

# NEWSLETTER & TEMPORARY CLOSURE NOTICE

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The refurbished Little Waltham Surgery and new Brook Hill Pharmacy are scheduled to open on 9<sup>th</sup> November. The use of the temporary portacabins will cease on Friday 22<sup>nd</sup> October with all services transferring to Great Notley Surgery for the period 24<sup>th</sup> October to 8<sup>th</sup> November. Please note the following

- If you need to see a doctor during this time but are unable to travel to Great Notley please ring reception on 01376 341411 and we will make alternative arrangements for you to be seen.
- If your repeat prescriptions are usually dispensed at Little Waltham, are due during this time and you cannot collect from Great Notley, please request a double order of your medication in September. The final date for order prescriptions from Waltham is 18<sup>th</sup> October with final collections on 20<sup>th</sup> October. Normal ordering from Waltham will recommence on 9<sup>th</sup> November.

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## CHANGES TO THE WAY YOU ORDER YOUR REPEAT PRESCRIPTION

From 9<sup>th</sup> November we will no longer accept repeat prescription requests by telephone. This decision has been taken in line with good practice guidelines, to reduce the risk of errors and ensure patient safety. We will be working closely with the new Pharmacy to provide additional methods of ordering and receiving repeat medication but in the meantime you can request your repeats by the following methods:

- By post or in person: The Surgery, 30 Brook Hill, Little Waltham, Chelmsford, CM3 3LL, or Great Notley Surgery, Notley Green, Braintree, CM77 7GS (If posting your repeat request please allow 4 working days before collecting)
- Fax: Great Notley - 01376 341511 or Little Waltham 01245 361343 (not between 22<sup>nd</sup> October and 9<sup>th</sup> November)
- On-line: You will require a user name and password which can be obtained at reception. The online system will access your medication list in your patient record and also enable you to book appointments online with the doctor. You will therefore need to show a photographic form of identity for a password to be issued.

A member of the dispensing team is always available to take telephone enquires and queries weekdays between noon and 1pm.

**PLEASE ALWAYS REMEMBER TO STATE WHICH SURGERY YOU WISH TO COLLECT YOUR PRESCRIPTION FROM AND ALLOW AT LEAST TWO FULL WORKING DAYS FOR IT TO BE PREPARED**

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## BROOK HILL PHARMACY

The new pharmacy is opening to improve the services currently offered to patients and the community in general. Anyone, whether they currently collect their prescriptions from the surgery or not, can have their medicines dispensed by the Pharmacy. The full time Pharmacist will aim to help you with the following:

- Advice about your medicines
- Giving up Smoking
- Weight management
- Coughs, colds and flu
- Sexual health
- Allergies and hay fever

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- Holiday travel
- Chronic conditions such as diabetes
- Blood pressure monitoring

The Pharmacy has a dedicated room for private consultations with the Pharmacist and will also offer a range of healthcare and toiletry products for sale.

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### TEXT MESSAGING

We have recently run a trial of text reminders for some appointments. This has proved very popular with patients and has shown a very significant reduction in the number of patients who fail to attend. We will now extend this to a number of other clinics/appointments. If you would prefer not to be contacted by text please inform reception and they will mark your record accordingly. If you would like text reminders please ensure we have your current mobile number.

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### HOSPICE OUTREACH PROJECT (HOP)

The Hospice Outreach Project, HOP for short, is a new, innovative service taking hospice services out into the community. The service is free and you can go along without an appointment to get advice, support, counseling and access to other services that Farleigh Hospice has to offer.

Wed 1 <sup>st</sup> Sept	Braintree - Freeport (Front Car park)	10.30am - 2.30pm
Fri 24 <sup>th</sup> Sept	Braintree - St Michael's Hospital	9.30am - 2.30pm
Tue 28 <sup>th</sup> Sept	Braintree - Sainsbury's	10.30am - 2.30pm

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### OUT OF HOURS SERVICES

- For general advice call NHS Direct on 0845 46 47 or go to <http://www.nhs.uk>
  - Chelmsford NHS Walk-in Centre provides access to a doctor or nurse without an appointment from 8am until 8pm every day. It is located next to Sainsbury's, White Hart Lane, Springfield, CM2 5EF Tel: 0300 123 3366
  - For emergencies when the Surgery and Walk-in Centre are closed contact Primecare on: 0844 7360 276
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**FINALLY.....** Thank you for your patience and forbearance during the changes at Great Notley and the closure of Little Waltham. The extra consulting rooms, enlarged reception and dispensary at Notley are proving hugely beneficial. We realise the portacabins at Waltham have been far from ideal but they have allowed us to continue providing a limited service and we are confident that the refurbished surgery and new Pharmacy will compensate for all the inconvenience.

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If you have any concerns relating to the information given above, please contact Julie Price, Senior Practice Manager On 01376 341411.