

CCG Shutdown

Please be aware the next CCG Shutdown date is Thursday 29th October 2020 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 Friday 30th October 2020.

Updated website

We are pleased to unveil our newly updated website. This now allows patients to submit a wide range of forms electronically such as registering as a new patient and requesting to make an appointment.

SystemOnline Online Services is still available for you to order repeat medication online. SystemOnline remembers which medication you are on making requesting repeat prescriptions faster and easier. If you have previously used this system your existing username and password will continue to work. If you would like to sign up to this service please attend the surgery in person with photo ID to obtain a username and password. The link for SystemOnline is on the prescription and appointment pages on the website.

As users of the updated website we welcome any feedback positive or negative. Any feedback can be submitted via the suggestions form which can be found at the bottom of the website under suggestions and complaints or via email reception.f81100@nhs.net

We are still encouraging the use of the surgery email addresses.

Reception - reception.f81100@nhs.net

Prescriptions - f81100.scripts@nhs.net

Secretaries - secretaries.f81100@nhs.net

Our telephone lines continue to be very busy and we hope that by offering alternative options to contact the surgery this will alleviate the pressures on the telephone lines enabling patients who cannot access these alternative options to get through.

Face Masks

We are asking that all patients please continue to wear a face mask/covering when attending the surgery. Thank you.

[Minor Surgery](#)

We have now reopened our minor surgery clinic. Our practice is proud to be able to offer various minor surgery procedures to our patients. Our highly skilled team perform minor surgery procedures during normal surgery times, in our specialised minor surgery suite at Danbury Medical Centre.

Appointments for a minor operation should only be made after an initial consultation with one of the doctors. Please contact reception to book.

Some of the services we offer are;

- Incision and drainage of abscesses and small infected cysts
- Removal of cysts and fatty lumps
- Ring pessary fittings
- Removal of skin tags, superficial lumps and seborrhoeic warts
- Injection of joints and soft tissues e.g. carpal tunnel, tennis elbow etc.
- Excisions in the form of skin biopsy for histological diagnosis

[Patient Reminder](#)

We are continuing to keep footfall into the surgery at a minimum and asking patients to adhere to the social distancing and one in one out rules. This can result in patients having to queue outside of the surgery therefore can we ask that patients dress appropriately for the weather especially coming into the winter months.

Please only attend the surgery for pre-booked appointments or to collect medication. For any queries or to book an appointment please use the practice email addresses.

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[Dosette Boxes](#)

For any dispensing patients struggling with medication we can offer weekly dosette boxes. Please ask the dispensary team for more information.

[University Students](#)

Please note that you will be removed from our practice list when going off to university. You will need to register with a surgery close to where you are studying/living. However, should you need an appointment at any time whilst home from university you can register with us as a temporary resident. To register as a temporary resident please attend the surgery and complete the 'temporary resident' form.