

Ardleigh surgery doctors

It with great pleasure I write to all our patients after a long absence. We have steadfastly been seeing patients face to face throughout the pandemic, we continue to provide face to face and telephone appointments.

Appointments

At present we are offering a mixture of appointment types. The GPs and ANP (Advanced nurse practitioner) often telephone triage the “on the day” appointments and will bring you in for an appointment, if necessary or requested. We are also offering some pre-bookable routine telephone appointments and routine face to face appointments.

Please help the reception book you into the post appropriate appointment/clinician by giving them a summary of the problem. If you prefer not to say, please say it is personal.

Face Masks:

Although it is no longer compulsory to wear a face mask in the surgery, we would be grateful if you could consider doing so.

If you have any flu like/COVID symptoms, please complete a lateral flow test if you can before attend the surgery, if you are not able to do so then please wear a mask whilst you are in the premises.

Appointment demand

As you will see in the news, demand across the NHS in primary care (GP) and secondary care (hospital) as well as A and E and ambulance services is at an all-time high. Patient demand for appointments has been extremely high over the last 6 months; demand continuously outstrips capacity for appointments as seen across the country. We understand how this can be frustrating at times, but please continue to treat all our staff with respect and politeness. The doctors, nurses, receptionists, dispensers, prescription clerks and medical secretaries are really working tirelessly, over and above their contracted hours, daily, to provide as much capacity and support as possible.

Appointment data

793,131 appointments were offered in Essex in August 2022. Of these 527,145 (66.5%) were face to face. To give you an idea of demand, 1 in 4 patients in the Essex population saw their GP face to face in August 2022. Forty Three percent of people who contracted their GP were seen on the same day. (Date form NHS Digital, published 29/09/2022).

Our nursing team continue to offer many hundreds of appointments a week with a mixture of face to face and telephone reviews (where appropriate). We also have 2 Health care assistants providing ~ 150 phlebotomy appointments a week as well as many more supporting appointments for ECGs/BPs etc.

In Addition to GP appointments, we have several additional health professionals offering appointment types including.

- **PHARMACISTS:** Over 60 telephone and face to face pharmacist appointments per week to complete medication reviews. Our pharmacists are best placed to complete your medication reviews and are highly trained at reviewing medications and interactions. We would be grateful for your engagement with this team as it frees up valuable GP appointments for other acute issues

- **PHYSIOTHERAPIST:** We now have an in-house physiotherapist offering 13 faces to face appointments weekly on Thursdays. They are a great first port of call for acute or chronic muscular skeletal issues. They can **liaise** with the GPs and make onwards referrals to the musculoskeletal clinics
- **SOCIAL PRESCRIBER:** We also have a social prescriber working with us on Wednesday mornings – she can help assist with services such as weight management/ healthy living etc
- **CARE CO-ORDINATOR:** Four days a week we have a care coordinator helping run searches, book appointments, audit medications, work on medication monitoring and safety, issue home BP machines, and generally help us run as smoothly as possible. You may receive a call from her in this regard
- **LOCUM GP:** We have had a locum GP working with us for many months now offering over 70 additional appointments a week

Surgery news

We have a new GP **trainee** join us in August, Dr Olusoji Babalola, he will be with us for a year as he completes his final year training to be a GP.

Elaine joined our dispensary team in August to replace Terri who left in July

Patient Satisfaction Survey:

Thank you to everyone who was contacted by the national survey to participate in in the patient satisfaction survey.

Ardleigh Surgery were ranked 2nd in Northeast Essex

Compulsory Surgery Training Days:

The next compulsory Northeast Essex Surgery training afternoon will be on the **27th of September**. All surgeries will close on these afternoons for staff training. 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.

- 20th of October
- 30th November 2022
- 31st January 2023
- 23rd February 2023
- 29th March 2023

Flu jabs and dates:

Flu season is upon us, many of you will have received messages to book in already. Thank you for doing so. We look forward to vaccinating you as soon as possible. With the cessation of social distancing and face mask wearing we **expect** a high flu season, so it is important that you all get your flu vaccination.

Flu vaccination dates are as followed:

- 20th September – Fully Booked
- 22nd September – Fully Booked
- 27th September – Fully Booked
- 29th September – Fully Booked
- 5th October 1400hrs to 1730hrs in Dedham for patients over 65 years old and/or in an at-risk group.
- 12th October 1400 to 1630hrs in Ardleigh. For patients over 65 years old and/or in an at-risk group.
- 5th November 0800 to 1130hrs Ardleigh. For patients over 50 years old.

Pneumococcal and Shingles Vaccinations:

If you are eligible (Age and prior vaccination history dependant) when you come in for your flu vaccination you may be offered the pneumonia and shingles vaccinations. Please consider having these vaccinations to further protect you over this winter and beyond. Where possible, we will offer these to you at the same time as your flu jabs.

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. The flu vaccination does not contain the covid vaccination.

Patient participation group:

Our next meeting will be held in October, and we are keen to see new faces, all ages welcomed. If you would like to join the patient group please send an email to ardleighsurgery@nhs.net and we will respond with a short form for you to complete.

Your suggestions are also welcome

Dementia and Veteran Friendly Surgery:

Our care coordinator has worked hard over the past 6 months to achieve our Dementia/Veteran Friendly status and we hope some of the new signing in the surgery will help those with memory difficulties and those who served in the Arms forces and their families.

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

A GP surgery does not always have a clinician in residence during the day, unlike a hospital where there are doctors and nurses present all the time. Usually there are many clinicians on site, but occasionally there are times where we may all be out for example on visits.

If you are unwell, call first and we will arrange for you to be seen, if it is an emergency or you cannot get through, then call 111 or 999. Please do not put a child or patient in the car and present to the receptionists at the surgery. You may find all the clinicians are out.