

ECP

NHS

THE ELIZABETH COURTAULD SURGERY

SURGERY NEWSLETTER

July 2011

Volume 5, Issue 2

SATURDAY OPENING DATES JUL-DEC 2011

9 July
23 July
6 August
20 August
3 September
17 September
1 October
15 October
29 October
12 November
26 November
10 December

**The Elizabeth
Courtauld Surgery**
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Surgery Hours
8.30am - 6.30pm
(Monday, Thursday &
Friday)
8.30am - 8.00pm
(Tuesday & Wednesday)

IN THE NEWS

"Short Changed" was the headline in the Halstead Gazette when your Surgery made front page news at the end of June. "Patients can expect a longer wait for appointments and medical services" they said. This was due to us missing out on funding.

The story came about after the surgery's Dr Markham wrote to the paper answering criticism in its letters pages from local man Mr Pilgrim. What do the Doctors really think about the appointment system? Are they really under funded? Do they listen to patients opinions?

We interviewed Dr John Markham, one of the senior GPs and asked him these questions:

Dr Markham, is the Halstead surgery really given less money than other surgeries in Essex?

"Yes, on the basis of £ per patient we are given

significantly less to run our surgery."

Can you do anything about this?

"We are negotiating with NHS Mid Essex PCT who control our funding".

How does it affect your patients?

"We have less money to provide Doctors, Nurses

you listen to patient complaints?

Yes. Following feedback from the patient surveys we increased the number of appointments that can be pre-booked. This has helped to show an increase in patient satisfaction on recent surveys.

She also says that patients wait around for hours in

the hope of seeing someone? Do you think this is a good way of working?

No. It is only if people want to be seen URGENTLY that they are asked to sit and wait. We have also changed this

system recently to stagger the times we ask patients to come down, reducing their waiting times too.

Do you allow patients to book in advance?

"Yes. Two thirds of the appointments can be booked up to 14 days in advance. The rest are left for people to book on the day if they are ill and need to be seen".



and Receptionists. This leads to longer waits to be seen.

What would you do if you had more funding?

"We would like to employ another nurse practitioner to deal with minor illnesses"

Mrs Brand of Halstead wrote to the paper asking if someone would listen to requests to change the appointment system. Do



DR SYMINGTON'S RETIREMENT

On 1st October 2011, Dr Alan Symington will retire from General Practice.

He would like to thank everyone for their kindness over the years. He has really enjoyed looking after the people of Halstead, a job he has done with dedication and enthusiasm since qualifying in 1976.

He has worked at the old Kings Road Surgery and

was one of the Doctors behind the merger of practices and the move into our new building in Factory Lane West.

He will miss everyone and will, himself, be missed by his colleagues and his patients.

As well as working at the surgery, he also looks after the outpatients at Halstead Hospital, many of whom come from the

Halstead area.

After retiring, he will still come back to the surgery to continue his work running the Doctor's educational and training evenings. We hope that he will also provide cover for other GPs at times of holiday or sickness.

Jogging, gardening, golf and time with his family are on the horizon.

We've got more jabs than Sir Henry Cooper



Do our Doctors, Nurses and Health Care Assistants "float like butterflies and not sting like bees?" Find out in October....

FLU CAMPAIGN

Our flu clinics start in the week of Monday 10th October. If you are unable to attend a midweek session due to other commitments, we will be holding open sessions on Saturday 22nd October and Saturday 5th November.

No appointment is necessary for the Saturday sessions, just come along between 09.15 and 11.00 and a GP will be happy to see you. You can phone or call in to book a flu appointment for our midweek sessions

after the 12th September.

The jab is FREE and is for everyone over 65, everyone who has lung, heart, kidney or liver disease or carers of those at risk of flu complications.

OTHER NEWS

IMMUNISATIONS

Halstead Surgery has one of the lowest rates of children taking up the full range of vaccinations in Mid Essex. If you are one of the parents who have not brought your child in for their jabs at 2,3,4, 12 and 13 months then we would like to talk to you about any questions you may have. You can ring and ask for an appointment with our nurse Stephanie who will be happy to discuss immu-

nising your child against childhood illnesses like mumps,, measles, diphtheria and tetanus.

DOCTOR NEWS

On the 1st October we welcome back our popular GP, Dr Anna Davey. She has been away on maternity leave and will be returning to the Surgery fully refreshed. She is also increasing her working times by one session a week seer more patients.

We are happy to announce that Dr Kate Salmon, who has been covering for Dr Davey, will become a Partner at the Surgery from 1st October. Many of you will have met her and will be glad to know that she is staying with us. She has been a great addition to the Practice.

Dr Prasad's patients will be pleased to hear that he too will be adding another session from 1st October

REPEAT PRESCRIPTIONS

The request line is now open 24 hours a day, 7 days a week.

Call 01787 479 889 and leave your message.

You can also order online from our website

www.elizabethcourtauld.gpsurgery.net