



Newsletter January 2017

Wishing all our patients and Happy and Prosperous 2017

Duty Day

From Monday 9th January 2017 we have a new appointment system for urgent on the day appointments with a GP. Please see notices in reception and below:

We have now integrated the two sites and have a new reception hub based at Danbury that can book appointments for both Danbury and our branch surgery Mountbatten House in Springfield. Patients now have the choice to book at either site to see a GP.

If you think you need to see or speak to a GP on the same day

Call **01245 221777**
Speak to a receptionist

You **MUST** tell the receptionist the reason you need an appointment the same day
or you will be asked to book a routine appointment

If your symptoms are **severe** you will be booked into an appointment to see the GP

If you are **unwell or in a lot of pain**, you will be offered an appointment to speak to the doctor the same day

DO NOT attend the surgery for a same-day appointment unless you are very unwell

You will not be seen any quicker & may delay your own treatment

Pre booked appointments

To pre book an appointment with a GP please call after 08:00am when our 2 days ahead and 2 week ahead appointments are released.



We would like to give our new members of staff a warm welcome:

Katrine Brewer – we welcome Kat from a local surgery who will be our new QOF lead. She will be working out of our Mountbatten House Surgery on a Tuesday, Wednesday and Friday.

We have three new receptionists that will be based at both Danbury and Mountbatten House, Sheila Davey, Debbi Mann and Jodi Nice.

Self Care

Funding of medicines available to purchase to treat self-limiting conditions and minor ailments and self-care is a personal responsibility.

The CCG published a list of the medications that we would expect you to purchase for minor ailments and some minor infections. These medications will **NOT** be available on prescription unless there are exceptional circumstances and will always be at the discretion of the GP.

Medications for minor ailments and self-limiting conditions which should be purchased. Please see attached list from the CCG's website. - <http://midessexccg.nhs.uk/your-health-services/medicines-optimisation/general-prescribing-guidance/1560-restricted-prescribing-list-november-2013/file>

ZERO TOLERANCE

We are a proudly diverse practice, with doctors and staff from around the country and the world with different skills. We have been very sad to find out that some of our non-white staff have been subject to verbal racist language, and have been shocked to find that some of our patients have asked to see only “English” doctors.

We do not tolerate prejudice under any circumstances. We support all our doctors and staff, no matter their gender, race, religion, sexual orientation or age. If we become aware of intolerant or abusive views being expressed, this may result in removal of a patient from the practice list.