



FRIENDS OF BRADLEY STOKE SURGERY NEWSLETTER - FEBRUARY 2013

WELCOME

A warm welcome to the eleventh Newsletter from the Friends of Bradley Stoke Surgery. For those of you who are not aware of us we are a group of patients and staff who meet on a regular basis to discuss all aspects of Surgery matters and to provide feedback and comments. The Friends have organised many fund raising events and have raised large sums of money to purchase equipment which enables the Doctors and Nurses to provide first class medical care. We would welcome new members to our group. You don't have to be an expert on anything (but that might help), what really matters is your willingness to help patients, especially by fund raising. If you are interested in finding out more please contact Amanda Nel at the surgery. We are always pleased to receive your comments and feedback.

OPENING TIMES

Monday - Thursday	8.00 am - 7.30 pm
Friday	8.00 am - 6.30 pm
Telephone lines	8.30 am - 6.30 pm

From 6.30 pm in the evening until 8.00 am in the morning, you are covered by the Out of Hours service. Just call the surgery number and you will be connected automatically.

*******CHANGES TO OUT OF HOURS SERVICE*******

With effect from 19th February 2013, the NHS are launching their new Out of Hours Service. Patients needing medical assistance, which cannot wait until the surgery reopens, will need to dial 111, which is free from both landline and mobile phones.

Anybody calling the surgery telephone number during Out of Hours after 19th February will be asked to hang up and redial 111. If you have a life threatening medical emergency you should dial 999.



**when it's less
urgent than 999**

STAFF CHANGES

GENERAL MANAGER RETIREMENT

Julian Barge retired on 31 December 2012 after 18 years at the surgery. He has worked hard for the benefit of the patients and the wider community of Bradley Stoke and served as a Bradley Stoke Town Councillor from 1999 and former Bradley Stoke Mayor (2003 to 2005 and 2007 to 2008). I am sure you will join with all the surgery staff and Friends committee in wishing Julian health and happiness in his retirement.

NEW DOCTORS & HEALTH CARE ASSISTANTS

We are delighted to let you know that we have appointed 2 new General Practitioners:

Dr Faisal Siddiqui will be joining the practice on 1st April 2013

Dr Shantha Acharya will be joining the practice on 7th May 2013

Health Care Assistants Alison Bawden and Shannon White joined the nursing team at the end of 2012

WHOOPIING COUGH VACCINATIONS FOR PREGNANT WOMEN

You may have read in the press that the Department of Health has introduced a temporary programme to vaccinate pregnant women against pertussis (whooping cough) to protect babies. There has been a considerable increase in pertussis in the UK since mid 2011 and young babies are at highest risk of complications and death. There have been nine deaths in England up to 1st September 2012 and all were infants below the age of vaccination. You can be vaccinated between 28 and 38 weeks gestation. In addition, pregnant women beyond 38 weeks, including new mothers who missed the opportunity to be vaccinated during pregnancy and who have not previously been vaccinated, should be vaccinated to provide protection from pertussis up to when their child receives their first vaccination at 8 weeks old. The vaccine can be administered at the same time as the flu vaccination. Please contact the surgery to book a vaccination if you are eligible.

ON-LINE APPOINTMENT BOOKING

If you have not already done so, you may wish to consider registering for on-line appointment booking. Patient feedback shows this is a really convenient service for routine and non urgent appointments. It is less frustrating than having to come into the surgery or trying to get through to the surgery on the busy phone lines first thing in the morning. Appointments are released on a daily basis for one week and two weeks in advance. If you look on the internet and see no appointments, there will be more availability released the following day.

Patients need to register in order to use the On Line booking system and this can be done in person at reception. There is a leaflet available in the Waiting Room which will give patients all the details they require on this service.

CHANGES TO THE APPOINTMENT SYSTEM

The Practice is always looking to develop systems to deal with demand in the most appropriate way and to obtain a balance between appointments booked on the same day and those appointments booked in advance. We have listened to your feedback and are pleased to advise we can now offer some pre-bookable appointments. If your request to see a doctor is non urgent or we do not have any Book on the Day appointments left for that day, you may wish to pre-book an appointment up to 2 weeks ahead. These are in addition to on-line appointments which are also available for pre-booking up to 2 weeks ahead. However, it is essential that if appointments made in advance are then not needed or cannot be kept, the Practice is notified so that these appointments can be offered to other patients.

