

# ELIZABETH HOUSE MEDICAL PRACTICE

## NEWSLETTER

### STAFF

#### New Members of Staff

- Michael (Pharmacy Technician)
- Audrey (Covering nurse/phlebotomist)
- Alph (Covering pharmacist) He will be with us until Anushka returns in July.

### PRESCRIPTIONS

Our turnaround time for issuing prescriptions is 48 hours. With the Easter bank holiday's approaching please bear this in mind.

### APPOINTMENTS & DNA'S

Between 1<sup>st</sup> November- 29<sup>th</sup> February we have had 14,938 booked appointments and 373 DNA's. Please remember to cancel your appointment if you cannot attend so it can be offered to another patient who may need it.

We are implementing a new system from 1<sup>st</sup> March 2024 that if you DNA 3 appointments at the practice you will not be able to book future appointments in advance.

### VACCINATIONS

Routine childhood vaccinations are the safest way to protect children and adults. Different vaccines are given at different ages to protect you and your child.

If you think your child's vaccinations are not up to date please call the practice to book these in with one of our nurses.

### OPENING HOURS

Currently, patients can attend Caterham Dene for Out of Hours appointments (open until 8pm every day). We are however delighted to say that these appointments will be now offered in Warlingham 3 evening a week. We will be operating a clinic at Elizabeth House on Monday evening until 8pm and on a Tuesday and Wednesday evening at Warlingham Green. We are extending our hours on these days to offer patients more appointment times.

Appointments booked must be on the day and cannot be taken by long term health conditions.

The change in hours will be from April 2024.

On a Thursday and Friday our opening hours will continue to be 8am-6.30pm.

Please note that the practice is closed on Wednesday 6<sup>th</sup> March from 12.30pm and Monday 11<sup>th</sup> March between 1pm-2.30pm due to staff training.

The practice will also be closed on Friday 29<sup>th</sup> March and Monday 1<sup>st</sup> April due to the Easter bank holidays.

### NHS APP

We held a training session on Monday 26<sup>th</sup> February 2024 to help patients set up and understand the NHS app. If this is something you would like help with please email admin on

[elizabeth.housesurgery@nhs.net](mailto:elizabeth.housesurgery@nhs.net) and we can look to put on another session at a later date.

**MARCH 2024**

IF YOU WOULD LIKE TO RECEIVE OUR NEWSLETTER ELECTRONICALLY PLEASE EMAIL US ON  
[ELIZABETH.HOUSESURGERY@NHS.NET](mailto:ELIZABETH.HOUSESURGERY@NHS.NET)

# ELIZABETH HOUSE MEDICAL PRACTICE

## NEWSLETTER

### UP TO DATE CONTACT DETAILS

It is very important that the practice holds correct contact details for you.

If you do not think we have a mobile, landline or email address for you please complete a form on our website to let us know your details.

### POLITE NOTICE

Please be aware we have had a few incidents of patients being unacceptably rude to our staff recently. Our staff have feeling too, and your thoughtfulness and consideration when speaking to our staff members is appreciated.

### PPG- Patient, Participation Group

Our last meeting was held in February. The minutes are accessible on our website.

Surrey Heartlands would like to welcome our PPG members to join them for a virtual network meeting on **Thursday 7<sup>th</sup> March at 5pm**. The meeting is an opportunity to connect with other PPG counterparts within North Tandridge to share and support ideas and resources with each other.

Please email admin if you would like the link to attend.

**MARCH 2024**

IF YOU WOULD LIKE TO RECEIVE OUR NEWSLETTER ELECTRONICALLY PLEASE EMAIL US ON  
ELIZABETH.HOUSESURGERY@NHS.NET