

January 2020 – Surgery Newsletter



We would like to wish all our patients a very Happy New Year.

Surgery Staff News

Its all change at the Surgery! Richard Miller our Practice Manager and Bonnie Beard one of our Practice Nurses have recently left Great Bentley to take up new jobs.

We would like to thank both Richard and Bonnie for all their hard work and wish them every success for the future.

We now have a new Management Team at the Surgery with a Business Manager, Valerie Sinclair and two Operations Managers – Stephen Osborne who started with us on the 2 December and myself.

Extended Access Appointments

We are able to offer both early morning and evening appointments which we hope will be particularly useful for patients that are working. We now offer early telephone/ surgery appointments at Great Bentley Surgery and evening appointments at Mayflower Medical Centre in Harwich. Appointments can be booked as normal either on-line or by contacting the Surgery on tel. 01206 250691.

Patient Consent

Please remember that unless we have full written and signed authority on record, we are unable to discuss anything about a patient with their carer, family members or even their husband, wife or partner. This is the law and we cannot make any exceptions. All we need is a dated letter addressed to the surgery, listing the full name and relationship of the person being given the authority to discuss matters with us. This needs to state what authority is being given i.e. full authority to discuss all aspects of health and medical care, or just information regarding prescriptions.

Change of Contact Details

If you change any of your contact details including your mobile phone number, please remember to let us know so that we can update your records. If we have a mobile phone number registered on your record you will receive a useful text reminder for any appointments you have booked at the Surgery.

The first meeting of the Patient Participation Group for 2020 will take place at 6.30pm on Thursday, 16 January 2020 at the Great Bentley Village Hall.

Sue Mitson – Operations Manager