

## **April 2024 – Surgery Newsletter**



### **Verbal Abuse of Surgery Staff**

I am very sorry to report that there is a significant increase in the number of patients being verbally abusive and rude to both our clinical and administrative staff. All our staff work extremely hard to provide a safe and efficient service for our patients. I would ask that in future, patients treat all members of our Surgery team with respect and do not take out their frustrations on us.

### **Blood Tests**

From May 2024 we will not be offering routine blood test appointments for the majority of our patients. We will be providing patients with the blood test request forms and asking them to book an appointment at either Clacton Hospital, Colchester Hospital or the Primary Care Centre in Colchester. Please remember these are not 'drop-in' clinics and you will need to book an appointment for your blood test. Appointments can be made for these clinics by going on-line to <https://www.swiftqueue.co.uk> and clicking on book an appointment, search Clacton Hospital Bloods and selecting adult blood tests. If you are not able to go on-line to do this, then you can phone 0300 303 5299 between 8.00 am and 6.00 pm to book an appointment.

For patients having their annual diabetic review with the healthcare assistant, blood tests will be done at the Surgery as part of this check.

### **Urgent Triage Service**

In order to manage our heavy workload, our urgent triage service will now operate between 8.00 am and 5.30 pm Monday to Friday. Please ensure that if you have an urgent medical problem, you contact us before 5.30 pm to ensure you are able to get the help you need. For housebound patients needing a home visit, these requests should be made on the day before 12.30 pm.

### **NHS App**

We are trying to encourage as many patients as possible to download and use the NHS App, as this is the easiest way to order repeat medication and view medical information such as test results and immunisation records. If patients need help with using the NHS app then they can visit [nhs.uk/help/meapp](https://nhs.uk/help/meapp) for further information.

### **Surgery Training Afternoon**

Along with all other surgeries in the area we will be shut from 12 noon on Tuesday, 23 April 2023 for staff training.

### **Patient Participation Group Meetings**

There will not be a PPG meeting in April 2024. The next meeting will be held on Thursday, 23 May 2024 at 6.30 pm in The Mitchell Room at Great Bentley Village Hall.

**Sue Mitson – Operations Manager**