

# THE NEW SURGERY

# Newsletter

April 2025

## Missed Appointments

*If you can't attend your booked appointment, please let us know as soon as possible, either by telephoning us or by using any of the on-line apps or by SMS. In March 2025 we had 107 appointments that were not used. Your appointment could go to someone who really needs it.*

## Do we hold your up-to-date contact details?

Please ask at Reception for a form to complete if you have recently changed your address or phone number, mobile or landline, to ensure that you do not miss text message reminders sent out for all appointments.

## Health Checks

**Blood Pressure Monitoring.** Do you take blood pressure readings at home? If so, please send them in to the surgery by e-mail. Alternatively, drop in to the surgery and take your reading on one of our machines and hand it in to reception. Every time you take your blood pressure, at home or in the surgery, the surgery benefits financially. The surgery has recently sent out messages to patients who are overdue blood pressure checks but many have not responded.

**Baby 8-week Post Natal Checks and Immunisations.** We have seen a rise in the number of appointments that are not attended for 8-week post-natal checks and a decline in parents booking appointments for babies to have their immunisations, so more and more children are remaining unvaccinated.

**Children's immunisations** are administered as part of their vaccination schedule at 8 weeks, 12 weeks, 16 weeks, 12 months and 3 years 4 months. They protect against Polio, Tetanus, Diphtheria, Pertussis, Meningococcal B, Meningococcal C, Pneumococcal, Hep B, HiB, Measles, Mumps, Rubella and Rotavirus. Please come and take advantage of these appointments to keep your child and other children safe.

**Current adult vaccine campaigns.** Patients who are suffering from a chronic disease, including heart disease, diabetes, liver disease, are immuno-suppressed or who are a main carer for an elderly person should have any vaccines that are offered to them. If you are called for a Shingles, Pneumonia or RSV vaccine, which helps protect against the respiratory syncytial virus which can make older adults seriously ill, please make sure you book an appointment and attend to have the vaccine.

**Cervical Smear Tests** are very important and the Surgery has noticed a decline in booked appointments. When you receive a letter from NHS England inviting you for your smear test, ***please book it.***

**Breast screening** is not held at The New Surgery but many patients have attended the surgery for their appointments thinking the unit is here. Unfortunately when NHS England are sending out SMS appointment reminders or booking confirmations they are not stating where the unit is held. The Mobile Unit won't be back in Brentwood until January 2026 when it will be held at The Brentwood Centre. Until then all appointments will be at Broomfield Hospital in Chelmsford. There is a free shuttle bus from Chelmer Valley Park and Ride to Broomfield Hospital.

## Prescriptions

**Repeat prescriptions** can be ordered ten days in advance of medication being due *Please allow three working days for this to be sent to your pre-arranged pharmacy.* Repeat prescriptions are NOT held at the surgery for collection. Please do not phone the surgery as we will not be able to help and it only results in other patients waiting longer to have their call answered. Progress of your prescription request can be found on the NHS App or by logging into "systmonline".

**Prescription items unavailable from Pharmacy.** 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.

**The Pharmacy First Service** enables community pharmacists to complete sessions of care for patients without the need for the patient to visit their general practice. The pharmacy offers blood pressure checking and contraception services. This will save many general practice team appointments and help patients access quicker and more convenient care, including the supply of appropriate medicines for minor illnesses such as sinusitis, sore throat, earache, infected insect bites, impetigo, shingles, urinary tract infections.

## Bus Routes to local hospitals

<b>To Queens</b>	498 from outside Wetherspoons
<b>To Basildon</b>	No.9 from opposite Wetherspoons
<b>To Broomfield</b>	Shuttle bus from Chelmer Valley Park and Ride on Essex Regiment Way

Thank you for reading this newsletter, prepared by members of the **Patient Participation Group**. For more news and updates, visit our website at [www.thenewsurgery-brentwood.co.uk](http://www.thenewsurgery-brentwood.co.uk) or pick up a copy of our latest newsletter in the surgery.

## Surgery contact details

<b>Phone</b>	<b>01277 218393</b>
<b>Website</b>	<b><a href="http://www.thenewsurgery-brentwood.co.uk">www.thenewsurgery-brentwood.co.uk</a></b>

## Other New Surgery Services

### **Physio Service within the New Surgery.**

Did you know that we now have a physiotherapist on site? If you feel you need to see a physio, please speak to the Reception Team who will be able to help you with an appointment.

**Travel vaccines.** Many patients are requesting vaccines at short notice and sometimes are requesting the vaccines but then not booking the appointment. The Surgery needs 8 weeks' notice, please. It takes a lot of clinical time from the travel nurse to complete the risk assessments and this often results in wasted hours when the patient does not book or attend the appointment to receive the vaccines.

### **Do you have Social Needs?**

Social Prescriber face-to-face sessions take place at Merrymeade House on Sawyers Hall Lane every Wednesday between 9.30am and 12.30pm. No problems to park outside. You can just drop in; no appointment is needed.

### **Are you a smoker or ex-smoker?**

If you are aged 55-74, live in the Brentwood area and have ever smoked, you will be invited for Lung Cancer Screening

Visit [www.eoelungcancerscreening.nhs.uk](http://www.eoelungcancerscreening.nhs.uk) or call 0300 300 1557 for more information.