



Rowhedge and University of Essex Medical Practice

Newsletter Spring 2022 Issue 1

Surgery Information

Covid restrictions

We are following guidance from NHSE that all visitors to the practice must wear a face covering whilst in the building. Please let a member of staff know if you have a valid exemption from wearing a covering before you come to the surgery. Hand gel is available in the entrance porch of the surgery.

Please do not come into the surgery if you are Covid positive or have Covid symptoms.

Pre-bookable telephone appointments on – line

We offer telephone appointments that are available to book on – line via systmone online or via the NHA App. If you require any information in obtaining the NHS App , please go to :

<https://www.nhs.uk/nhs-app/>

Alternatively, please ask a member of our reception team for details.

On the day appointments

The Rowhedge surgery telephone lines open at 8am Monday to Friday and you can book either a face-to-face appointment or telephone appointment to see a Doctor, Nurse Practitioner, Practice Nurse or Healthcare Assistant.

The University Health Centre telephone lines open at 9am Monday to Friday and you can book either a telephone appointment or a face-to-face appointment to see a Doctor, Nurse Practitioner, Practice Nurse, Sexual Health Nurse or Healthcare Assistant.

Extended Access

As we are a part of the ColTe Partnership we can offer appointments in the evenings from 6.30pm to 8.00pm Monday to Friday and at the weekends between 8am and 1.30pm. These are at various locations across all the ColTe branches. Please contact the reception team for more information.

Clinical Pharmacy Team

We now have a team of Clinical Pharmacists who can undertake telephone medication reviews. If you need a medication review our reception team will book you in with a Clinical Pharmacist if this is suitable for the medication you are taking.



First Point Physiotherapy

We have access to a physiotherapy service at Rowhedge on a Friday morning and at the University Health Centre on a Tuesday afternoon. They also provide clinics within the Extended Access surgeries.

They can assess and diagnose and make any referrals if needed. Please ask a member of the reception team to book an appointment if you are suffering from any muscular or nerve pain.

GP Care Advisor

We have a GP Care Advisor at the surgery that can help support our patients that need assistance with forms or advice on such things as benefit claims, carer support, blue badge applications and many other services. Please contact the surgery if you would like to be referred to our GP Care Advisor.



Community 360

Community 360 is an independent charity that aims to inspire and enable social action to improve people's quality of life. They provide a range of services including assistance with transportation, wellbeing activities and information on social groups. If you wish to be referred to the Community 360 Team, please contact the surgery.

The Community 360 Team will be at the Rowhedge Surgery on Friday 27th May to promote the services they can offer. Further details will be issued nearer the time.

Dispensary

A reminder that our dispensary is open Monday to Friday from 9am to 12pm and 2pm to 6.30 pm.

Please remember that repeat medication takes 72 hours(3 working days)to be processed and made available.

Please ensure you allow enough time to order your medication.

Patient Participation Group

Due to covid our patient Participation Group has not met for over 2 years.

A Patient Participation Group(PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, Doctors, and staff. The NHS requires every practice to have a PPG.

Your experiences matter and you can bring different ideas to the surgery to help us treat patients better or to improve what we do in some way.

You will also gain a better understanding of the NHS and gather feedback from other patients.

If you would like to join our surgery PPG please contact the surgery on 01206 728585, via the website at :

<https://www.rowhedgesurgery.co.uk/navigator/patient-participation-group-registration/>

or via e mail to : rowhedgesurgery@nhs.net

Dates for your diary

Surgery Educational Afternoons

The local Clinical Commissioning Group (CCG)request that all surgeries close for an afternoon to undertake essential training and development. The CCG has provisioned the out of hours service from 12pm on these dates.

The practice closes at 12pm on these dates.

Therefore, if you need medical advice during this time please call 111. If it is a medical emergency, then please dial 999.

The next 3 closure dates are:

Thursday 26th May

Wednesday 22nd June

Tuesday 26th July

Other surgery closure dates

Queens Platinum Jubilee Thursday 2nd June 2022

Queens Platinum Jubilee Friday 3rd June 2022

August Bank Holiday Monday 29th August 2022

Boxing Day Monday 26th December 2022

Bank Holiday Tuesday 27th December 2022