



Elizabeth Courtauld
Partnership

Surgery News!

Changes to Telephone Options

We have made changes to our telephone options:

Option 1: Book or cancel an appointment.

Option 2: Prescription queries between the hours of 11-3pm

Option 3: Test results between the hours of 11-3pm

Option 4: Speak to the admin team regarding referrals

Option 5: Insurance queries.

If you are chasing an appointment for a routine referral that has been made for you, please phone the Central Referral Service at Broomfield Hospital on **0300 123 0771**.

Telephone Appointments with the GP or Nurse Practitioner

You can ask for a GP or Nurse Practitioner telephone appointment for advice if you think you do not need a face-to-face appointment. Many of our patients prefer the flexibility of having a call as it fits in better with their busy lifestyle. Please note however that we cannot give a time for the telephone call and patients should listen out for the call.

North Chelmsford NHS Healthcare Centre

Sainsbury's
2 White Hart Lane
Chelmsford
CM2 5EF

Tel: 0300 123 3366

Fax: 0300 123 4466

Surgery Hours

8am - 8pm
(Monday to Friday)

8am - 10am
(Saturday & Sunday)

North Chelmsford NHS Healthcare Centre NEWSLETTER



September 2019

Your Surgery Online

New Appointments for Long Term Conditions

We have made more appointments available for booking online. You can now book an appointment for your diabetes, asthma or COPD annual review. We have also increased the number of GP and Nurse Practitioner appointments available.

SystemOnline

You can sign up to SystemOnline to book appointments or request repeat prescriptions. All new patients registering at the surgery are asked to fill in a form if they require access and will be given full prospective access to their record from the date of registration. Reception will need to check your photo ID (passport or drivers' licence) to enable this service.

If you are an existing patient, please ask at reception to sign up for this service.

From 1st April 2020, all patients registered for the service will be given full access to their prospective data.

NEW! The NHS App



If you're a patient at our practice, you can now use the new NHS App, a simple and secure way to access a range of NHS services on your smartphone or tablet. You can use the NHS App to check your symptoms and get instant advice, book appointments, order repeat prescriptions, view

your GP medical record and more. If you already use North Chelmsford Healthcare Centre's online service you can continue to use it. You can use the NHS App as well. For more information go to www.nhs.uk/nhsapp

Prescription Requests

You can request a repeat prescription in the following way:

1. Through SystemOnline.
2. Through the NHS App.
3. By filling in a form at reception or bringing in your repeat prescription slip and putting it in the prescription box in the waiting room.
4. By email to meccg.nhc@nhs.net
5. By letter to the practice address.
6. Order at your pharmacy.

We regret that we are unable to accept verbal requests for repeat prescriptions in person or over the telephone.

Please allow at least 48 hours (Monday to Friday) for your prescription to be processed. If you have nominated a pharmacy, your prescription will be sent electronically to the pharmacy.

Practice Staff Changes

- ◆ Dr Boon commenced maternity leave in August and will be returning to her position in September 2020. Her role is being covered by a long term locum GP, Dr Kalu, who works Wednesdays, Thursday afternoon and Fridays.
- ◆ Katie Guerra has recently joined the practice as Nurse Practitioner. She is able to see patients for all conditions, including children over one year. She can make referrals and issue prescriptions as a GP would.
- ◆ We are a training practice for new doctors and have a number of GP registrars with us currently; Dr Supriya Mathur, Dr Jessica Lord, Dr Emuobonuvie Emoghware and Dr Tomas Halasi.
- ◆ We also welcome new receptionist, Maggie.

Patient Participation Group— New Members Urgently Needed

We have an e-forum for patient participation and are looking for new members. This involves receiving and commenting or voting on new services and participating in surveys. We would welcome input from any interested patients. If you wish to take part in this, please email the Practice Manager at meccg.nchcpatients@nhs.net or ask at reception.

Patient Feedback

We welcome patient feedback as it gives us a chance to monitor the quality of the service we provide. If you wish to make any comments, please ask reception for a form or fill in one of our Family and Friends Feedback Surveys, also available at reception.

Do you look after someone?

Are you a carer for a friend, neighbour or family member? If so, please let us know. We can offer a health check and put you in touch with agencies that can provide support.

Blood Tests

We have a small number of bookable blood tests available at the surgery, but reserve these for patients that are elderly or find it difficult to get to one of the other locations due to mobility issues.

You can go to one of the following locations to have your blood taken:

- ◆ Broomfield Hospital (Mon - Fri 7am—6pm)
- ◆ Christchurch, New London Rd by appointment - 01245 516963

Patients who did not attend their booked appointments

Every month we have a high number of patients not attending appointments. During August, we had 141 patients who did not attend (DNA'd) their appointment, 2886 appointments were offered during this time period, resulting in a DNA rate of 5.37% during August. Since January 2019, we have had 1388 patients not attend their booked appointment. If you cannot attend your appointment, please telephone the surgery or cancel your online booking to enable it to be used by someone else. Please remember that some patients may need to see a doctor urgently and by not telling us you cannot make your booked appointment, we cannot release this. From September, we will be sending out DNA letters to patients who miss their appointments. If you miss more than 3 appointments in 12 months the partners may decide to remove you from the practice list.

Zero Tolerance Policy

We adhere to the NHS Zero Tolerance Policy and we expect patients to treat our staff with respect at all times. Patients exhibiting any form of verbal or physical abuse, including raising their voice or acting in an intimidating manner, may be removed from the practice list with or without warning. Please be nice to our staff, they are here to help you!

Accessible Information Standard

If you have a sensory impairment and require communication in a different form, please let reception know. If you require a larger font print of this newsletter, please let us know.

Flu Jabs 2019

The surgery is best place to have your flu jab

We will shortly be starting the 2019 flu vaccination campaign for over 500 patients. Here at your surgery, we will be giving vaccinations to anyone over 65 and those patients Under 65 who have a long term condition which puts them at greater risk should they develop influenza. These conditions include:

COPD, respiratory conditions requiring regular inhalers, Diabetes, Stroke and Coronary Heart Disease. The flu vaccination is also free to those that are registered carers, have a learning disability, have an immune suppressant disease or who are obese.

Convenient and Easy

We will be inviting those patients who qualify for free flu jabs in by SMS text messaging in the first instance. If you read this and qualify and would like a jab, please call to make an appointment after 9th September 2019.

We will be holding some morning and some afternoon clinics as well as having vaccinations available when eligible patients come in for other reasons. We will also be holding a number of weekend clinics.

If you are housebound and need us to visit you, please contact reception to make your request for a home visit. We will be visiting all our patients in Madeleine Court to make sure they are immunised.

Your local surgery really is the best place to have your vaccination. All our staff are highly trained and experienced at making the vaccination quick, easy and painless. The staff also have access to your full medical record.

**BOOK YOUR
FLU JAB NOW!**