

PRACTICE NEWSLETTER



UPCOMING EVENTS



There is a half day staff closure on Tuesday 24th February 2026, from 12PM, our phone lines will be transferred to 111. This has been arranged by North East Essex ICB and applies to all surgeries in the area.

OTHER EVENTS

We recently held a Cancer Awareness Day on the 4th of February, led by our PCN Proactive Care Team. It was an informal session where patients could pick up information, ask questions, and get support. We'll be running more events throughout the year, and we'll share details in the surgery and on our Facebook page.

PATIENT PARTICIPATION GROUP

Our next Patient Participation Group (PPG) meeting will be held on Tuesday 17th March at 12:30pm in the surgery waiting room. If you're interested in joining, please speak to reception or come along to the meeting. Everyone is welcome, and we'd love to see you there.

NOT ATTENDING APPOINTMENTS

If you're unable to attend an appointment, please cancel it ASAP. You can do this by calling the surgery, replying to your reminder/confirmation text, using Accurx or the NHS App. This helps us offer the appointment to another patient.

Since January 1st, we've had **331 missed appointments**, that's a total of **44.25 of wasted clinical hours**.

VACCINATIONS

If you haven't had your flu jab yet, call the surgery, pop into reception or book through Accurx, if you want to book. If you're unsure about vaccinations for your baby or child, please contact the surgery. We can arrange an appointment with our nurses to talk things through and explain the importance of keeping vaccinations up to date.

CHANGE OF CONTACT DETAILS

Please let us know if any of your contact details change. It's important that we have your correct mobile number, email address and home address so we can contact you. You can do so online via our Accurx or by speaking reception.

COMPLAINTS/COMPLIMENTS

Thank you for completing the Friends and Family test. Your feedback is valued and helps us improve our services. If you can't complete it online, paper copies are available at reception. If you'd like to discuss any comments, please email elmc.pplo@nhs.net.



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