

The New Surgery Newsletter

www.thenewsurgery-brentwood.co.uk

01277 218393

January 2024

Appointment Statistics

Between 1st January and 31st January 2024

Number of appointments available - These can be telephone or face to face with any clinician - 3539

137 patients did not attend for their appointment - that is 137 appointment slots that could have been offered to other patients.

If you cannot keep your appointment, please contact us to let us know. You will receive an SMS reminder the day before which means you can reply with the word 'CANCEL' and this will automatically cancel your appointment without the need to call us. You can also cancel if you have access to 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 Practitioners - 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.

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.

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 1/2 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.

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 Mental Health Practitioner Team on the phone.

**If you are Mental Health Crisis please call
111 option 2 or
In an emergency call 999**

Brentwood Primary Care Network

Social Prescribing

Social prescribing is the non-clinical, non-urgent support within your GP practice.

Social Prescribers give you time to focus on what matters to you by taking an holistic approach to your health and wellbeing. They connect you to community groups and statutory services for practical and emotional support.

How can I refer?

You can self-refer by making an appointment through reception or requesting through your GP at appointments. **Or**

**Brentwood Primary Care Network invites you to
SOCIAL PRESCRIBING HOLISTIC HUB**

Build your resilience - we are presented with a remarkable opportunity to extend holistic social support to patients within the community. Our aim is to foster a secure environment where patients feel comfortable expressing their challenges and struggles openly. This will allow us to offer comprehensive support and care that meets their unique needs.

Personalised support - social prescribing is a versatile approach that addresses a broad range of non-clinical needs. It caters to those who need support and advice, dealing with debt, unemployment, housing, mobility issues and even loneliness. Building social connections by joining local community groups, such as walking, singing or gardening groups, is a proven way to tackle this issue. Additionally, we offer a complimentary 30 minute seated yoga session. Our expert yoga instructor Connie, will lead the class to relax and unwind.

Where:- Merrymeade House, Brentwood, CM15 9FE

When:- Every Wednesday 9.30 am - 12.30 pm.

No Appointments Needed

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.

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.

Minor Injuries

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

NHS 111

Did you know that when the surgery is closed you can get medical assistance from NHS 111?

In a Medical emergency you should call 999

Carers

Do you care for someone? This can be formally or informally! We, as a practice, are trying to increase awareness of carers and would like all patients who care or have someone caring for them, to speak to the reception team so that we can ensure you are being offered the support you need. Formal and informal carers are also eligible for flu vaccines.

Pharmacy First

Under the new government NHS initiative patients are being advised that their local Pharmacist can now give advice on the following conditions;- Sinusitis, sore throat, earache, infected insect bites, impetigo, shingles, uncomplicated urinary tract infections in women.

