

The New Surgery Newsletter

www.thenewsurgery-brentwood.co.uk

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April 2024

Appointment Statistics

Between 1st March and 31st March 2024

Number of appointments available - These can be telephone or face to face with any clinician - 5181

104 patients did not attend for their appointment - that is 104 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 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.

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 prescriptions 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.

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 children over 7 years of age and they can only X-ray limbs.

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**

Hay Fever Treatments - OTC

For a number of years now the NHS has not funded prescriptions for treating self-limiting conditions and minor ailments. It is expected that patients will purchase medications needed to treat these conditions after seeking appropriate advice if required, from a healthcare professional.

All patients regardless of where they live should be able to access and purchase such medicines. There is a range of resources for advice on medicine use, e.g. Community Pharmacists, NHS website, NHS111, which can be used to enable self-care before seeking advice from a GP or Nurse.

One such condition is hay fever/seasonal rhinitis (mild to moderate symptoms)

Hay fever is a common allergic condition that affects up to one in five people. It is usually worse between late March and September, especially when it is warm, humid and windy. This is when the pollen count is at its highest. Examples of medicines available OTC -

Chlorphenamine, Loratadine,
Acrivastine 8mg Capsules, Cetirizine,
Beomoglicate 2% eye drop,
Clometasone 0.05% nasal spray,
Sodium Chromoglycate 2% eye drops,
Fexofenadine 120mg

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.

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.

Essex Wellbeing Services

Essex has the best smoking cessation rate in the UK. Help is available from Essex Wellbeing Services who can provide one to one help via telephone or online and there are also self-help groups available. Patients can self refer and help is also available for alcohol reduction, weight loss, mental health issues, sleep problems and social isolation.

Contact:- 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.

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.

