

# Wivenhoe Medical Centre Newsletter



## IMPORTANT INFORMATION

### FACE COVERINGS

Whilst it is no longer a requirement to still wear a face covering in the surgery, we encourage anyone who would like to continue to still wear one, to do so. Patients in the waiting room can often be clinically vulnerable and the wearing of a mask offers protection from Covid-19 which is still prevalent. If you do not have a mask, please ask our receptionists who are happy to supply you with one. Hand gel is still available for you to use should you wish to do so.

### APPOINTMENT'S

Our pre-bookable appointments are available to book up to two weeks in advance, we offer a selection of both telephone and face to face appointments. We also offer same day appointments for urgent issues. Please help the receptionists to book you with the correct clinician by advising them of a brief description of your appointment requirements when you call.

You can cancel an appointment by emailing the practice [wivenhoe.surgery@nhs.net](mailto:wivenhoe.surgery@nhs.net) or by contacting the practice via the website <https://www.wivenhoesurgery.nhs.uk/>

Please ensure to include your name, date of birth, the date and time of the appointment that you would like to cancel.

To re-arrange an appointment, please call: 01206 824447 and speak to a member of the reception team.

### EXTENDED ACCESS

We continue to offer patients appointments in our extended access clinics which are available in the evening and weekends. These clinics are held at a surgery location within our Colte Partnership. If you would like an appointment outside of our core opening times which are 8am-6.30pm Monday to Friday, please do ask the receptionist to book an appointment in our extended access clinic.

### PRESCRIPTIONS

Our prescription team are available to speak to over the telephone between 9am – 1pm Monday to Friday. Please call between these times on 01206 986396 where a prescription clerk will be happy to help you with any queries that you may have. Please remember to allow two working days for your prescription to be processed by the surgery. We do not take prescription requests over the telephone. You can request your

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medication by any of the following ways detailed below. Please ensure that your request includes your full name, date of birth, the name and dose of the medication you are requesting and where you would like to collect your prescription from.

- Written request direct to the surgery
- Email to [wivenhoe.surgery@nhs.net](mailto:wivenhoe.surgery@nhs.net)
- On-line via patient access
- Contacting the practice via the website
- NHS App

### BLOOD TESTS

We offer blood test appointments every morning but if you are unable to attend the surgery for any reason, please note that Clacton Hospital provide daily phlebotomy clinics where you can have your blood test taken. The clinics are booked by appointment only, there is not a walk-in service. You will need to ensure that when you attend that you have your paper blood test forms with you, otherwise they will not be able to take your blood. You can contact them on 0300 303 5299 to book your blood test in advance.

Phlebotomy Clinic Times are:-

Monday – Friday      08.00am to 19.45pm  
Saturday & Sunday    08.00am to 13.45pm

Clacton Hospital Tower Road Clacton-on-Sea CO15 1LH
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### BLOOD PRESSURE MACHINE

There is a blood pressure machine in the waiting room for patients to use if they would like to check their blood pressure. It is located to the right-hand side of the entrance. Patients can use the machine which will provide a printed reading which can be handed to the receptionist to be recorded onto their medical records. There are easy to follow instructions on the machine advising how to use it or, if you prefer, you can ask the receptionist for help.

### YOUR LOCAL PHARMACY

Your local pharmacist doesn't just dispense prescriptions, they are health care professionals who can provide advice and treatment for common illnesses without the need for an appointment at the surgery such as hay fever, headaches, coughs and diarrhoea. Self-care is the best choice to treat minor illness and injuries at home by simply combining plenty of rest with a well-stocked medicines cabinet. For more information, please visit [www.nhs.uk](http://www.nhs.uk)

### COMMUNITY 360

Community360 is an independent charity that aims to inspire and enable social action to improve people's quality of life. They have lots of services available to members of the public from wellbeing activities, social groups to transport and, also wheelchair and travel scooter hire. They even provide on-line "Active Motivation" sessions on a Friday morning for people to be able to take part in the comfort of their own home. Contact them on 01206 505250 or search Community 360 to find out more.

### PPG

We have a patient participation group that meets at the surgery every two months which gives patients the opportunity to become more involved making suggestions to improve patient experience which can be discussed directly with practice staff. If you would like to become a member of the group, please provide the surgery with your contact details and we can forward them onto the chair of the PPG Peter Hill.

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## DATES FOR YOUR DIARY

### EDUCATIONAL AFTERNOONS

Once a month all GP practices in the area close from 12.30pm for an afternoon for staff training purposes. These afternoon closures are organised by the Integrated Care Board (ICB) which was previously known as the Care Commissioning Group (CCG) and applies to all surgeries in the NorthEast Essex area. If you need medical attention during these hours, please call NHS111. The surgery will re-open from 8am the following morning as usual. Please see the list below of those afternoons that we will be closed in the near future.

28<sup>th</sup> June 2023  
25<sup>th</sup> July 2023  
22<sup>nd</sup> August 2023  
27<sup>th</sup> September 2023

### BANK HOLIDAYS

Along with weekends, the surgery will also be closed for all UK bank holidays. Please see the dates below when the surgery will be closed.

Monday 28<sup>th</sup> August 2023 – August Bank Holiday  
Monday 25<sup>th</sup> December 2023 - Christmas Day  
Tuesday 26<sup>th</sup> December 2023 - Boxing Day  
Monday 1<sup>st</sup> January 2024 – New Year's Day Bank Holiday

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Part of