



NORTH CLACTON MEDICAL GROUP

5,7-8 Crusader Business Park, Stephenson Road West, Clacton-on-Sea, CO15 4TN

Telephone Number: 01255 688884

www.ncmghealth.co.uk

NEWSLETTER

ISSUE 001

TRUE FACTS SINCE 2019 The practice and its Patient Participation Group (PPG) would like to apologise for any inconvenience caused during the amalgamation of the two practices in the early part of 2019, which had shall we say teething issues. The practice merge was then hit with the Covid 19 pandemic in October / November 2019 whereby a whole year of dealing with a pandemic was a new level and the NHS had to quickly adapt to how to continue caring within a safe environment along with intensive training etc of how to administrate the vaccines once released.

The practice was then informed that they were changing their clinical system so that the hospitals and other medical services could link.

This newsletter is to reach out to our patients, where we are at currently and where we hope to be in the future.

- Currently the two practices provide for approximately 14000 patients.
- There are 15 phone lines being operated by 14 Full Time staff
- With 5 Doctors, 1 ANP, 2 Prescribing Nurses, 2 Practice Nurses, 3 Health Care Assistants and one Phlebotomist. In January 2022 we will be employing another ANP. We also have 2 Paramedics daily to do our Acute Home Care Visits.

Please note: the GPs are not legally bound to do home visits

Telephones ... The inability for patients to get through to the surgery are a constant challenge to for us and one that we are endeavouring to improve with your help.

For those of you with online access

We advise that you send your repeat prescriptions via our prescription email address which is [**NCMG.prescriptions@nhs.net**](mailto:NCMG.prescriptions@nhs.net) please be aware prescriptions take 72 hours to process. Or you can request via the footfall on the front page of this website.

Communication of a Non Urgent" nature, should be directed via the North Clacton Medical Group (NCMG) website/NHS App.

This will be responded to within 2 working days (this does not include Saturdays / Sundays or Bank Holidays) and should be used for new registrations, or general enquiries.

By using these apps this will reduce the influx of non-urgent incoming calls



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Flu Vaccinations are now available across both practices. We apologise for the delay of our clinics, but due to no fault of ours the supply of flu vaccines to our practices were delayed this year, this was due to no drivers available from manufacturers. However, you are able to be vaccinated by your nearest Pharmacies, who will only be too happy to help.

The surgery will have to place next year's flu order very soon and we would appreciate it if you could inform us if you will be returning to the pharmacies as we had a lot of wasted vaccines this year. Your co-operation is appreciated.

Covid 19 boosters are also now available, 6 months after your second vaccination. Text messages when it is your turn. Please be aware that at present there is a National Shortage, we are no longer able to obtain the AstraZeneca, and the Pfizer is extremely limited at present, the Moderna vaccine will be arriving within the next month, but we are not aware of when or how many vials we will be getting delivered.

Please Note: All our clinical staffs need to be trained on how to vaccinate with the Moderna.

Appointments ... We do not offer any Pre-Bookable GP Appointments due to the fact that we had 128 appointments that were not attended by patients in one month, thus blocking 128 patients for on the day, who could have been seen. We would also like to inform patients that our GPs are to deal with Acute illnesses, our qualified ANP and prescribing nurses will deal with Minor Illnesses. On making an appointment please give a brief encounter of element to our call handler who will then direct you to the right clinician. Please be aware that all ANP, Nurses, HCA and phlebotomist are pre-bookable appointments.

Test Results ... It is normal procedure for patients to be advised only when results require some medical intervention. *Do not block a line for this.*

NEW PREMISES The North Clacton Medical Group is in negotiations with NHS England to facilitate us with new premises. Watch this space.

The Newsletter has been produced by members of the Patient Participation Group (PPG), if you wish to add anything on the next newsletter, please enquire via the PPG within the Surgery.