

Our new look website has many new features – please take a look.

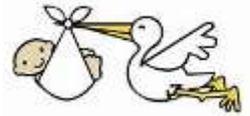
<https://www.stjamesandstosythysurgery.co.uk/>

NURSES

We are very pleased that Cherry Sydenham has returned to work with us part-time and that we have also recruited Stefanie Glass part-time to our team. Stefanie has experience as an A&E nurse and we are very pleased to welcome her aboard.

Dr Aliyar got married last month; many congratulations to her and her new husband.

Sarah Bell, one of our Healthcare Assistants, is now on maternity leave with her second baby due in June 2019.



MONDAY MORNINGS

These are much busier than any other morning. In order to save you holding on the phone too long, unless you are ringing for a same day appointment or urgent enquiry, it might be better to try later in the day or a different morning.

PATIENT NEWSLETTER & VIRTUAL PATIENT PARTICIPATION GROUP

If you would like to receive a copy of this newsletter electronically, you can sign up for this via our website. At the same time you could also sign up for our Virtual (i.e. online) Patient Participation Group (PPG). Please see our website for more information on this.



PHYSIOTHERAPY over 16s only

This has been a fantastic asset to the surgery and we will continue to have a physiotherapist holding a triage clinic at the surgery every week. He can see any patient with a recent onset of muscle or joint pain in any part of the body and will organise physiotherapy if appropriate or signpost to the correct service. Please speak to a receptionist to book an appointment.

DEMENTIA SUPPORT

If you or your family need any support or advice regarding dementia, please book an appointment to see our Dementia Support Coordinator, Christine Horn, who is currently holding monthly clinics here at the surgery. You do not have to be the patient to make an appointment; you might just require some advice for a relative. Christine will help you.



CARE ADVISER



We have a new Care Advisor, Kevin Withers, working with us and he is available to help you complete forms, navigate the benefits system and generally help with any queries you might have relating to your health and care. Kevin has appointments on our system which you can book through our receptionists or you can ask him to contact you for a chat.

HAY FEVER

Hay fever is usually worse between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest.

You can buy most remedies over the counter and your local pharmacist will be able to advise you.



iPad for Online Services – Coming Soon

We are fortunate to be involved with an initiative by Colchester Borough Council and Tendring District Council to support and encourage members of the public to use online services. We have been provided with an iPad at both surgery sites for our patients to assess information. This will include our website, the council website and useful links to local groups.

ONLINE ACCESS

We are currently expanding the amount of appointments available to book on line to include, minor illness, smear tests, NHS Health checks, Shingles Vaccination, Blood tests and more will follow.



To sign up to online access full details are available on our website. Please complete the relevant form or come into reception to ask for more information. Once completed you will need to come to the surgery with valid photo ID e.g. passport, driving licence or bus pass. You will then be given the details to enable you to set up your own password and security questions. Once this process has been completed you will have online access. For confidentiality reasons this service is only available for over 18s.

Home Visits – Polite Request



Could we please request that if a clinician visits your home would you kindly shut any pets away for the duration of the visit and have a smoke free, well ventilated room available for the consultation.

Thank you for reading our newsletter.

Heather Knappett
Practice Manager