

**SURGERY
NEWSLETTER**

FEBRUARY 2011

Volume 5, Issue 1

**SATURDAY
OPENING
DATES
FEB-JUN
2011**

5 February
19 February
5 March
19 March
2 April
16 April
7 May
21 May
4 June
18 June

**The Elizabeth
Courtauld Surgery**
Factory Lane West
Halstead
Essex
CO9 1EX

Tel 01787 47 59 44
Fax 01787 47 45 06

Surgery Hours
8.30am - 12.00pm
(Monday - Friday)
3.00pm - 6.30pm
(Mon, Thu, Fri)
3.00pm - 8.00pm
(Tue & Wed)
8.00am - 10.00am
(alternate Saturdays)

PRESCRIPTIONS

You can now order your repeat prescriptions 24 hours a day, 7 days a week.

If you call the surgery Prescription Ordering Line on 01787 479 889 you will either have your call answered by one of our dedicated Prescriptions team or by the voicemail.

If we can't answer your call, you can leave a message. Simply give us your name, date of birth and the items you require from your repeat prescription list and we will prepare your prescription.

You can then pick it up from us 2 working days later.



We have made a number of changes to improve the service we give you.

Errors—we now have three people working at our script desk solely handling prescriptions away from the noisy reception area. They are

able to work uninterrupted to ensure fewer errors are made.

Getting Through—A 24 hour service gives you more chance of getting through first time and not having to call between 10.30 and 12.30. Working people can order scripts more easily. You can also email or order online.

Confusion—if you give us 2 working days to process your request, we will avoid you coming down to the surgery and waiting while we find a doctor to sign your prescription.

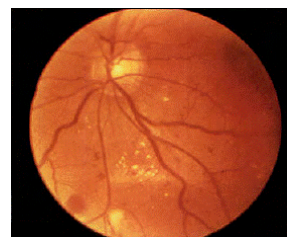
EYE SCREENING

During June and July 2011, Diabetes eye screening will take place in the surgery. All our diabetic patients will be invited. If you are unable to make the appointment offered to you, please contact the Eye Screening Department on 01284 712 783.

RETINOPATHY

People with diabetes are at risk of developing a complication called retinopathy. It affects the

blood vessels supplying the retina—the seeing part of the eye. Blood vessels in the retina of the eye can



become blocked, leaky or grow haphazardly. This damage gets in the way of the light passing through

to the retina and if left untreated can damage vision.

Keeping blood pressure and blood glucose under control will help to reduce the risk of developing retinopathy. Your best protection is to attend the annual screening test.

The screening is essential to ensure that we detect retinopathy early and gives you the best chance of successful treatment.