

South Brent Health Centre

Summer 2021 Newsletter



We, the GPs, Practices Nurses, Management Team, Reception and Admin staff would like to thank you all for your patience over the last year. It has been a very difficult time for everybody but you have been incredibly supportive and understanding of the changes we have had to put in place to protect yourselves and all of our staff members.

As from Monday 19th July some Covid restrictions are being lifted but Public Health England have reminded the public that everyone accessing or visiting healthcare settings must continue to wear a face covering and follow social distancing rules.

This means the NHS visitor guidance will remain in place across all health services including hospitals, GP practices, dental practices, optometrists and pharmacies to ensure patients and staff are protected.

We appreciate your continued support in this.

Patient Contact details

Could we please remind all patients to ensure that we have up to date contact details for you including telephone numbers and addresses. This will make it easier for us to contact you should there be any problems with your appointment or if any healthcare provider needs to contact you in an emergency.

Also please ensure we have written permission from you if you are happy for us to discuss your medical record with a family member or carer. Unless we have permission we are unable to do so.



E-Consult will allow you to get advice, request treatment, get sick notes, GP letters and recent tests without having to visit the surgery or ring to ask for an appointment.

Fill out a quick online form and we will get back to you by the end of the next working day.

See our website <https://southbrenthealth.co.uk/> for more information



Did you know you can register to use our online services?

By registering for patient access you can book appointments, order your repeat prescription and update your personal details.

You can also request extended access to your medical records including medical problems, immunisations and test results.

To register please ask at Reception for a consent form. Please note, we will need to see up to date photo ID and proof of address.

Call recordings

Please note all inbound and outbound calls to and from the Health Centre are recorded for training and monitoring purposes.

Please can we remind you to be courteous to our Reception staff at all times.

NHS 111 and 999

When the surgery is closed, the following services are available:

NHS 111 – This service is for non-emergency medical advice and is available 24 hours a day, 365 days a year. This has replaced the Out of Hours service.

999 – Only ring 999 in a life-threatening emergency.

Surgery Opening times:

Monday to Friday 8am – 6pm.