditions:- sinusitis, sore throat, earache, infected insect bites, impetigo, shingles, uncomplicated urinary tract infections in women.