

Sidney House and The Laurels Surgeries

Produced by the Patient Participation Group [PPG]

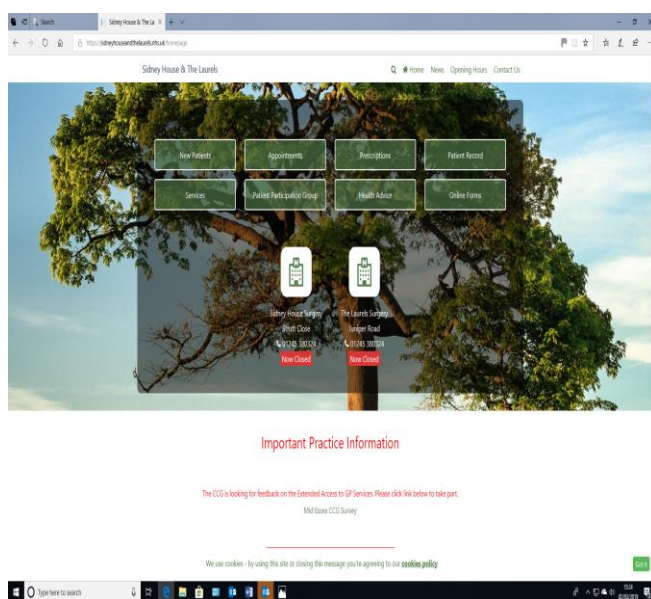
You can help to cut down NHS Waste:

Every year almost £2m worth of medicines go unused across mid Essex – help your NHS cut down on this waste. For more information please read the Media Release Article which can be found at your surgery.

New Web Site:

Check out the new website which can be found via the following link

<https://sidneyhouseandthelaurels.nhs.uk/homepage>



More in-depth information to be provided in future newsletters.

What our Practice has to offer:

Sidney House & The Laurels surgeries are a General Practice Partnership, operating a General Medical Services (GMS) Contract for NHS England as part of Mid Essex Clinical Commissioning Group (CCG) and provide for patients living within our designated practice boundary in the villages and areas surrounding Boreham and Hatfield Peverel in Chelmsford, Essex.

Primary care services are offered for the diagnosis and management of illness as well as the prevention of disease and offer services to support and maintain psychological and physical wellbeing for patients of all ages, genders and cultures. The Practice works in partnership with patients to best help them manage their health and wellbeing and those conditions and situations which may impinge on them and with those

colleagues who offer additional and specialist services to patients in primary care.

Sidney House & The Laurels surgeries offer appointments throughout the working week. GPs will assess, diagnose, investigate, treat and share the management of our patient's illnesses, offer appropriate screening for disease, and aim to promote wellbeing, by using the service most appropriate to each individual's need at the time.

This may include referral to colleagues in primary care, additional primary care services such as midwifery, health visiting and dentistry, or onward referral to Community or Hospital services so that the patient may receive specialist assessment and management when required. Patients who cannot access primary care services between the hours of 8.30 and 6.00pm will be offered appointments (subject to availability) through the Extended Access Hubs.

Nursing staff offer appointments throughout the week for a range of services, including minor illness, contraception and wound management, as well as specialist clinics in managing Diabetes, Respiratory conditions, Cardio-vascular diseases, monitoring clinics as well as a wide range of additional services such as travel advice and vaccination in conjunction with our GPs.

The services provided by staff are defined under the GMS services contract, held by NHS England and Dr Siddiqui and Partners.

They comprise:

- Essential services
- Enhanced services

Essential services are those defined in the national GMS contract and include consultations with registered and temporary patients who are (or believe themselves to be) ill with conditions from which recovery is expected, terminal illnesses or those suffering from chronic disease.

For example, Clinics and services offered for this include:

- GP appointments
- Nurse appointments
- Diabetes nurse clinic
- Asthma nurse clinic
- COPD nurse clinic
- Healthy Heart Clinic

Additional services provided are:

- Cervical cytology screening
- Contraceptive services
- Child Health surveillance
- Maternity Services
- Certain minor surgery procedures
- Vaccinations and Immunisations
- Physiotherapy
- Clinical Pharmacist F2F Medication reviews

Enhanced services which are provided include (list is not exhaustive and liable to change):

- Enhanced Minor surgery (this service is offered at the Practice discretion)
- Travel Vaccination
- Warfarin monitoring
- Prostate cancer chemotherapy injections
- Influenza Immunisation
- Joint Injections
- Phlebotomy
- ECG testing

Sidney House and The Laurels Reception Staff:



The reception staff now wear a uniform to enable patients to identify their role within the Practice.



The reception supervisor may not be in uniform but is there to ensure a smooth service is provided to patients.

Did Not Attends:

An average of 28 appointments a week were booked and then not attended in 2018.

In January 2019, 131 appointments were booked and then not attended, totalling almost 30 hours of wasted clinical time.

In 2019 we will be writing to patients each time they fail to attend an appointment and add them to our 'Did Not Attend Register'. Should these patients then not attend a second appointment in the next six month period, we may remove them from our patient list.

Please do not waste valuable appointments!

You can cancel by:

Calling the Surgery: 01245 380324

Text to 07594 715982 : Please leave your name, date of birth, date and time of the appt

On-line: If you are registered for on-line access – you can cancel your appointment using this service.

Note: This newsletter can be provided in larger print on request (please ask at reception).