



Blackwater Medical Centre Newsletter

October 2023

Reminder: Online and pre-bookable appointments

As mentioned in the previous newsletter, 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. Pre-bookable appointments (up to four weeks in advance) are also now available.

Please be mindful that online and pre-bookable appointments are not to discuss test results or to book medication reviews.

As well as offering more appointments, we would like to remind patients that we have in-house services such as asthma and diabetes clinics, smear tests, minor operations, and physiotherapy. We also now offer a clinic where patients can have their blood tests carried out (Tuesday and Friday) which is excellent news for those patients with chronic disease and the elderly. These appointments are subject to availability.

Reminder: eConsult

We are pleased to be able to continue offering our patients a new form of engaging through eConsult. 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. Further information can be found at www.econsult.net Please note this is not for emergency or urgent requests. So far, we have received very positive comments about this new way of engaging with the surgery.

Can you claim free NHS prescriptions?

Not everyone can claim free NHS prescriptions in England. Check if you are eligible in less than five minutes at www.nhsbsa.nhs.uk/check

Launch of new Facebook Group

We are working in partnership with Essex United to update as many patients as possible with what is going on. Join our group at "Essex Is United – Blackwater Medical Centre Group". The QR code is available to scan at the surgery.

Healthwatch Essex Survey: Share Your Views

Patients can go onto the internet and search the link below to give us feedback.

[Share your views on Blackwater Medical Centre/Healthwatch Essex](#)

If you prefer, you can contact the Healthwatch Essex Team on 0300 500 1895 who will take your feedback over the phone. All information provided is anonymous. Submit your views by 24th October 2023 to give us your valuable feedback on the service we deliver.

Friends and Family Survey: Your most recent appointment

Patients may also receive a text message from the surgery directly to give their views on how they found their experience at the surgery. This is known as the “Friends and Family” survey which is a national requirement, and we will be monitoring this data monthly.

Mid Essex 2023 shutdown dates for staff training sessions

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

- **Thursday 19th October 2023**
- **Tuesday 21st November 2023**
- **Wednesday 13th December 2023**

Positive Feedback: Flu and Covid Clinics

Our first clinics this Autumn were held on Saturday 23rd September and Saturday 30th September, and we had a lot of positive comments from our patients, who agreed that the clinics were ran efficiently and smoothly. We continue to provide this service for our patients, please contact the surgery either via reception in person or by telephone between the hours of 3pm and 6pm.

Finally, thinking ahead to Christmas Opening / Closing Times of the Surgery

Please be advised that the surgery will be closed on Monday 25th and Tuesday 26th December 2023, reopening on Wednesday 27th December at 8.00am. The surgery will also be closed on Monday 1st January 2024, reopening at 800am on Tuesday 2nd January 2024.