

Elgar House Newsletter

Our aim is to assist our patients to achieve a state of wellbeing, using the best primary and secondary health care available to us.

A retirement message from Dr Pike

In January 1990 I started work as a partner with Drs Ritchie, Ridgway, Ford, Johnstone, Cooper and Williams, when the practice was still based in the far left corner of the Smallwood Health Centre. Just over 31 years later I shall be leaving Elgar House in their very capable hands of Drs Newman, Smith and Shah when I retire at the end of April. It has been a fascinating and hugely rewarding career, and I shall certainly miss the practice and patients, but it is the right time for me to step aside and for the practice to move on from the pandemic in the next few years and to a changed way of working.

I must take this opportunity to thank you, our patients, for your help and support for me, and for the whole practice throughout the last 31 years, and especially in the past 12 months as we have had to change the way we work completely. Your willingness to allow us to move to much more work by phone and video link, and far greater use of messaging has given us the ability to continue to offer the best service we can for everyone. I speak for everyone in thanking you for your patience and understanding.

I am now looking forward to new challenges in retirement, and will always have very fond memories of my time here. I am also very pleased to let you know that the partnership is growing, with both Dr Bulchandani and Dr Bergin taking on new partnerships from the beginning of April.

Dr Bulchandani has been with us now for four years, starting out as a locum, but very quickly becoming a fully committed GP in Elgar House. Dr Bergin has been with us for the past three years. Both have been a huge support to the practice and will make very capable and enthusiastic partners themselves complementing the skills of the existing partners very well and setting Elgar House up for success as we all emerge from the Covid pandemic in the coming months.

Before I sign off I also need to thank the entire practice team who work so hard to keep the practice running as smoothly as possible, from Michelle Hallahan and the management team to Elaine James and Sam Giles and the Nurses and Health Care Assistants, Rebecca Wilson and the whole front of house team, and everyone who has worked with me during my time here. I am so grateful to everyone, staff and patients alike, and so pleased to be leaving the practice in such good shape for the challenges to come.

Thank you for your time,

Dr Pike.

Update on COVID 19

Patients are still required to wear a face covering when visiting Elgar House and follow government guidelines. Whilst patients can not currently book appointments online due to coronavirus, there are still options to contact us.

Patients can continue using the service via:

- Telephone 0152769261
- Online Consultations
- Our website
- Email- M81002.patient@nhs.net

Opening times are 08:00- 18:30 Monday to Friday.

From the 9th April, the vaccination program highlighted significant updates in relation to the AstraZeneca vaccine. JCVI advise that individuals under 30 should be offered an alternative, due to new indications of blood clots.

Lateral flow device kits are now available for all members over 18, who are not symptomatic. More information on this will be added to our website in due course.

Practice Pharmacy Team

Elgar House Surgery is pleased to welcome two of our newest team members Sam and Sophie.

Having worked as a community pharmacist for 11 years, Sam is now taking on a new challenge here with us. Her main duties will be monitoring medication, helping patients with any medication queries, and issuing prescriptions. She plays a part in syncing medication so that patients can request more than one prescription at one time and will check quantities and dates to help out where possible.

When out of office, Sam has an eye for cake baking and achieves a work life balance by creating delicious cakes.

We are also delighted to welcome our new apprentice technician Sophie, who is working alongside Sam. Sophie's training will be a 2 year course, with both on the job and coursework involvement.

Sophie covers general practice and pharmacy tasks throughout, ensuring that she monitors medication, assists with patient requests and produces clinical letters.

With both of their friendly and caring approaches, we are excited for their contribution to the team.

Pharmacy on site

Patients can also access the pharmacy located in the surgery to collect repeat prescriptions that have been requested by a doctor. This can take up to 48 hours to process after requested. Opening times are 08:15-18:30 Monday to Friday.

Patient Access

Patient Access is a convenient way of looking after your healthcare. It gives you remote access to GP services via computer or downloading the mobile app. This will enable you to book GP appointments, order prescriptions and directly message us. This minimises risk with face to face contact and is ideal for those self-isolating.

Online consultations

Patients over 16 are able to contact the practice with general health concerns, using the online consultation forms. This can be found on the main website under online forms. Please note that this is not for emergencies.

There will be several questions to go through, which determines whether the method is appropriate for your problem/queries.

You can also access specific assessments or reviews, such as contraceptive pill and asthma review.

Telephone call back

Due to an increase in calls, we have set up a call back system that allows patients to hold their position in the telephone queue. By selecting the requested keypad option, you can leave us to contact you and avoid waiting time.

Patient Email

If you would like an alternative way to requesting prescriptions, you can email M81002.patient@nhs.net. You will need to state your name, date of birth, address, and name of medication. A member of the team will then respond to you as soon as they can. This email can also be used to complete registration forms and temporary patient registrations. Additional information for this can be found on the home page of our website.

AccuRx

Patients may receive a text message from us on numerous occasions, such as confirmation messages, being updated and informed on important information, or so that we can assist you with photos. If the request for a reply is in place, please ensure that this is actioned. The option to attach photos or documents into your replies is available, by clicking on a link that is sent in the message.

Thank you for reading our newsletter.

If you have any ideas or suggestions on how we can improve the service we offer to our patients please come into surgery and fill out a suggestion form or contact us via our website.

If you would like to receive this newsletter by email please register at reception or on our website.