

Ardleigh surgery doctors

Hope you all had a good September. We have completed our first flu clinics and our COVID vaccination clinic in Colne medical centre in Brightlingsea.

Surgery news

We will have a new telephone system installed on the 12/10/2022. Calls will be stacked up the 50 in line and then a message will tell you to call back. You will no longer get an engaged tone when you call the surgery however, we do not now long the 50th caller will have to wait before the call is answered. We have emergency on the day appointments, to access this you will have to answer yes to the question; "Is this an emergency for you?" These appointments are offered sequentially so if you call at 0910hrs you will be offered an appointment in the next hour, you cannot book one for 1700hrs because we need to leave this open for those who call at 1600hrs. You will be seen by the on-call GP so you may not be seen exactly at your appointment time.

We have achieved 5 stars on the NHS services website. Thank you all for taking time to leave a review. Unlike google review the NHS services website will check that you are a current patient at the surgery before accepting a review. Most of our negative google reviews are from people who have left the surgery or have been told to leave. On that note if you do have a complaint, please contact the surgery by telephone or email and we will endeavour to resolve it.

Appointments

We now telephone and face to face appointments every day and with each clinician. To book please call the surgery. There are routine appointments that can be booked up to 4 weeks in advance and same day that need to be booked on the day and lastly emergency appointments (described above). We also have extended access appointments every Saturday from 0900 to 1630hrs. These can be telephone or face to face. These appointments will be held at our partners surgeries in Colne, Tollgate, Rowhedge and Walton medical practices. They also provide telephone only appointments from 1830 to 2000hrs every day. All extended access appointments pre-bookable, up to two weeks in advance for the nurse's and one week for the GP's .

Compulsory Surgery Training Days:

The next compulsory Northeast Essex Surgery training afternoon will be on the 20th of October 2022. All surgeries will close on these afternoons for staff training from 1230hrs onwards. On these days the surgery and dispensary will close from 1200hrs. Please collect your prescriptions by 1145hrs. After 1200hrs medical services will be provided by the out of hours GP services and/or 111.

Please also note the following upcoming dates for compulsory surgery training.

- 30th November 2022

- 31st January 2023
- 23rd February 2023
- 29th March 2023

Flu vaccination dates are as followed:

- 5th November 0800 to 1130hrs Ardleigh. For patients over 50 years old.
- More flu vaccination dates will be available by the 17th of November.

COVID Vaccination and boosters:

The COVID vaccination programme is a nationally administered programme, as such the COVID booster vaccination will not be offered at the surgery at present. Patients will have to book at the COVID vaccination centres or with our COLTE partner surgeries.

Upcoming clinics are

- Saturday 8th at Ambrose Tollgate
- Saturday 15th at Rowhedge
- Saturday 22nd at Tiptree
- Saturday 29th at Walton

These clinics will run from 0900hrs to 1630hrs and to book into these clinics please call the reception at Ardleigh surgery.

The partners kindly ask you to:

Please be polite and civil to our receptionist, dispensers, and staff in general. They are doing an extremely difficult job and are all trying their very best in difficult times for the NHS.

Did you know that

Anyone can refer anyone to social services? You do not have the phone the GP to do the referral. Social services will contact us to get the relevant information from us once they received the referral. To refer a friend, relative or stranger if you have social concerns telephone 0345 603 7630. Textphone: 0345 758 5592, Monday to Thursday, 8:45am to 5pm and Friday, 8:45am to 4:30pm. For out of hours queries contact the Emergency Duty Service. Telephone: 0345 606 1212. You can also email the Adult Social Care team, and someone will get back to you. Email: socialcaredirect@essex.gov.uk

GPs also do not book transport for outpatient appointments; this must be booked by the department that you have the appointment with.

10/10/2022

Dr Cole and partners.

This news letter is available to read on the surgery website at www.ardleighsurgery.nhs.uk