“AND JUST ONE MORE THING DOCTOR.....”

Many people are not aware that a regular GP appointment only lasts 10 minutes. This includes all the time for examinations and for the doctor to make notes and request tests. If you have more than one problem that needs addressing, it may be necessary to re-book a further appointment(s). This is to ensure that each problem is dealt with fully and also to avoid running on into the time allocated for those patients still waiting. Often people like to 'save up' their problems and have them all dealt with at once, but unless they are very minor complaints, this can result in delayed clinics and longer waiting times.

FREE NHS HEALTH CHECKS

If you are between 40 and 74 years old and do not currently suffer from a chronic disease; i.e. Chronic Kidney Disease Stage 3 or 4, Stroke, COPD or Diabetes, you may be entitled to a free NHS Health Check. Please ask the receptionist for more details.

REPEAT PRESCRIPTION REQUESTS

Please be aware it is not necessary to make an appointment with a doctor in order to get your repeat medication, unless your medication review is overdue. Your medication review due date will be printed on the repeat medication request slip.

Where possible, please order repeat prescriptions on the printed request form attached to your prescription. This can then be:

- posted to the surgery
- placed in the repeat prescription post box on the wall in the reception foyer

Please allow 48 hours for your prescription to be processed.

PLEASE KEEP YOUR REPEAT PRESCRIPTION REQUEST FORM SAFE AS YOU WILL NEED IT TO RE-ORDER YOUR PRESCRIPTION.

If you lose your repeat prescription request form you can do either of the following:

- complete a repeat prescription request form available on the reception desk in the surgery
- use the link for Repeat Prescriptions from the Bradley Stoke Surgery web site homepage www.bradleystokesurgery.co.uk
- email Bradley Stoke Surgery at prescriptionsbradleystoke@nhs.net.
- In writing enclosing a stamped addressed envelope and we will send it to you
- Fax the surgery on 01454 619161

Please remember to give your full name, date of birth and address and clearly state the medications you require along with the strength and what form they take i.e. tablet, injection

You may also make arrangements with a local pharmacy to request repeat prescriptions on your behalf and you can collect them from the pharmacy already made up

FREE HEALTHY HOMES ASSESSMENTS

The British Red Cross is currently offering **FREE Healthy Homes Assessments** with the aim of improving the safety and well-being of people in their homes. The short, one hour, friendly visits provide information on areas including **fire and fall safety, warmth, grants, isolation issues and other available services**. The visits open to residents of Gloucestershire, South Gloucestershire, Wiltshire and Bath and North East Somerset. Each home visited will receive a **free Healthy Homes pack** containing essentials for coping with the cold weather, power cuts and other household issues.

As well as yourself, please also consider people you know (e.g. relatives, friends and neighbours) who could benefit from a non-invasive visit, and encourage and help them to contact us on the details below.

For more information or to arrange a Healthy Homes Assessment visit please:
Telephone the Red Cross on: 0117 3012611

OR email the Red Cross at: H&SCWAG@redcross.org.uk

PLEASE DON'T VISIT A&E UNLESS IT'S A GENUINE EMERGENCY

' I went to A&E with a deep cut. I was losing blood and needed stitches but the man next to me just had a sore throat.
Why did he waste the Doctors time like that?"

" I went to A&E with a suspected broken leg. I needed an x ray and a plaster cast but the women next to me just had a headache.
How could she waste the Nurses time like that?"

PLEASE DO NOT VISIT A&E UNLESS IT'S A GENUINE EMERGENCY

FOR ANYTHING ELSE VISIT YOUR GP PRACTICE, GO TO SOUTHMEAD MINOR INJURIES OR YATE MINOR INJURIES WHO CAN X RAY IF YOU FEEL THIS MAY NEED TO HAPPEN, PHONE NHS DIRECT OR SEE A PHARMACIST

BRADLEY STOKE SURGERY HAS AN ON CALL GP ON DUTY EVERY DAY WHO WILL SEE YOU IF CLINICALLY APPROPRIATE OR GIVE ADVICE IF IT'S NOT AN EMERGENCY. SPEAK TO RECEPTION WHO WILL TAKE YOUR MESSAGE AND A GP WILL CALL YOU BACK