

“There is no significant risk of infection from children playing with toys in the surgery”

Dr John Markham

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

INFECTIONS

New infection control rules mean that we are having to change the way we work.

The CQC is a body which has been given powers to inspect and shut down GP surgeries which do not meet standards imposed by the Department of Health.

Under the new guidelines, we have had to make changes to our Infection Control Policies.



The main one is that the toys we provide in the surgery to keep children amused while they or their relatives are being treated have had to be removed.

TOYS OUT

Our GPs would argue that the risk of infections being transmitted between children is minimal and is in fact so minor as to not be worth worrying about. Our first Infection Control assessment told us to

remove all soft toys immediately as they are non-wipeable.

BURN THE BOOKS

The books too have had to go as they are non-wipeable.

We were given a choice with the other toys and books. Where we provide toys, the rules say that they must be in a good state of repair, clean, wipeable and that we must provide evidence of a cleaning schedule which proves that they are cleaned daily and also between each use. As this is impractical and costly, we have had to reluctantly agree to throw them all out.

Our patients tell us that the books and toys are great for keeping little ones amused and busy while at the surgery. They have a positive effect on helping youngsters through injections or difficult check ups. We know this and you know this but we will fail our CQC inspection if we are found to have “non-compliant” toys and books in the surgery. Parents are welcome to bring in their own books for their children to read.

TAKING BLOOD AWAY

Pressure on room space in the Surgery (see over) means that the blood tests which are done in the building by the Phlebotomy team have had to be moved to our multi-purpose room. The Infection Control inspection said that this room is not fit for purpose and needs to be rebuilt or the service moved to a more suitable, infection proof room. As we do not have one, it is likely that blood tests for surgery patients will have to be moved to Halstead Hospital to their purpose-built rooms.

There is car parking and space at Halstead Hospital. The rooms are equipped for blood test with better chairs with arm rests.

While we accept that this may prove to be less convenient for patients, the facilities up the road at Halstead Hospital are much better.





Online Booking of appointments saves time on the telephone

Saturday Flu Clinics in October & November.

Booking starts 16 September

USE OUR ONLINE SERVICE

We are constantly trying to make it easier for patients to get appointments and to order prescriptions.

Our website allows you to do both of these things.

932 people are signed up to "SystmOnline" which is the service where you can book appointments ahead from the comfort of your home or from your mobile device. If you would like to do this, call in to reception with some form of photo ID to prove who you are and they can issue you with a password. You can order pre-

scriptions through the secure website too.

About 40 patients each weekend and 20 a day the rest of the week go to our website –address at the bottom of the page—and request repeat prescriptions via email. This saves a trip to the surgery for them.

Over a hundred calls a day are made to our dedicated prescription phone line on 01787 479 889. You can leave a message if we don't answer it and it makes life easier.

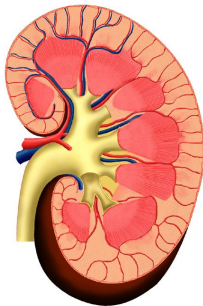
We are signed up to pilot

the EPS2 scheme where prescriptions are transferred electronically to pharmacies meaning that you don't need to visit the surgery to order or pick up your script, saving lots of time. When we get more news we will make sure people know about it.

The auto check in machine in the waiting room saves you queuing at the counter to tell us you are here. Since we changed the appointment system it has worked a lot better so if you have not used it recently, please give it a go.

KIDNEY FACT

Around 200 litres of blood are filtered and cleaned by the kidneys each day



DOCTOR NEWS

SICKNESS

Dr Heath has told us that he will not be well enough to work for the immediate future. We have been using locum GPs like Dr Hackett to cover for him.

NEW TRAINEE GP/ OLD TRAINEE GP

Dr Prasad and Dr. Kreis-Alsayed have now qualified as GP Trainers. This has allowed us to expand the number of trainee GPs we

have at the surgery.

Dr Atul Lotlikar has been with us since August and is proving very popular. We are pleased to announce that we have been allowed to keep him for another year. Usually Registrar GPs move practices after six months.

Many of you will remember Dr Geetu Khalsa who worked here last year and made a good impression on patients with her caring and thorough approach to medicine. We are happy to say that she has been allowed to come back and spend another year with us from August. These two young GPs will be add a great deal to the surgery and will be coached and mentored by Dr Prasad and Dr Kreis-Alsayed.



NURSE VERA

Our new Nurse Practitioner Clair has now gone on maternity leave. She is being covered by Nurse Practitioner Vera Wiredu who has a wealth of experience in minor ailments as well as palliative care and nursing. She will be working with our other Nurse Practitioners Karen Balaam and Philippa Oval to provide you with quick on the day advice for a whole range of minor ailments and new conditions.



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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