



FRIENDS OF BRADLEY STOKE SURGERY NEWSLETTER - OCTOBER 2012

WELCOME

A warm welcome to the tenth 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	We remain open between 1.00 pm - 2.00 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.

WINTER SORE THROAT TIPS

Four out of every five sore throats are caused by viruses and therefore antibiotics are useless. If your throat is sore but you are otherwise okay there is no need to see the doctor. Simply give children Paracetamol syrup and plenty of cold, clear fluids (aspirin should NOT be given to children under 16). For adults, gargling with soluble aspirin is the most effective remedy. Dissolve two aspirins in one inch of warm water in a glass. Take sips of the solution and gargle with each sip for as long as you can without swallowing. If you are very hot and unwell and can see white spots on your tonsils you may have a true tonsillitis and you should come and see us at the surgery.

FLU VACCINATIONS

It's that time of year already! Please call the surgery to book your vaccination if you are in one of any of the following groups:-

- Over 65 years of age
- Live with Chronic Heart Disease
- Have had a Stroke
- Live with Diabetes
- Live with COPD

The following areas are diseases where the Department of Health recommends the influenza vaccination:-

Asthma
Chronic Renal Disease
Chronic Liver Disease
Also
Immunosuppressed patients
Carers

Pregnant women NOT in a clinical risk group as above for seasonal flu and who have NEVER had the H1N1 Swine flu vaccination can have the seasonal flu vaccination.

WHOOPING 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 this year 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

In response to patient demand, we have increased the number of on line appointments available to book for Doctors for one week or two weeks in advance for medication reviews or non-urgent issues. Patient feedback shows this is a really convenient service and less frustrating than trying to get through to the surgery on the 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. Over the coming months, we will be aiming to change the appointment system so appointments booked on the same day are for urgent issues and non-

urgent matters can be pre-booked a few days in advance.

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.

A&E DEPARTMENTS AND ALTERNATIVES

We will be sending out a questionnaire to patients who visit A&E departments when the surgery is open as we are keen to learn whether our patients are fully aware of all the services available to them to deal with medical problems.

You may find the list below useful as it details current services available locally and the type of condition those services are aimed at. If you need medical care for anything other than emergency situations, the best place to receive this during normal surgery hours is the surgery. If for any reason it is difficult for you to get to the surgery there are other services available such as walk-in centres and minor injury units. These deal with minor injuries and illnesses and they can treat patients without an appointment. If you need urgent care outside 8.00 am to 6.30 pm Monday to Friday, you can always access the GP Out of Hours' Service.

Service:	Aimed for People With:	Location	Further information
Accident & Emergency	<ul style="list-style-type: none"> Life threatening injuries Chest pain Shortness of breath Abdominal pain Fractures 	Frenchay Hospital	Open 24 hours a day
Brisdoc	Out of hours' GP service need	<p>Out-Patient Department Southmead Hospital and Frenchay Hospital.</p> <p>Just call the Surgery number and you will be put through to the Out of Hours Service.</p>	<p>Open Mon to Fri 6.30 pm – 8 am and 24 hours a day during weekends and public holidays.</p> <p>GPs and nurses offer telephone advice, face-to-face consultations or home visits for patients who are housebound.</p>
Yate Minor Injuries' Unit (MIU)	<ul style="list-style-type: none"> Sprains and strains Cuts and grazes Arm, lower leg and foot injuries Bites – human and animal Minor burns and scalds Minor head injuries Broken noses and nosebleeds Eye problems such as scratches, foreign bodies in the eyes 	<p>Yate West Gate Centre 21 West Walk Yate Shopping Centre BS37 4AX Tel: 01454 315355</p>	<p>Open Mon to Fri 8.30 am – 7.30 pm Sat & Sun 10 am to 2 pm</p> <p>X-ray facilities are open Mon to Fri 8.30 am to 5 pm.</p> <p>Free car parking around the shopping centre.</p> <p>You can ring to check whether your problem can be dealt with at the MIU or you can drop in without an appointment. Most people are treated within 2 hours of arrival.</p>

Service:	Aimed for People With:	Location	Further information
Southmead Minor Injuries' Unit (MIU)	<ul style="list-style-type: none"> • Cuts and grazes • Broken bones and X-ray • Minor burns • Scalds, bites and stings • Strains, sprains and bruises • Minor head injuries • Minor eye or ear problems 	Southmead Hospital Westbury on Trym Bristol BS10 5ND Tel: 0117 3235100	<p>Open 7 days a week 9 am – 8 pm</p> <p>Staffed by nurse practitioners.</p> <p>Average wait = 35 minutes.</p> <p>Most patients are treated and discharged or admitted within 2 hours of arrival.</p>
NHS Walk-in Centre	<p>Fast and convenient access to health advice, information and first aid. Main services:</p> <ul style="list-style-type: none"> • Blood pressure checks • Contraceptive advice • Coughs, colds and 'flu-like symptoms • Staying healthy information and health promotion • Minor cuts and wounds • Muscle and joint injuries • Skin complaints – rashes, sunburn and head lice • Stomach ache, indigestion, constipation, vomiting and diarrhoea • Treatment of minor infections • Women's health problems, thrush and menstrual advice 	<p>(1) Boots Walk-in Centre 59 Broadmead Bristol BS1 3EA Tel: 0117 9549828</p> <p>(2) Urgent Care Centre South Bristol NHS Community Hospital Hengrove Promenade Whitchurch Lane Bristol BS14 0DE Tel: 0117 3429692</p>	<p>(1) Open Mon to Sat 8 am – 8 pm Sunday and Bank holidays 11 am – 5 pm (except Christmas Day and Easter Sunday)</p> <p>(2) Open every day between 8 am and 8 pm</p> <p>Professional nurses run the centres.</p>
NHS Direct	Nurse advice and health information service	www.nhsdirect.nhs.uk Tel: 0845 4647	<p>The website provides an interactive self-help guide to treating common health problems at home.</p> <p>The telephone service gives access to a nurse. Calls are charged at BT local rates.</p>
Eye Hospital Accident & Emergency	Major and minor eye problems	Emergency Department Bristol Eye Hospital Lower Maudlin Street Bristol BS1 2LX Tel: 0117 342 4613	<p>Open 8.30 am – 5 pm 7 days a week.</p> <p>Telephone advice is available: Mon to Fri 8 am to 8 pm and Sat and Sun 8.30 am – 5 pm.</p>