

## Newsletter Edition 38

### November 2021

#### CCG Shutdown

Please be aware the next CCG Shutdown date is Wednesday 24<sup>th</sup> November 2021 from 12.00 noon. The Mid-Essex CCG will be providing out-of-hours care for our patients from 12.00 noon until 18.30 pm and our telephone lines will be diverted to the care provider during this time. In the case of urgent need whilst the practice is closed you can call NHS 111 to speak to a triage nurse. Your needs will be assessed, and advice offered, or arrangements made for you to see a doctor. Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens. In a genuine emergency you should call 999. Chest pains and/or shortness of breath constitute an emergency. Hours will resume as normal on Thursday 25<sup>th</sup> November 2021.

#### DNA's (Did not attend)

The Beacon Health Group has sadly had an alarming number of DNA's reported for the month of October 2021. A total of 175 patients did not attend their appointments. This averages approximately 8 appointments a day. Please remember to cancel an appointment if it is no longer needed to allow other patients the opportunity of using the appointment.

#### Citizens Advice

Citizens Advice are now based at Danbury Medical Centre every Wednesday morning. This service is for Danbury patients only and patients can self-refer using the dedicated Danbury telephone number 01245 951339 or email address [danbury@chelmsfordcab.org](mailto:danbury@chelmsfordcab.org)

Citizens Advice can help with

- o Benefits
- o Money & Debt problems
- o Employment
- o Consumer rights
- o Housing
- o Homelessness
- o Neighbour disputes
- o Education
- o Healthcare
- o Immigration & residency
- o Human rights
- o Family & personal issues

And much more.

#### Zero-Tolerance

Sadly, please can we remind patients that we have a zero-tolerance policy across our sites. Shouting, swearing or being abusive will not be tolerated under ANY circumstances. All our telephone calls are recorded. Patients who are abusive could be removed from our patient list. We are here to help and aim to be as polite and helpful as possible, even during difficult times.

### [Community Pharmacist Consultation Service](#)

We are participating in a new service that will direct patients to the most appropriate healthcare professional when booking an appointment, which may be a local community pharmacist either virtually or at their pharmacy. Your local pharmacist is a highly trained and skilled clinician experienced in treating minor illnesses and is often quicker than waiting for a GP appointment.

### [Covid-19 Booster Vaccination](#)

We are offering patients the Pfizer and Moderna Covid-19 booster vaccine at Danbury Medical Centre.

The booster vaccine helps improve the protection you have from your first 2 doses of the vaccine. It helps give you longer-term protection against getting seriously ill from Covid-19.

Booster vaccine doses are available for all over 50's and those who are clinically vulnerable. The vaccine will be offered **6 months after your second vaccine**.

You will be contacted by text to book your booster vaccine in order of cohorts. Please wait for the text message to book, please do not call or email the surgery to book before receiving this text message.

The booster vaccine will not appear on your NHS app.

### [Covid-19 Third Dose Vaccine](#)

People aged 12 years and over who were immunosuppressed should receive a third dose of COVID-19 vaccine.

Patients who are eligible for the third vaccine will receive a letter from the NHS informing them of this, you **do not** need to inform the surgery of this.

We will invite patients by text message to book the third dose Pfizer or Moderna vaccine. This will appear as a booster vaccine.

Please wait for the text message to book, please do not call or email the surgery to book before receiving this text message.

These patients will then receive their booster vaccine 6 months after their third dose.

The third dose vaccine will not appear on your NHS app.

You are not able to book to receive your Vaccine at Danbury Medical Centre through the national booking system.

### [Festive Period](#)

We would like to make our patients aware of the dates the surgeries will be closed over the Festive period:

- Monday 27<sup>th</sup> December 2021 – CLOSED
- Tuesday 28<sup>th</sup> December 2021 – CLOSED
- Monday 3<sup>rd</sup> January 2022 – CLOSED

The dispensary will run as usual over the Christmas period, but we ask that patients put their repeat prescription requests in a little earlier than usual (we usually ask that you allow 72 hours) and please inform the dispensary if the prescription is needed before the Christmas shutdown.