

# Thaxted Surgery – Patient Newsletter

Summer 2018

## Building work Commences

Our building work is now mobilising and we expect to see builders on site in late August/early September.

The building work is going to be difficult and we do ask for our patients' forbearance while it is in progress. For the first phase, we will be using our existing building, accessed using the ramp from Margaret Street. After that, it gets more complex as we refurbish. There will be a period of time towards the end where we are using bits of both new and existing buildings, with two alternative entrances.

*Signposting.* While we refurbish, we will endeavour to have clear signposting and staff on hand to guide you to the right place. We would also appreciate any patient volunteers to help us guide patients to the right place.

*Noise.* Throughout the build, there will be noise and we recognise that this may be a upsetting for some patients. If you are concerned, please talk to us when you book an appointment, and we may be able to suggest a quieter time and/or organise a quieter room.

*Jubilee Gardens.* The Parish Council has been very proactive in identifying and offering an area by Jubilee Gardens on Weaverhead lane for use of site office while building in progress. We're sorry, but this means that Jubilee Gardens will be out of bounds for a few months, which is going to be an inconvenience for local residents who use them. Our builders have undertaken to leave the gardens as they found them, including protecting the oak trees.

*Parking and mobility issues.* For the safety of patients, builders and staff, out of respect to our neighbours, and to allow for emergency ambulance access, please avoid parking on the yellow lines on Margaret Street while building work is in progress. Carers of patients with mobility issues are welcome to come and get a wheelchair to bring the patient over from the Margaret Street car park. Staff will be happy to help.

Our thanks to Mr Mills who donated a wheelchair which we can use for this.

## Fund Raising

Come along to our fundraising event on **Sat 4th August. Free burger lunch** donated by rrt <https://www.rapidreliefteam.org/> Donations will go 100% towards surgery refurbishment work.

A patient is running a **half-marathon** for us. To donate via *Just Giving*, go to [https://www.justgiving.com/crowdfunding/ion-pierce?utm\\_id=2&utm\\_term=KQEPY9gdb](https://www.justgiving.com/crowdfunding/ion-pierce?utm_id=2&utm_term=KQEPY9gdb)

NHS England and the practice partners will fund the building work in the new extension. However, furnishings and medical equipment come out of day to day services. To help minimise any potential impact on those day to day services, our PPG is ramping up its fund raising activities. Their Easter "guess the number of eggs in a jar", summer raffle and book sales have raised over £1400 in the last 3 months alone.

## **Thaxted Surgery – Patient Newsletter**

### **Summer 2018**

Our fund raising group are putting together ideas for a sponsored walk/fun run (depending on fitness) in Summer 2019. If you'd like to be involved in planning this, please contact the practice manager.

We will also be launching a programme to sponsor a named piece of equipment in the new building, with the intent of recognising our donors in a wall display courtesy of Peasgoods.

Our thanks to our fund raisers, to patients who kindly donated prizes and bought tickets and to the local businesses who support us, including Priors Hall Farm, White Hart Wimbish, Green Man Easton, Nigel Quiney Publications, MannaVida, Helen Jastrow (reflexologist), the Great and Little Sampford WI, and Thaxted Flower Club. Thank you also, to the warden and residents of Vicarage Mead for their recent coffee morning.

#### **Alzheimer's Society Care Navigator Available in the Surgery**

From September, a Care Navigator from the Alzheimer's society will be coming to the surgery once a month. They will offer 30 minute appointments and can help patients, their carers and family access help and support. Appointments can be booked at reception.

#### **Other visiting charities: Age UK Toe Nail Cutting Service and Hearing Help Essex**

Age UK come to the surgery monthly to cut toe-nails for people who can no longer cut their own. Similarly, Hearing Help Essex come in periodically to help patients with hearing aids. Call 01245 423333 for Toe-Nail cutting services, 01245 496347 for Hearing Help. Please note that the toe-nail cutting service does incur a charge.

#### **Thaxted Disabled Centre seeking a volunteer manager**

Thaxted Disabled Centre is a wonderful local facility for physically disabled local people. It is run by a team of 10 volunteers, and they need a new manager as Mrs Carmichael wishes to retire after many years of service. If you can help, please contact the centre on 01371 830752.

#### **Data Privacy Notice**

The surgery has a new Patient Data Privacy Notice, as required by the General Data Protection Regulations (GDPR) effective from May 24 2018. This can be viewed on a display in the surgery and on our website.

In particular, all new patients will be explicitly asked to opt in to use of e-mail and text messages. Existing patients will not be asked to opt in to e-mail newsletters like this one, because it is considered a legitimate part of our relationship with you. However, please do let us know if you would like to opt out!

#### **E-consultations**

The NHS in west Essex is evaluating opportunities for patients to have on-line access to GPs and nurses. To look at all the options, they would really appreciate patient views. Their survey can be accessed at <https://link.webpolsurveys.com/S/13905C1A3D7F09DE>

#### **Feedback**

Your feedback and suggestions are always welcome and often invaluable. Please help us to help you by continuing to give us views and ideas throughout the next year as we go through the difficult (but very worthwhile!) period of building.