

ST JAMES SURGERY, 89 WASH LANE, CLACTON-ON-SEA CO15 1DA
THE SURGERY, CHURCH SQUARE, ST OSYTH CO16 8NU

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

PATIENT NEWSLETTER NUMBER 20 – February 2020



NURSES

Nurse Tracey has recently got engaged, we wish her lots of happiness for the future and look forward to hearing about her wedding planning. We also welcome HCA Sarah back to work returning from maternity leave.



ADVANCED NURSE PRACTITIONERS (MATRONS)

Cherry Cartwright has moved from our nursing team to become a matron after completing her minor illness and diagnostics training and she is currently studying for her prescribing qualification.

DOCTORS

Dr Ruwaisa Aliyar welcomed a baby boy, Falah into the world on 7 December 2019. We send her and her family huge congratulations.



PRACTICE MANAGEMENT



Our Practice Manager, Heather Knappett, is retiring after over 42 years working in the NHS. We wish her a long and happy retirement with her family and are pleased that Emma Beegan is taking on the challenge to continue her legacy.

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.

ELECTRONIC PRESCRIPTIONS



Paper prescriptions are gradually being phased out nationally by the NHS and being replaced by the electronic prescribing system (EPS)

Be prepared! – nominate your chosen pharmacy now to have your prescription sent to them electronically.

You can change you nominated pharmacy easily by letting us know before you order your next prescription.

Why not use the new NHS App to order your medication too –see the online access section for more information.

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.



ONLINE ACCESS



NHS App <https://www.nhs.uk/apps-library/nhs-app/>

The new, simple and secure way to access a range of NHS services on your smartphone or tablet. What the NHS App does

Use the NHS App to:

- check your symptoms
- find out what to do when you need help urgently
- book and manage appointments at your GP surgery
- order repeat prescriptions
- view your GP medical record securely
- register to be an organ donor
- choose how the NHS uses your data

More appointments are now available to book on line. These currently include minor illness, smear tests, blood pressure checks, NHS health checks, shingles vaccination, blood tests and flu vaccinations for those aged 65 or over.

To sign up to online access full details are available on our website or please ask at reception. We currently restrict this service to over 18s

PROXY ONLINE ACCESS

Proxy Access is where someone is given access to another person's online medical record to help them book appointments or order medication. For example:

- A carer for a patient over the age of 18
- A family member for a patient over the age of 18
- A friend of a patient over the age of 18

The proxy does not have to be a registered patient at the same practice, but must be registered for online services on the GP system and always use their own login credentials.

To be given proxy access, a patient's representative must have the informed consent of the patient or, in cases where the patient does not have capacity to consent, the GP has decided that it is in the best interests of the patient for them to have proxy access. Please ask at reception for more information.



GP TRAINING PRACTICE



St James Surgery is now an accredited Training Practice. Being a Training Practice is a mark of quality and practices have to go through a rigorous selection process before they can receive GP Registrars. GP Registrars are experienced doctors who have decided on a career in General Practice. Before they come to the practice they have worked for several years as hospital doctors and are learning to adapt their medical skills and knowledge to the General Practice environment. Our first GP

Registrar, Dr Suhail Shah has now finished his placement with us. We wish him well and hope to have another GP registrar soon

Thank you for reading our newsletter.

Julie Leggett
Deputy Practice Manager