

# *The Elsenham Surgery Newsletter*

**March 2017**

By Karen Greaves Practice Manager

## **Depression Friendship Group:**

**R**egular readers will know that since before Christmas we have been trying to form a Depression Friendship Group. We are pleased to say that the group, although still quite small, is steadily growing. The decision was taken at the February meeting that the format of the group should remain casual and unstructured. This hopefully will give members a chance to get to know each other in a relaxed informal setting chatting over coffee. The group also expressed a preference to continue to meet at the surgery.

The dates for the next meetings are:  
18<sup>th</sup> March, April – No Meeting, 27<sup>TH</sup> May, 24<sup>th</sup> June

All of the meetings are on Saturday mornings

here at the surgery 10:00a.m - 12:00 noon.

Please note that this is a mutual support group and does not have any clinical input or mentoring. The group meets at the surgery because it is convenient and not for any medical reason. The group is therefore open to members and non-members of the surgery alike.

Please contact Karen Greaves 01279 818006 for more details.

## **Other News**

### **New Senior Practice Nurse:**

We are pleased to welcome Michelle Wilson as our new Senior Practice Nurse. Michelle will be joining our team on 1<sup>st</sup> May 2017. Michelle has a wealth of experience including working for the Care Quality Commission. (CQC). We are sure that her caring approach will complement our team perfectly.

We would like to wish Lucinda well as she embarks on her new post as a Specialist Incontinence Nurse. Lucinda will still be working at the surgery one session per week.

## 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: (Rolled over from February)

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.

**UPDATE** for this issue: Thank you to everyone who has been in contact to update their details. We can now reach approximately 75 -80% of our eligible patients by text. If you haven't already done so please do not hesitate to get in touch so you too can utilise this valuable service.

## **Did Not Attend (DNA):**

A “Did Not Attend” (DNA) – is simply a wasted appointment slot whereby a patient books an appointment, in some cases this can be a double or triple appointment, then for whatever reason doesn’t attend or cancel the appointment. Since we introduced the *interactive* text messaging service we are delighted to note that our wasted DNA appointments have dropped from an average of 140 per month to 67 in February.

**Website: [www.elsenhamsurgery.nhs.uk](http://www.elsenhamsurgery.nhs.uk)**

### **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**

## 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 are the Surgery representatives and attend



the Practice Manager the meetings.

### February Review:

Thank you to all the members who braved the meeting in February. Julie Harkis from gave an interesting talk on her role and the service in our area. We were pleased to hear commissioned to deliver the Age UK service for another 2 years but disappointed that we as a practice would be unlikely to see the benefit of it until the service provision expands still further.

storm Doris to attend Age UK came and future of the Age UK that she has been

Other news: We were delighted to welcome a new member to our team and would urge anyone interested in joining our group to please get in touch. 01279 818006

Our Next Meeting will be here at the Surgery on 23<sup>rd</sup> March 2017 at 7:00pm The group meets every forth Thursday in the month.

### Agenda Items So Far:

- Visit To Daniel Robinson
- Patient Satisfaction Questionnaire for 2017
- New Surgery Sign –Update
- Roles
- Drop-In's
- Depression Friendship Group

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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  
(Including Complaints and Praise)**

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