

Medication Reviews

It often comes to light that there are some items on patients repeat prescription list that they no longer need. If you are on medication for a long term condition please try and book an appointment every 6 months for a review of your condition and need for medication.

Health Checks

Are you 40—74? You are entitled to a health check if not had one in the last 5yrs. Please book an appointment at reception with a nurse who will check your blood pressure, urine, weight and height and advise you on keeping healthy. She may also arrange for you to have a blood test if necessary.

Asthma reviews

You should have a review of your condition at least once a year. Please book an appointment at reception for an “Asthma check”

VACCINATIONS

Are you up to date with your routine vaccinations such as Tetanus and Pneumonia? Please speak to a nurse to check you are covered. Prevention is better than cure and it is always better to have a vaccination than a disease which can be prevented

Joanne Feeley

She is due back to work from November and will be returning as a part time Nurse Practitioner due to family commitments

A New Receptionist Perspective of the Practice

Hi, I'm Dee and I started at Robert Frew as Receptionist on 28th February, having previously worked for Basildon Council.

As I have no previous experience as a Medical Receptionist I did not know what to expect and I have to say it has been a revelation

The surgery is a pleasant environment in which to work and very busy most of the time.

I am amazed at the range of services offered and how quickly an appointment can be obtained. Unlike my surgery, Robert Frew is very patient oriented and has very convenient opening hours.

I have been made to feel very welcome by staff and patients over the past 5 months which I very much appreciate

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Newsletter Summer 2011

PRACTICE OPEN DAY 10/9/2011

We are having a Practice Health Promotion Open Day on Saturday 10th September 12.00noon until 4.00pm. Please feel free to come along. You will be able to meet some of the staff, doctors and nurses along with members of the patient participation group. You will also be given an opportunity to have a free “mini health check”. There will also be some information from various health organizations in the area. The open day is an ideal opportunity for those patients who do not attend the surgery regularly to see what services we offer.

Patient Participation Group

We have a very enthusiastic group who are keen to promote the practice and help towards the goals of our current health care needs. However we still need more members to join the group especially young mums and working individuals to make the group more representative of the practice population. The group meets monthly on Mondays 6.45pm to 8.00pm on the 3rd week of the month. Please ask at reception for an “Expression of Interest form”. One of the members of the group will contact you.

VIRTUAL GROUP—Not interested in joining the group but want your views heard? Join our virtual patient group. Just give us your email address and we will send out short survey questions for you to answer via a website. Ask for more details at reception

Change of Contact details

Although we endeavour to contact you when test results need further action, sometimes it becomes impossible due to change of address/telephone numbers . If your contact details change please inform the surgery so we can update them

SEMC

You may be aware that PCTs are being phased out by 2013 and Primary care will be managed by GP consortia. We belong to a consortia known as South Essex Managed Care (SEMC) which has been awarded a “pathfinder” status. This means we will be one of the first practices in the area piloting commissioning of services. We will closely work with some of the current members of the PCT to pilot services that are most needed for our patients. It will improve access to specialist services and ultimately patient care. Find out more at our Open Day.

Alzheimers Disease

With the increasing age comes the inevitable risk of developing Alzheimers disease and dementia. It puts a lot of strain on the person and those caring for them in coping with day to day lifestyle. The Alzheimers society provides valuable support in managing the condition and how to maintain independence. For our local area the contact telephone number is 01268 581689 or visit Alzheimers.org.uk

Emergency Appointments

Please note that all urgent appointments made on the day are 5 minute appointments and this means the doctor can only discuss your immediate problem. If you need to discuss an ongoing problem please book a routine appointment so as not to cause long delays for other patients.

Contraceptive Coil Fittings and Implants

These need to be arranged after prior discussion with a doctor. It requires time so please inform reception about the nature of the appointment. Currently the implants are only fitted by Dr Margaret Odufuye and Dr Louisa Boateng- Gaisie

Telephone Answering

Our telephones are now answered from 8.00am on Mon/Tues/Thursdays & Fridays and 7.30am on Wednesdays.