

**Blackwater Medical Centre Newsletter**

**August 2023**

**Staff Update**

We are pleased to warmly welcome to the surgery, new staff as follows:

* As from Monday 17th July, Dr Sarah Mohomadally will be working on Mondays, Tuesdays, Thursdays and Fridays
* From Wednesday 19th July, Dr Jonathan Richardson will be working Mondays, Tuesdays and Wednesdays.
* From Monday 7th August, Dr Smit Iyer will be working on Monday mornings and Wednesday afternoons.
* From Tuesday 3rd October Radim Goralczyk (Paramedic) will be working Tuesdays, Thursdays and Friday afternoons.
* Liz Fremont is our new Receptionist and will be working Monday afternoons, Tuesdays, Thursday mornings and Fridays.

Our long-term locums have now sadly left, and we say goodbye to Dr Abeyratna who left on Monday 24th July and to Janice our Travel Nurse who sadly also left on Monday 24th July. We wish them both the very best and thank them for their dedicated work at the surgery, they will both be sorely missed.

**Feedback from a patient**

One of our patients wrote into the surgery to express his “sincere gratitude to all the staff at the surgery for their kind care and attention” during a family member’s long illness. We would like to formally say thank you for your kind donation, which will be put to good use at the practice.

**“You Said: We Did”**

**Redecorating the surgery and New Seating**

You Said: Patients feedback indicated that they felt the surgery needed repainting to make it look smarter and “give a better feel” to the surgery.

We Did: Accordingly, we arranged for the surgery to be redecorated and it looks much fresher and brighter. We also updated the seating area to make the waiting room more comfortable for patients.

The reception area is still to be completed but the heavy-duty filing cabinets have been removed, which has created more space.

**Online appointments now available to book**

Some appointments can now be booked online. If you would like online access, please ask reception for a form to fill out and bring some form of photo ID with you. As mentioned in the previous newsletter, some pre-bookable appointments are now available. Please be mindful that online and pre-bookable appointment slots are not to discuss test results or to book medication reviews.

**Mid Essex 2023 shutdown dates for staff training sessions**

Please be advised that surgeries in Mid Essex will be closed from 12.00pm on

* **Wednesday 20th September**
* **Thursday 19th October**
* **Tuesday 21st November**

**Launch of new website for Summer 2023**

We are pleased to announce that Blackwater Medical Centre’s new website is now live. Visit us at <https://blackwatermedicalcentre.co.uk>

**eConsult**

We are pleased to be able to now offer our patients a new form of engaging through eConsult which is an online consultation, in the form of digital triage. Patients go online to submit information about medical or administrative requests to their doctors. This request is sent to the GP practice to decide on the right care for the patient. eConsult is the most widely used online consultation platform used in the NHS. Further information can be found at [www.econsult.net](http://www.econsult.net) Please note this is not for emergency or urgent requests.

**Patient Participation Group (PPG)**

We have reinstated our Patient Participation Group (PPG) and if you would like to know more about this please contact blackwater.medicalcentre@nhs.net as we are passionate about increasing our membership and involving our patients in the work of our surgery.