

# Patients' Newsletter

## New system when you phone the Practice

*"As one of the patients, when I first came across this, I felt somewhat irritated. "Why do I have to listen to all of that, can't someone just answer the phone ?". Please be patient and bear with it."*

Whilst we appreciate the frustration of having to listen to the options on the phone system, the thinking behind it is to reduce overall waiting times. And it worked! Where patients are selecting the correct option and not sitting on the main reception phone option, we have seen a significant decrease in the call waiting times which have been reduced from over 10 minutes to under 5 minutes. Less than half!

## Number of Patients at this Practice

Did you know that we currently have 13,800 patients registered ?. This has been steady for the last 10 years with the number of patients moving to other areas and new patients joining being about the same.

## Missed Appointments

If you cannot attend your booked appointment, please let us know as soon as possible. The best way is by using the confirmation text or the reminder text which you get before your appointment. Alternatively, you can call us or use one of the on-line apps. In the period July - September 2025 we had 316 appointments that were not used. **Your appointment could go to someone who really needs it.**

## Are you a Carer ?

Are you a carer but do not realise that you are one ? Do you know someone who is a Carer and would really benefit from some help ? A Carer can be a child, young person or adult. They might be looking after a family member, partner or friend who would not be able to cope without that support.

There is much help available to Carers in Essex. This can be found at [www.essex.gov.uk/carers](http://www.essex.gov.uk/carers).

It is possible to have a Carer's Assessment. This is not an assessment of you as a Carer but of the situation you find yourself in and the help you may benefit from. Contact details as above.

The Essex Wellbeing Service may also be able to help. Telephone 0300 303 9988.

[www.essexwellbeingservice.co.uk](http://www.essexwellbeingservice.co.uk)

It is possible to set up something called "Emergency Contingency Planning for Carers".

This plan would kick in if you were suddenly unable to continue your caring role. Where possible, people you nominate would help.

'mobilise' is a new on-line support for unpaid Carers. It is led by Carers, for Carers. Much support available. Find out more at [www.support.mobiliseonline.co.uk/essex](http://www.support.mobiliseonline.co.uk/essex).

**Do not be afraid to ask for help, it could make all the difference.**

### **Brentwood Lung Cancer Screening**

Do you smoke or have smoked in the past ?  
Have you tried to give up smoking ? It is hard to do.

Good news! Do you realise that screening is now available in Brentwood ?

If you are aged 55-74, a smoker or ex-smoker, contact [www.eoelungcancerscreening.nhs.uk](http://www.eoelungcancerscreening.nhs.uk) or call 0300 300 1557.

Screening identifies any problems early when they are more treatable, saving more lives.

### **Mental Health Practitioners**

We now have directly bookable appointments with Mental Health Practitioners.

Please contact the reception team (01277 218393) if you would like to be booked in to speak to a member of the Mental Health Practitioner Team on the phone.

*If you are in a mental health crisis, call 111 option 2 or in an emergency call 999.*

### **Children's immunisations**

These are administered as part of the child's 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 safe.

### **Bus Routes to local hospitals**

**To Queens** Red bus 498 outside Wetherspoons

**To Basildon** No.9 (operated by FirstBus) from opposite Wetherspoons to Basildon Bus Station; then bus 100 (to Lakeside) or 200 (to Grays) to the Hospital

**To Broomfield** Shuttle bus from the Chelmer Valley Park and Ride site on Essex Regiment Way. *Directions: Post code - CM3 3PR; What3words - ///woke.richer.fairly*

### **Please note the surgery will be closed for staff training**

between 1pm and 6.30pm on the following Tuesdays:

4 November            2 December            3 February 2026            4 March            1 April

### **Make sure we hold your up-to-date contact details**

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

### **Update on Tirzepatide for weight management**

Weight management services are commissioned locally at an Integrated Care Board (ICB) level. In mid and south Essex, access to Tirzepatide (Mounjaro®) will initially be through specialist weight management services only.

Access to Tirzepatide through Primary Care Networks is not expected to start in mid and south Essex until later in 2025.

NHS Mid and South Essex ICB has provided information on Tirzepatide on its website; visit [www.nhs.mse.uk](http://www.nhs.mse.uk) for more information.

### **Travel Vaccines**

With your Christmas holidays in mind, please remember that the surgery needs a minimum of 8 weeks' notice.

For full details see the surgery website, under clinics and services:.

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

### **Extended Access Appointments**

As part of the Brentwood Primary Care Network (PCN), we are working with other GP practices in our local area to provide appointments outside normal surgery hours.

These are available Monday to Friday from 6.30pm to 8.30pm and on Saturdays from 9.00am to 5.00pm at the Brambles Surgery.

Please note that these appointments will not be available as walk-in appointments. You will need to book them in advance. Contact Reception as normal on 01277 218393.

**New Surgery contact details:**    **01277 218393**    **[www.thenewsurgery-brentwood.co.uk](http://www.thenewsurgery-brentwood.co.uk)**