

# The New Surgery Newsletter

[www.thenewsurgery-brentwood.co.uk](http://www.thenewsurgery-brentwood.co.uk) (01277 2183930)

July 2024

## Appointment Statistics

Between 1<sup>st</sup> May and 31<sup>st</sup> May 2024

Number of appointments available – These can be telephone or face to face with any clinician – 3108.  
101 patients did not attend their appointment – that is 101 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 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.

The surgery is experiencing lots of 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.

## 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.

## GetUBetter App

This App has been designed to enable patients who suffer from muscle and joint pain to help their condition with the use of exercise and pain relief where appropriate. It can also give advice on the best pathway for treatment by a medical professional.

### **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**

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### **Travel Information**

We require as much notice as possible for travel vaccines – a minimum of 6wks to allow us to process the forms and order vaccines. Examples of the information required include:- destination, accommodation, duration, purpose, medical history.

All patients should look on <https://travelhealthpro.org.uk/> to ensure they are familiar with the requirements of the country they are travelling to, as you may require vaccinations that can only be obtained privately and you will need to find a service that offers private vaccines.

**We can only offer NHS vaccines** at the practice which are: Hep. A, Diphtheria/Tetanus/Polio/ MMR, Thyphoid, Cholera

#### **Travel Risk Assessment Forms**

Are available from The New Surgery

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### **Be Sun Prepared!!**

Remember that prevention is better than cure.

Always use sun cream and apply frequently, especially after being in water. Also, remember to take After Sun to rehydrate your skin and an antihistamine cream/tablets in case of insect bites

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### **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.

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### **On Site Physiotherapists**

We now have two physiotherapists on site who are 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.

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### **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

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### **Brentwood Primary Care Network**

#### **Social Prescribing Holistic Hub**

#### **Merrymeade House**

#### **This Hub will close on 24<sup>th</sup> July, 2024**

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](http://essexwellbeingservices.co.uk)**

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### **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.

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### **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. If you would be interested in joining the group or would like more information, please contact the Practice Manager.