

3rd July 2013

Dear ward Councillor,

335 Eastwood Road North Surgery

We have received notification that this GP practice will be undertaking some works starting very shortly. The following detailed information has been received from the practice manager, which I trust is self explanatory:

1 We are looking at closing the weekend of the 13th July.

2 We expect the surgery to be closed for 12 weeks to allow the building work to be fully completed. However the builder is expected to finish earlier rather than later.

3 The telephone system will continue uninterrupted, my self (practice manager) and my assistant will remain working in the upstairs flat above the surgery. The phones will be transferred to our number. A member of the admin staff will be based upstairs to take the calls during the day and vet and book the appointments for the sessions as well as general admin work. The prescription requests will be collected by the pharmacy next door. At regular times during the day the prescriptions will be collected and printed upstairs ready for the Dr to sign.

In regard to the fax machine I have spoken to BT and they confirmed the fax number can be diverted to one of our other two surgery site faxes. Also we can divert the phone lines at Belfairs to one of our other sites as well if required. We are looking to upgrade the system during the closure and again BT have confirmed this can be done without affecting the phone service.

*4 We have spoken to the **pharmacy next door and they are happy to provide us with two rooms for the duration of the building work.** We currently have two laptops in place and these will be used by the Dr and nurse to conduct a full session.*

*Each morning one of the rooms will be used by the blood clinic. The other by the **DR who will run a full session of 12 appointments, 5 emergency and 5 telephone, these appointments will only be available to those who are disabled or elderly, visits will remain the same but may increase if required for any overflow from the sessions, however as we don't always have two Dr's on at Belfairs this should not be a issue. The DR will also complete any admin work and will sign the prescriptions as mentioned above.***

In the afternoon the DR will run a full session (same as above) and a nurse will also run a full session on a Monday, Wednesday and Thursday afternoon again just for the disabled and elderly. We normally have 6 nurse sessions a week a Belfairs. The baby clinic which is on a Tuesday morning will continue to run but at 346 Rayleigh Rd. The nurse that normally covers Belfairs will also run a extra two sessions at Rayleigh Road. So the same sessions will run overall. We do sometimes have a extra Dr on site but not every day. However we have just taken on a new Dr who will be doing 9 sessions per week. While Belfairs is shut she will run her sessions from either Rayleigh Rd or Kent Elms, these appointments will be open for the able body patients of Belfairs. So in fact on going and after Belfairs re opens more appointments will be available then before.

In regard to the two extended sessions we offer at Belfairs on a Wednesday and Friday evening, these will be run from our Rayleigh Road branch.

5 The pharmacy next door will comply with infection control standards, the rooms will be completely empty and equipment required will be supplied from our surgery. The rooms are lockable and separate so will comply with confidentiality, rooms are on the ground floor so will have disable access and disable toilet and access to toilets. All patients records will be transferred to the flat where the practice manager is based and will be available if the DR requires.

6 We have two laptops one for the Dr and one for nurse we are currently setting up the broadband service in the pharmacy for the laptops to work at a reasonable speed. We are also setting up a printer so the DR will be able to print off prescriptions as required when seeing patients. The corridor

in the pharmacy is very wide so we will be able to put in a couple of our sitting benches from the surgery to make a waiting area. We will be providing a admin staff member to direct the patients and book them in, the Dr and nurse will be a able to call the patients in when required as the waiting area will be right outside their rooms.

7 We will put up a notice in all three surgery sites to explain when and how long the surgery will be closed for. We will ask the patients to call the other surgery sites for general information and that the sessions available at the pharmacy will only be for the disabled and elderly, but appointments at other sites will be available. Leaflets will be handed out to the patients when they call into the branch to remind them and the admin staff will relay the information when each phone call is received the week before the surgery is to close.

The pharmacy will also put a notice up on our behalf.

A notice will also be put in the Rayleigh Roader which is a local free paper to advise of the plans for the surgery, this will then get to patients to maybe don't visit the surgery frequently.

Thank you

Angela

*Practice Manager
Dr. Zaidi, Eastwood Group Practice
Contact Telephone 01702 529111*

Following consultation with the Chairman and Vice Chairman we have advised health that the practice have undertaken all reasonable steps to try to mitigate the impact on the patients during the time the surgery will be refurbished. The practice needs to undertake the work obviously. The key thing is that the telephone system works uninterrupted.

Fiona

Fiona Abbott – Principal Committee Officer, Health Scrutiny Lead Officer & Designated Scrutiny Officer -
Southend-on-Sea Borough Council

Creating a Better Southend

☎ 01702 215104 (Direct) | ✉ fionaabbott@southend.gov.uk | 🌐 www.southend.gov.uk

Corporate Services | Southend-on-Sea Borough Council | Civic Centre | Victoria Avenue | Southend on Sea | Essex | SS2 6ER