

Newsletter

ELIZABETH HOUSE
MEDICAL PRACTICE

July 2024



Welcome to our newsletter! Please find below some of the latest practice developments in our mission to provide high quality healthcare for our patients

STAFF UPDATES

We're delighted to welcome back Anushka, our in-house clinical pharmacist, who has returned from maternity leave. She'll be with us Monday to Friday. We extend our heartfelt thanks to Alph for covering Anushka's leave and wish him all the best in his new role.

After 15 years of dedicated service, Catrin Mear (Osteopath) is stepping down to be closer to home in Cobham. Her colleague, David Staff, who has been with us for 13 years, will now take over full-time. You can continue to book appointments online at www.elizabethhouseosteopathy.com.

GP TRAINEES & MEDICAL STUDENTS

Starting in August, we'll be joined by three GP Trainee Doctors from the Crawley and East Surrey GP training scheme. These fully qualified doctors will be closely supervised as they complete their specialist training.

In October 2024, medical students from the University of Surrey Medical School will also join us. They'll observe clinics, participate in practice audits, and learn history and examination skills.

OPENING HOURS

We're pleased to announce that the extended hours GP hub clinic, previously at Caterham Dene Hospital, has been operating at Elizabeth House on Monday evenings from 4 pm to 8 pm. The Tuesday and Wednesday clinics from 4 pm to 8 pm are be hosted at Warlingham Green Medical Practice. These evening appointments are for new acute problems and must be booked on the day.

Please note, the practice will be closed on **Monday, 26th August** due to the bank holiday. Remember to order your prescriptions in advance.

APPOINTMENTS UPDATE

Between 1st March and 30th June, we had 14,462 booked appointments and **373** that were unfortunately not attended. Please remember to cancel your appointment if you cannot attend, so it can be offered to someone else in need.



BOOKING APPOINTMENTS

We've made checking in easier! Our new check-in machine, installed in June, ensures a smoother and faster check-in process. It's user-friendly, but if you need any assistance, our receptionists are always here to help.

We are continuing with our triage model to ensure the best care for our patients. For same-day appointments, you will first speak with a GP who will determine if an in-person visit is necessary. This approach helps us triage patients effectively, and increases our overall capacity and access to care. For routine future appointments, you have the flexibility to choose between a telephone consultation or an in-person visit. Simply inform the receptionist of your preference when booking.

You can also complete an online e-consultation form on our website and one of the team will get back to you as soon as possible.

VETERAN FRIENDLY

We're proud to announce that we are now officially a veteran-friendly practice. Dr. Parry is leading this initiative, and we're excited to offer dedicated support to our veterans on their healthcare journey.

PATIENT PARTICIPATION GROUP (PPG)

Our last PPG meeting in May was a great success with many fruitful discussions. You can find the minutes on our website. We're eager to grow our PPG community, so if you're interested in joining future meetings, please email us at elizabeth.housesurgery@nhs.net for the link.

VACCINATIONS

A new RSV (Respiratory Syncytial Virus) vaccine will soon be available for at-risk groups: older adults aged 75-79 and pregnant women from 28 weeks. Starting 1st September, we'll be contacting eligible patients to book their vaccination appointments. This vaccine helps protect against RSV, a common cause of respiratory infections.

This Autumn, we're also offering the seasonal flu vaccine. For the first time, we will provide co-administration of the Covid-19 booster for at-risk patients. Keep an eye out for more information and dates for our walk-in flu clinics.

UP-TO-DATE CONTACT DETAILS

Keeping your contact details current is crucial for us to provide the best care. It's equally important for us to have a next of kin listed in your records.

We're always striving to improve our services and appreciate your support and feedback. Stay informed by visiting our website and joining our Facebook community. Together, we can ensure that everyone receives the best possible care. Thank you for being a valued member of our practice. We look forward to continuing to serve you and your family.

Thank you for reading!