

# The Elsenham Surgery Newsletter

February 2017

By Karen Greaves Practice Manager

**W**e held our first interest meeting of the Depression Friendship Group before Christmas.

It was well attended and the feedback was good.

We are very grateful to the members of the Patient Participation Group who came along to help with refreshments and give their support.

There seems to be enough interest to form a group and we have booked another two meetings:

25<sup>th</sup> February 2017

18<sup>th</sup> March 2017

10:00am – 12:00 noon

The next two meetings will be held here at the Surgery but after that the group will probably be ready to start meeting at a location of their own choice.



All meeting dates will be available in the Village Magazines.

The group is still looking to recruit more members and is open to anyone who is suffering with or has suffered from depression. The hope is that this group will become a local support network for those who need it.

If you are interested in joining this Friendship Group please contact Karen Greaves 01279 818006 for further details.

## Other News

### Practice Nurse Vacancy:

Sadly, from the middle of March Lucinda will be reducing the number of hours she works at the Surgery. Lucinda will be starting a new post specialising as an Incontinence Nurse and we would like to wish her every success with her new career move.

This means we have a vacancy for a Senior Practice Nurse. Full details and application pack are available from our website [www.elsenhamsurgery.nhs.uk](http://www.elsenhamsurgery.nhs.uk) vacancies tab.

## **Weekend and Evening Appointments:**

Patient Notice: If you find it inconvenient to see a Doctor or Nurse during regular office hours, please be aware there are many weekend and evening appointments available at the Saffron Walden and Dunmow Hub Centres.

If you would like to book an appointment or find out more about this service then please contact our reception staff.

Please be aware – This Service is for pre-booked appointments ONLY. Please do not try and “drop-in”, it’s a long way to go and you will not be seen. If you need to see a Doctor urgently when the surgery is closed and you haven’t made a Hub appointment then call 111 for the Out Of Hours Doctor Service or 999 for an emergency ambulance.

## **New Text Messaging Service:**

We are delighted to announce that we have a new text messaging service. The service is a vast improvement on the one we discontinued a few years ago.



For this service to be as efficient as possible we need to ensure all the mobile phone numbers we have on our records are up to date.

Have you ever given us your mobile number?  
Have you ever changed your mobile number?  
Do we have your most recent contact number?

These are the ways you can update your details:

- Register your number securely via our website [www.elsenhamsurgery.nhs.uk](http://www.elsenhamsurgery.nhs.uk)
- Contact Reception 01279 814730
- Complete a mobile phone number update slip in the waiting room.

## Upcoming Events 2017

- 23<sup>rd</sup> February Patient Participation Group Meeting
- 25<sup>th</sup> February – Friendship Group Drop-In
- 18<sup>th</sup> March – Friendship Group Drop-In

## And The Last Word Goes To?

# The Patient Participation Group – (PPG)



The Patient Participation Group is open to all fully registered patients of the practice and to the practice staff.

At present Dr. Whooley and Karen Greaves the Practice Manager are the Surgery representatives and attend the meetings.

Our Next Meeting will be here at the Surgery on 23<sup>rd</sup> February 2017 at 7:00pm

Agenda Items So Far:

- Visit To Daniel Robinson
- Patient Satisfaction Questionnaire for 2017
- Visiting Speaker from Age UK
- New Surgery Sign

**Points of interest on our website**  
**[www.elsenhamsurgery.nhs.uk](http://www.elsenhamsurgery.nhs.uk)**

- **News Section Tab**
- **Vacancies Tab**
- **Mobile Phone Registration Details**
- **Slideshow**
- **Patient Participation Group Page**
- **Patient Satisfaction Questionnaire**
- **Shutdown Dates**
- **Newsletter Subscription Registration Details**

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**Contact Reception on:**

Telephone: 01279 814730

Fax: 01279 647342

Email: [weccg.elsenhamsurgery@nhs.net](mailto:weccg.elsenhamsurgery@nhs.net)

**Contact Dispensary:**

Repeat Prescriptions – Via Patient Access – (ask Reception for details)

Telephone: 01279 818000 (after 2:00pm)

Fax: 01279 647342

**Karen Greaves -Practice Manager**

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Fax: 01279 647342

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