



## SURGERY OPENING TIMES

8.00 am - 7.30 pm (Monday - Thursday) & 8.00 am - 6.30 pm (Friday)  
Telephone Lines 8.00 am - 6.30 pm      Results - Please call after 2pm

From 6.30 pm in the evening until 8.00 am in the morning, you are covered by the Out of Hours service. If you need medical help when the Surgery is closed please call 111. NHS 111 is a telephone advice line and signposting service for patients with urgent health problems, which do not need a call to 999. After assessment by a 111 health advisor, if you need immediate medical care they can arrange for you to talk to a clinical advisor, see a Doctor, or go to an appropriate alternative health care service. Calls to NHS 111 are free from both landline and mobile phones.

Please take a look at the surgery website [www.bradleystokesurgery.nhs.uk](http://www.bradleystokesurgery.nhs.uk) where you can sign up for our newsletter to be emailed to you.

## EMERGENCY CARE

You can find a lot of useful information regarding access to emergency care at <http://www.nbt.nhs.uk/our-services/a-z-services/accident-and-emergency>

For patient information, please note that the Minor Injury Unit at Southmead has relocated. It is now based within the Emergency Department (ED), located at Gate 35, Level 0, Brunel building, Southmead Hospital.

## TEXT REMINDER SERVICE

Bradley Stoke Surgery now use a text reminder service. You will receive a text message to confirm your appointment date and time and another message 24 hours before your appointment to remind you. If you are unable to keep your appointment you can text CANCEL in response to your appointment reminder to let us know.

We will also be contacting you by text message in the future to remind you to book your regular reviews. **Please ensure we have your correct contact telephone number and don't forget to let us know if you change your number in the future.**

## NAMED ACCOUNTABLE GP

All patients have a named GP who is responsible for patients' overall care at the practice. If you wish to know who this is, please contact the practice. The named accountable GP will take lead responsibility for the coordination of all services required under the contract and ensure they are delivered for their patients where required (based on the clinical judgment of the named accountable GP). Although patients have a named accountable GP, they can see any GP in the practice.

## STAFF UPDATES

The practice welcomed Kathryn Williams in December 2016. Kathryn is a Mental Health Specialist, who can offer 45 minute appointments for patients suffering from low mood, anxiety and depression. Receptionists will be booking patients directly in to appointments.

Dr Claire Hollingworth joined us in December, spending four months with us learning about general practice.

Glenda Cotterell, who has been a receptionist at the surgery for the past 14 years, left to take up a new job with Sirona in January and we wish her well in her new role.

A new receptionist, Rachel Deasy, joined the team on the 3<sup>rd</sup> January 2017.

## PRESCRIPTIONS

Please note prescription requests will need 48 hours to be processed. These 48 hours are working days and do not include weekends or bank holidays. Please bear this in mind when submitting your prescription requests.



## PRIVATE WORK – NON NHS REQUESTS

Please note the doctors will no longer be able to Countersign Passport Applications as per Countersigning Passport Applications.gov.uk

Please be aware that it could take up to 14 days for any non-NHS work to be carried out and patients need to pay in advance for this.

## STOOL & URINE SAMPLES

Please note stool & urine samples **will not** be accepted **after 4pm**. Please ensure they are given in before this time.

## MEASLES OUTBREAK

We have been informed by NHS England on an outbreak of measles in South Devon that has necessitated action from GP Practices. Our GPs and Nurses have started to opportunistically vaccinate our patients w/c 30<sup>th</sup> August.

Teenagers, young adults and anyone who has missed their MMR vaccination can get measles. Symptoms include:

- High fever
- Rash - sometimes starting around the ears
- Sore red eyes
- Cough
- Aching and feeling unwell

Remember, if it could be measles - you need to be in an area where you cannot pass the infection to vulnerable patients such as the immunocompromised and pregnant women. If you have any of the symptoms, please ring the surgery before attending and you will be signposted to a special seating area.

## 2016 FLU VACCINATION PROGRAMME

We are now offering flu vaccinations for all patients who fall into the following categories:

- Patients who suffer with one or more chronic disease; Asthma, Diabetes, Epilepsy, COPD, Stroke, CKD (Chronic Kidney Disease)
- Low immunity due to disease or treatment
- Pregnant
- Registered carers
- Over 65 years
- All healthy children aged 2, 3 or 4 on 31/08/2016 (born between 01/09/2011 and 31/08/2014).  
These vaccinations will be administered painlessly into the nostril with nasal spray.

Influenza flu is a highly infectious and potentially serious illness caused by influenza viruses. Each year the make-up for the seasonal flu vaccine is designed to protect against the influenza viruses that the world health organization decided are most likely to be circulating in the coming winter.

