

Patient News Letter

Welcome to the Patient news letter. This newsletter is a platform to share developments and news within the practice. We will be circulating this bi monthly, so please look out for it and let us know if you would like us to include anything.

New Staff

Victoria Surtees - Branch Operations Manager

Gabriela Nitreau has started work in Dispensary and reception

Kerry Jennings will be joining us on 20th March as Practice Nurse

Hannah Pocock has joined us as Reception Manager

Kelly Lee has joined the reception team as Receptionist

Please bear with the new team members while they are in training and allow them time to adjust to how we work



Appointments

The Rowhedge Surgery telephone lines open at 8am on Monday. We are seeing a huge spike in calls around this time.

If your call is not of a urgent nature and can wait until later on in the day please call back. We don't want to miss your call.



**A Date for your diaries -
22nd April 2023 @ 8.45am
come and join us at Colchester
Castle Parkrun**

Patient Participation Group

Calling all patients... would you be interested in joining our patient participation group?. This is your opportunity to support the practice and speak on behalf of the village. If you would be interested in joining us for 1 hour every 2 months please email victoria on rowhedgesurgery@nhs.net



Berechurch Family Hub

Berechurch Family Hub is a warm and friendly place for all families. We welcome children, young people and their families and provide access to support and services to help children and families achieve the best start in life.

Our wide range of services include the opportunity to speak to a Healthy Family Support Worker and get your child weighed at our Healthy Family Drop In, attend a Baby Beginnings or Stay, Play and Learn group where your child can learn through fun activities.

We want parents and carers to have access to services and networks which will empower and help them support their family.

Please feel free to contact us or come along and meet the Essex Child and Family Wellbeing Service team leading the groups and activities, for a full list, please see the timetable.

Berechurch Family Hub serves the whole of Colchester, and it is from there that activities offered at Greenstead, Little Hands and St. Anne's and Castle Healthy Family Delivery Sites are coordinated.

**The Ormiston Centre,
School Road,
Monkwick,
Colchester,
CO2 8NN**

0300 247 0015

vc1.essexne-chappellviaduct@nhs.net

ColchesterChildFamilyWellbeing

**Opening hours
Monday to Friday: 9.00 to 5.00pm**

Dispensary News

Dispensary

During the month of January 2023, the Dispensary team dispensed over 6000 items, this beats any previous months. So please bear in mind how hard the team are working to ensure you receive your items in a timely fashion and remember **72 hours notice** is required for a repeat prescription

The prescription charge is increasing from 1st April 2023

Single Charge	£9.65
3 month PPC	£31.25
12 month PPC	£111.60
HRT PPC	£19.30

(HRT certificate valid for 12 months)



Reminder

It is the patients responsibility to check if their exemption certificate is within date.

Fines are applicable if your exemption certification is used when it has expired.

