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**NOVEMBER 2024 – SURGERY NEWSLETTER**

**Surgery News**

We are very sorry to announce that Dr Freda Bhatti, our Senior Partner has decided to retire from the Practice at the end of December.

Dr Bhatti first qualified as a doctor in 1991, she then went on to become a GP in 1997 and has been a Partner at Great Bentley Surgery since 2000. She has always worked tirelessly to ensure that the Surgery keeps up-to-date and implements all the changes required, in order to provide the best care possible for our patients.

Dr Bhatti will be greatly missed by everyone at the Surgery and we wish her all the very best for a very happy and well deserved retirement.

**AskmyGP**

Patients will now need to request all doctors’ appointments and minor illness appointments with our prescribing nurse practitioners via our digital platform, AskmyGP. If patients haven’t signed up for this yet, then please do this by visiting our website: [www.greatbentleysurgery.nhs.uk](http://www.greatbentleysurgery.nhs.uk).

**Surgery Telephone System**

Since our new telephone system was installed earlier this year, the options on the system have changed. You now have the following three options:-

Press 1 to cancel an appointment.

Press 2 for prescription enquiries

Press 3 to speak to reception

Patients are also able to leave a message for the prescription clerk (Option 2) and request a call back from a member of the reception team (Option 3) rather than holding on to speak to someone.

Please remember to listen to the options when you contact us, in order that you can reduce the time you are holding on to speak to someone.

**Flu Vaccinations**

If you are entitled to a flu jab and haven’t booked your appointment yet, please contact a member of our reception team on tel. 01206 250691 who will be happy to book this for you.

**WINTER DEMAND – Help us to help you**

As we head into winter, the demand for our services increases substantially. With this in mind, please remember that you can request help from pharmacies who offer the Pharmacy First Service. You are able to self-refer to pharmacies for the following conditions:-

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| **Conditions** | **Age Range** |
| Acute Otitis Media | 1-17 years old |
| Impetigo | 1 year and over |
| Infected Insect Bites | 1 year and over |
| Shingles | 18 years and over |
| Sinusitis | 12 years and over |
| Sore Throat | 5 years and over |
| Urinary Tract Infections (Uncomplicated) | Women 16-64 years old |

If needed, the pharmacist is also able to prescribe appropriate medication for these conditions.

**Surgery Training Afternoon**

Along with all other surgeries in the area we will be shut from 12 noon on Thursday,

28 November 2024 for staff training. If patients require urgent care on this afternoon, they can contact 111 for assistance.

**Patient Participation Group**

The next meeting of the Patient Participation Group will be held at 6.30 pm on Thursday,

28 November 2024 in the Mitchell Room at Great Bentley Village Hall.

**Sue Mitson – Operations Manager**