

Newsletter

ELIZABETH HOUSE
MEDICAL PRACTICE
March 2025



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

OPENING HOURS

Monday 8am-8pm

Tuesday – Friday 8am- 6.30pm

APPOINTMENTS UPDATE

Between 1st November 2024 and 28th February 2025, we had 15,299 booked appointments and **471** 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.

STAFF, TRAINING AND BANK HOLIDAY CLOSURES

In January we said goodbye to Carol Swain. Carol has been a nurse at Elizabeth House for 20 years. We wish her all the best in her retirement.

We also want to share a huge congratulations to Sam our physiotherapist who welcomed a baby in December and Dr Chaudery who welcomed twins in February.

Please note, the practice will be closed on **Tuesday 11th March** from 12.30 due to Staff Training.

The practice will also be closed on **Friday 18th & Monday 21st April** due to the Easter bank holidays.

Please remember to order your prescriptions in advance on these dates.



BOOKING APPOINTMENTS

Patients have the choice of requesting a telephone appointment or a face to face appointment on the day or prebookable for the future, when contacting reception for an appointment. Patients can continue to request to see a specific doctor to ensure continuity of care.

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

PHARMACY FIRST

Did you know that you can now visit your local pharmacy for a selection of minor ailments? These include:

Sinusitis- 12yrs and over

Sore Throat- 5yrs and over

Acute Otitis Media (Ear ache/ infection)- 1 to 17yrs

Infected insect bite- 1yr and over

Impetigo (skin infection)- 1yr and over

Shingles- 18yrs and over

Uncomplicated UTI (Urinary Tract Infection)- Women 16- 64 yrs

After a consultation with the pharmacist, the pharmacy will send a notification to the patients GP. Community pharmacies offer convenient way to access healthcare and this includes support with healthy eating, exercise, stopping smoking, monitoring your blood pressure and contraception.

PATIENT PARTICIPATION GROUP (PPG)

You can find the minutes on our website from our last PPG meeting. 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.

REFURBISHMENT OF TOP FLOOR

We have started work refurbishing the top floor and would hope for all work to be completed by the end of March. The planned work should not affect the day to day running of the practice and any noisy work will be undertaken at the weekends.

UP-TO-DATE CONTACT DETAILS

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

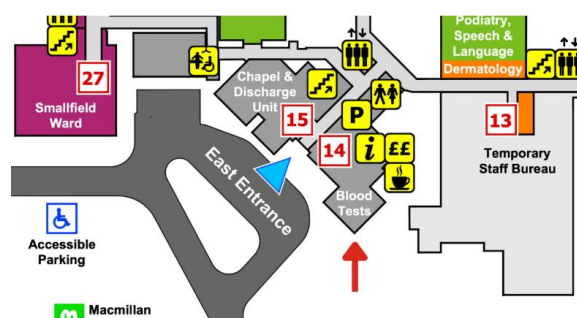
We're always striving to improve our services and appreciate your support and feedback. Stay informed by visiting our website and joining our Facebook community. Together, we can ensure that everyone receives the best possible care. Thank you for being a valued member of our practice. We look forward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

PATHOLOGY CHANGES AT EAST SURREY HOSPITAL (ESH)

Please be aware from 31st March 2025 ESH will no longer accept walk ins for blood tests.

All patients will be required to book an appointment. This can be done via the Swiftqueue app or by the booking link below. There is also a phone number (0300 6134117) for those unable to use a computer.

Booking page - <https://www.surreyandsussex.nhs.uk/our-services/book-your-blood-test>



Map of ESH showing where the blood tests will be.

Thank you for reading!