**\* BOOK YOUR APPOINTMENT NOW! \***

## WHOOPING COUGH VACCINATION FOR PREGNANT WOMEN

The whooping cough (pertussis) vaccination can be given from 20 weeks of pregnancy, ideally before 32 weeks, but it can still be given right up to the point of labour, but with reduced effectiveness.

The flu vaccination can be given at the same time as the whooping cough vaccine.

## SHINGLES VACCINATION

From the 1<sup>st</sup> September 2016 shingles vaccine will be offered to:

- Patients aged 70 years on 1<sup>st</sup> September 2016
- Patients aged 78 years on 1<sup>st</sup> September 2016

In addition, patients who were eligible for immunisation in the first three years of the programme but have not been vaccinated against shingles remain eligible until their 80<sup>th</sup> birthday. These cohorts are:

- Patients aged 71 to 73 on 1<sup>st</sup> September 2016
- Patients aged 79 on 1<sup>st</sup> September 2016

All patients who are eligible for the shingles vaccination will be invited by text message to contact the surgery to make an appointment.

## STOP NOROVIRUS SPREADING THIS WINTER

Norovirus, sometimes known as the "winter vomiting bug", is the most common stomach bug in the UK, affecting people of all ages. It is highly contagious and is transmitted by contact with contaminated surfaces, an infected person, or consumption of contaminated food or water.

The symptoms of norovirus are very distinctive - people often report a sudden onset of nausea followed by projectile vomiting and watery diarrhoea.

Good hand hygiene is important to stop the spread of the virus.

People are advised to:

- Wash their hands thoroughly using soap and water and drying them after using the toilet, before preparing food and eating.
- Not rely on alcohol gels as these do not kill the virus.

An infection with norovirus is self-limiting and most people will make a full recovery in 1-2 days. It is important to keep hydrated - especially children and the elderly.

**Do not visit either A&E or GPs with symptoms as this may spread the virus.**

Further information and advice is available from NHS 111, including online symptoms checker at [nhs.uk](http://nhs.uk).

## PAEDIATRIC HANDI APP

This free app for smartphone and tablet provides expert support to medical professionals as well as parents/carers in looking after children with the most common childhood illnesses.



Not sure what to do when your child is unwell?

Download the free HANDi Paediatric app and get expert advice for common childhood illnesses.

Download on the App Store  
GET IT ON Google Play

## NEW PHYSIO PILOT SERVICE



A new fast-track physiotherapy service that gives patients with acute muscle, joint or spine pain the opportunity to receive same-day specialist advice from a physiotherapist without having to see a GP first is now available.

Those requiring further assessment are offered a face to face appointment at various locations in the area. The physiotherapist will be able to give patients same-day advice and exercises for their condition.

If after this, the patient requires further treatment or pain relief they will be referred back to their GP.

**You are eligible for this service if you:**

- Have developed a problem with your muscles, joints or spine in the last six weeks. This may be a flare up of a pre-existing condition, or a completely new problem
- Have not already seen anyone about this
- Are aged over 18
- Are able to travel to an appointment if required.

This is an excellent service that will improve access for patients with acute muscle, joint or spine presentations.

## HAVE YOU GOT COLD SYMPTOMS?

Did you know that on average cold symptoms, i.e. cough and nasal discharge symptoms, **may last 2 weeks OR MORE?**

Ear Ache - 4 days      Sore throat - 1 week      Cold - 1.5 weeks  
Runny nose / mucus - 2.5 weeks      Cough - 3 weeks

Home Remedies for the common cold include:

- Take regular paracetamol
- Take hot water drinks with lemon and honey
- Steam inhalation may help
- Consider Echinacea and Vitamin C

## YOUR MEDICINE CABINET

It is always good to keep a well-stocked medicine cabinet. Some examples of what to keep stocked are:

- Paracetamol
- Paracetamol mixture for children
- Oral hydration sachets
- Antihistamine
- Cream or spray for insect bites
- Antacid
- Plasters
- Thermometer

## PATIENT PARTICIPATION GROUP (PPG)

The purpose of the PPG is to be:

- Patient-led
- Encourage patients to take more responsibility for their health and care
- Contribute to the continuous improvement of our services
- Provide practical support for the practice
- PPG's focus is determined by the needs of the community in consultation with staff
- Ongoing recruitment of new members
- Regular evaluation of progress

**The date of the next meeting: Tuesday 17<sup>th</sup> January 2017 at 10.30am**

If you would like to join the PPG to contribute to the priority to improve contact and feedback from patients, please go to [www.bradleystokesurgery.nhs.uk](http://www.bradleystokesurgery.nhs.uk) and click on the "get involved" icon and complete the Patient Group Sign-Up form online or print a PDF version to complete.

## CARE QUALITY COMMISSION REPORT

We were inspected by CQC on the 1<sup>st</sup> June 2016 and received an overall rating of Good. If you wish to view the report please visit our websites news page. A copy is also available on the noticeboard in the foyer.