

The Surgery open hours, Extended Access appointment booking and LIVI appointments

Esher Green Surgery Opening hours Monday to Friday	Out of hours GP appts. Book through EGS or call: 020 8939 3750 at clinic time	Livi appointments - using phone or tablet
08.00 – 18.30 Appt. booking is available from 08.30	18.30 – 21.30 At Emberbrook Community Health Centre, Thames Ditton	18.00 – 22.00 * see note below

Esher Green Surgery offers a video GP service – LIVI

Available evenings, weekends and Bank Holidays

To access this NHS service, simply download LIVI from the App store (iPhone) or Google Play (Android), and sign up.

You can get medical advice, prescriptions and referrals by video.

Monday to Friday appointments available 18.00 – 22.00

Saturday, Sunday & Bank Holiday 08.00 – 16.00

(appointment booking criteria: unable to book under 2 years, temporary resident, newly registered if before 3 weeks, 13 – 16 yrs consultation with parental consent).

Esher Green Surgery



January

Newsletter 2020



HAPPY NEW YEAR



You can now access a number of services online. You can order repeat prescriptions, book appointments on line. You can register for Patient Access by completing a form – available at reception and on the website home page.

www.eshergreensurgery.co.uk

We will then send you a PIN code and you can access the site – our reception team can talk you through the process



Easy to use on-line consulting....

To make it easier to contact and get help from the practice, we have launched a new digital service which allows you to contact us from your PC, tablet or smartphone.

Instead of using the phone to call us, you can get advice from a clinician, send a message about an admin issue or access links to trusted self-help advice when it suits you via this new digital service.

Engage Consult is available to access from 07 a.m. to 11.00 a.m. and we will respond to your request within 24 hours

It's easy to use.... just visit our website and click the Engage Consult



See a GP by video. You can access LIVI appointments – an on-line consultation service

GP appointments at home, work or on the go

Medical advice, referrals, prescriptions



Download the App, sign up and select Esher Green



Please allow 2 working days for a repeat prescription to be ready. Request early at holiday times

Medication Reviews – patients on repeat medication may be asked to see a doctor, nurse practitioner or practice nurse at least once a year to review medications. Notification may appear on your repeat slip – please ensure you book an appropriate appointment.

Free NHS Health Checks

We offer a health check for NHS Health Check to patients who fall within the 40 - 74 years age group, who do not suffer with a long term condition. The check monitors your weight, height, blood pressure & Cholesterol and provides general healthcare advice. It is designed to spot early signs of stroke, kidney disease heart disease type 2 diabetes or dementia. As we get older we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk. You can book an appointment for any weekday with our Healthcare Assistant. Please allow 30 minutes for this appointment. Where patients in this age group are already under a care plan for chronic disease, they may not be eligible.

Please ask our receptionist for details.



Do we have your up-to-date contact details? Please let reception know of any changes to the details we hold on your clinical record.

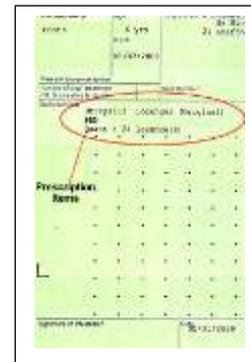
Thank you

Repeat prescriptions.....

Please ensure your chosen pharmacy has your repeat prescription requests in their system. We do not automatically issue repeat prescriptions – they have to be requested. If the pharmacy does not request the prescription, you can request but it must be in writing – we do not take prescription requests over the telephone (for safety reasons)

Repeat prescriptions – must be requested in writing so if you do not use on-line access:

You can ask your pharmacy to request your repeat prescriptions or you can request - we can only accept a written request



(EPS) ELECTRONIC PRESCRIBING SERVICE

Did you know that you can nominate a pharmacy to receive your prescriptions electronically and you can then collect prescriptions direct from the pharmacy– please ask for details. For repeat prescription requests, please allow 48 weekday hours for processing.



Telephone Appointments

You can always request a telephone consultation instead of coming into the surgery. Many patients do not need to come into the surgery and their problem can be dealt with over the telephone. Our receptionist will book the appointment for you. We are not able to give specific times for telephone appointments but will give an indicator of the window of time.

NHS APP

We are live on the NHS APP. You can download the App now to view advice on symptoms and emergencies. Please see our website for more information or ask a member of staff



NHS 111 online

allows you to get medical help or advice using your laptop or smartphone. As well as getting information on your symptoms, you can also find out where to get the right healthcare in your area and get further advice from a nurse or doctor on the phone or during a consultation.



