



December 2019 – Surgery Newsletter

Merry Christmas from all the team!

On behalf of the doctors, nurses and staff at the Surgery, we would like to wish all our patients a very Happy Christmas.

CHRISTMAS/NEW YEAR SURGERY OPENING HOURS

The normal Surgery opening times are from 8.00 am to 6.30 pm Monday to Friday.
Over the Christmas/New period the Surgery will be closed on Wednesday, 25 December, Thursday, 26 December 2019 and Wednesday, 1 January 2020.

We have a couple of important reminders about this time of the year below which we repeat every year, but they are important!

PRESCRIPTIONS: Please ensure you order your December prescriptions as early as possible before Christmas to ensure you get them in time.

HOME VISITS: One home visit takes up to an hour of a GPs time, whereas if seen in the practice it takes just 10 minutes and the GP will have all necessary equipment to hand. Please do not take offence if we insist that you come in. This service is only for truly housebound patients. We cannot be responsible for lack of transport.



Winter is here, please use the NHS wisely:

Community Pharmacies – Most people are not aware, but your local pharmacy can provide a wide range of help and advice. They offer advice on common problems such as coughs, colds, aches and pains, as well as healthy eating and stopping smoking. They can also help you decide whether you really need to see a doctor.

A&E – Please remember that A&E is for **emergencies only**. Before going to A&E please consider if another service might be more appropriate.

Urgent Treatment Centre, Clacton Hospital – This service is available for help with minor ailments such as rashes and minor skin infections, ear and throat infections and coughs and colds. They are also able to deal with minor injuries such as wounds, sprains, strains, minor dislocations, suspected fractures, removal of foreign bodies, burns, scalds, bites and stings. This is not exhaustive but gives you an idea of what NOT to attend A&E for.

Urgent Treatment Centre, Colchester – This service can be used for the same things as the Urgent Treatment Centre at Clacton Hospital.

NHS 111 – This service can be used 24 hours a day, 365 days a year and can provide telephone advice out of hours when we are not available. They can also advise you of the best place to go if you do need to see someone face to face.

Please remember the Patient Participation Group does not meet in December.

Sue Mitson - Operations Manager