**ST JAMES SURGERY, 89 WASH LANE, CLACTON-ON-SEA CO15 1DA**

**THE SURGERY, CHURCH SQUARE, ST OSYTH CO16 8NU**

**Please visit us on www.stjamesandstosythsurgery.co.uk**

**PATIENT NEWSLETTER NUMBER 17 – October 2018**

**NURSES**

We are sorry to report that one of our respiratory nurses, **Sarah Page,** left our surgery in August to relocate to Ireland with her family. We wish her well with her new adventure. We are very fortunate to have **Bonnie Beard** helping Sharon out with our respiratory clinics for the time being in Sarah’s absence.

We are also fortunate to have been able to recruit **Leona Letts** to our team and would like to welcome her.She has previously worked in both community and hospital settings and has a special interest in Coronary Heart Disease. She will be running our CHD clinics with Julia.

**FLU CLINICS – Book your appointment now!**

This year there are three types of flu vaccine:

A nasal spray for children and young people aged 2 to 17 years in an eligible group. (children aged 2 & 3 are being vaccinated at school).

A vaccination for adults aged 18 and over but below the age of 65 who are at increased risk from flu because of a long term health condition.

A new “adjuvanted” vaccination for people aged 65 and over which is expected to significantly boost effectiveness by improving the body’s immune response to the vaccine.

We will be having separate clinics for over and under 65s to make sure the correct vaccination is given. This may mean coming at a separate date to a family member and we are aware this might be inconvenient but safety is paramount.

**ONLINE ACCESS– 2 options Patient Access or Evergreen Life, please see link below for information.** [**https://www.nhs.uk/NHSEngland/online-services/Pages/gp-services-choice-1.aspx**](https://www.nhs.uk/NHSEngland/online-services/Pages/gp-services-choice-1.aspx)

A new version of the Patient Access service was launched on 30 May 2018. This version brings a re-designed user experience, simplified registration and sign in, support for [EPS](https://supportcentre.emishealth.com/glossary/eps/) pharmacy nominations and an [all-new self-serve support site](https://support.patientaccess.com/).



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 is done you will have online access. For confidentiality reasons this service is only available for over 18s.

**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. on-line) Patient Participation Group (PPG). Please see our website for more information on this.

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**ESSEX COUNTY COUNCIL LAUNCHES ‘THE SOUND DOCTOR’**

**The Sound Doctor has patient education films for long term conditions.** If you or your family would like to access this large film library, please visit [www.livewellcampaign.co.uk/sounddr](http://www.livewellcampaign.co.uk/sounddr), select your surgery and pop in your postcode - that’s all you have to do!

**PRESCRIPTIONS**

We have had a very good response to our request for patients to sign up to electronic prescribing (EPS) whereby the GP sends your prescriptions directly to your chosen pharmacy. This does save your GP a lot of time and reduces the number of queries they have to deal with. If you have not signed up to electronic prescribing please ask at reception or indicate on your request slip. Please still allow two working days when ordering your medication as this will give us time to deal with any queries that may arise.

It would be really helpful to give us extra time to process your requests over the Christmas and New Year period as we usually have a lot of extra work at that time and fewer days in which to process it!

**PHYSIOTHERAPY**

We will be having a physiotherapist holding a triage clinic at the surgery every week starting 8th October 2018. They can see any patient with a recent onset of muscle joint pain in any part of the body. They 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**

Just a reminder that we have Pat Oakley here available to help you complete forms, navigate the benefits system and generally help with any queries you might have related to your health and care. Pat has appointments on our system which you can book through our receptionists or you can ask for Pat to contact you for a chat.

Thank you for your time.

Heather Knappett, Practice Manager