Your local pharmacist can help.....





The Sight for Surrey mobile bus will visit Esher Green Surgery in January on Thursday 23rd January

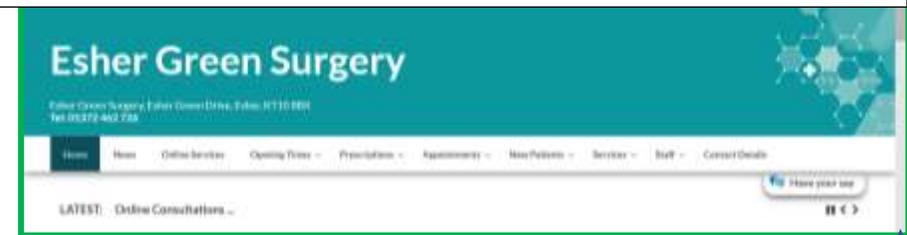
Expert staff are on hand to demonstrate and supply a range of specialist equipment and offer assessments and basic repairs to NHS hearing aids. They can also provide information and signpost to relevant local services and networks. It is not a service for hearing or sight tests.



Our website:

www.eshergreensurgery.co.uk

has lots of information and links to different services



Our contact no. is: 01372 462726

E mail:

sdccg.practiceeshergreensurgery@nhs.net

Blood Pressure Using a home blood pressure monitor



Monitoring your blood pressure using a home blood pressure monitor can be a really useful way of seeing what your blood pressure is like in your daily life. Recording your blood pressure reading over 7 days is extremely useful – please hand the details into the practice. There's a form on line or at reception



Are you a carer? Do you look after someone – do their shopping, visits, etc.

Do we have your details registered to our system as a Carer, have you been offered Carer support, know about the services in the area?

Please leave your details with our reception and we will ensure Action for Carers receive your details so you receive their newsletters about support for carers and events in the locality.

Text messaging.....

You may have seen that we, with your permission, are using text messaging to let you know about your results, offering you appointments, advice links, etc. It is such a bonus for us and for our patients to send and receive the latest information – please ensure we have your up to date contact details /authorisation to use them



SELF CARE

Health Advice can be accessed through:
www.nhs.uk/conditions

Musculoskeletal problems account for up to 25% of GP appointments and over 50% of adults will experience one bout of MSK pain each year. Thankfully the majority are self-limiting conditions that respond to self-care management with over 60% recovery by 6 weeks.

In addition to taking over the counter or prescribed painkillers, if required, staying mobile and following some simple exercise regimes we know people recover quicker. A useful resource for information about musculoskeletal aches and pains is: www.versusarthritis.uk

**VERSUS
ARTHRITIS**

Visit the NHS UK One You site.... It has lot of health information and advice.

There's a One You App





A message from our reception team:

We try our very best to be of assistance to you at all times and help as much as we possibly can.

Your patience during busy times and whilst new receptionists are being trained is very much appreciated.

Thank you



Travelling abroad? If you require travel vaccinations and/or travel advice, please complete a travel form (available on our website and at reception) at least 8 weeks before you travel. There is travel advice on our website. Please be aware that we cannot guarantee a vaccination appointment if you are close to your date of travel – best to plan in advance.

We really appreciate your comments about our service. It is easy to leave a comment on the NHS.UK Esher Green Surgery site. You can access it directly through visiting our website page at www.eshergreensurgery.co.uk and clicking the NHS.UK link – that will then allow you to ‘leave a review’.

Please rate our services using the link below.

NHS.UK



Based on 13 ratings for this GP surgery

Ask about on-line access.... It's very easy to register and will give you the option of booking appointments on-line and requesting repeat prescriptions on-line too!



Esher Green Surgery has a very active Patient Participation Group who meet on a regular basis – minutes of the meetings are on the website and on the notice board in the waiting room. The PPG promoted a Diabetes information evening in October and hope to run more sessions throughout 2020 – we will keep you informed. We welcome new members – please ask at reception

Our clinics and services:

Antenatal appointments

Child development checks

Childhood immunisations

Travel advice / vaccines

Gynaecology – coil removal, implants, contraceptive advice

HRT

Diabetes

Respiratory - COPD / Asthma

24 hour blood pressure monitor

ECG

Blood pressure

Blood tests

Minor Operations – skin lesion removal, steroid joint injections, etc.

Complex medication telephone consultation clinic

Long term conditions