



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 where you can sign up for our newsletter to be emailed to you.

FROM THE 5TH MAY 2017 BRADLEY STOKE SURGERY WILL BE OPEN ON FRIDAYS FROM 7.30AM.

Only routine, pre-booked appointments will be offered on Fridays between 7.30 and 8.30am with a GP and Healthcare Assistant.

CHILDHOOD IMMUNISATIONS

World Health Organisation Immunisation Week commences on Monday 24th April and runs until Sunday 29th April. The objectives for this campaign are to raise awareness of the importance of childhood vaccination in parents/carers and wider family members.

The key messages in this campaign include:

- Highly infectious diseases and potentially fatal diseases such as measles, mumps and diphtheria are still in circulation - if not vaccinated, your child is at risk
- Not vaccinating your child puts them at risk. Vaccination protects children for life from a range of highly infectious and potentially deadly diseases.
- A child must receive a number of doses of some vaccine to be fully protected. It is important to complete the vaccinations at the right times or your child may be vulnerable.
- It is particularly important to ensure your child has the right vaccinations before they start school, when they come into contact with more potential sources of infection.
- The reason some diseases have become rarer is because of the success of vaccination programmes. They can still come back and spread rapidly if people are not vaccinated.



For more information on childhood vaccinations please visit [NHS Choices website](http://www.nhs.uk)

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.



KEEPING YOUR CONTACT DETAILS UP TO DATE

Please remember to advise us if your home or mobile telephone number changes or if you move house. You can fill in a Change of Address form (available at Reception) or update your details on the Website by going to the **Online Service Tab** and filling your new details by clicking on "Let us know if your name or contact details have changed."

We must receive these changes in writing please.



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.



A NOTE FROM YOUR PRACTICE PHARMACIST – Mr Rav Singh

"I would like to take this opportunity to introduce myself as your Practice Pharmacist. The majority of your request for repeat medication will come through me. I am here to ensure that your prescriptions are issued in a timely manner whilst ensuring we are prescribing your medication safely and managing your conditions appropriately.

You may find a note on your prescription asking you to book a review or blood test. Please ensure you do this as soon as you can to ensure there are no delays in issuing any future medication.

Synchronising prescriptions quantities is another area that I can help with together with your local community Pharmacist. Do you find that your medicines are running out at different times and you

always need to put in a request for repeat prescriptions? Then we can help synchronise your quantities so that you only visit the pharmacy or surgery once every month or two months. The easiest way to do this is to supply us with written information of all your current medicines and the quantities you have left and then I can issue a prescription with the odd quantities to bring all medicines in line.

My 5 top tips to easy repeat prescriptions:

1. Please allow a week before you run out of medication. This will give us enough time to issue a prescription and your pharmacy to dispense your medicines ready for you to collect.
2. Please look out for notes asking you to book a review or other tests. This is always for your safety and clinical benefit, so please help us look after your health.
3. Synchronise your medication quantities to reduce the number of times you have to order medication or visit the pharmacy.
4. Some medication cannot be ordered by the repeat prescription process. Usually this includes medication like antibiotics or medication that has been prescribed for a short course. Therefore if your condition has not resolved we would prefer you came back to see us for further assessment.
5. If you have ordered medication and your request has been declined please call the surgery or check with your local pharmacy to find out why. Due to the number of requests we receive it would be very difficult for us to contact all patients."



IMPROVED ACCESS SERVICE PILOT

Since Saturday 4th February, Bradley Stoke Surgery has been taking part in an initiative to improve access for patients. Other surgeries in the local area have been operating a similar service and their patients can also be seen at Bradley Stoke Surgery and our patients can be seen at other participating surgeries. This pilot is being run until September 2017 and patients will be asked for their feedback to evaluate the service.

The Surgery is open on **Saturdays** between **8.30 and 11.30** with a **GP, Nurse and Healthcare Assistant for routine, pre-booked appointments only**. Appointments can be made by calling Reception on 01454 616262.

Urgent appointments at the weekends will continue to be provided via NHS 111 who then refer onwards to Brisdoc, the Out of Hours service, which is manned by GPs.

PATIENT TRANSPORT SERVICE

From 1st April 2017, non-emergency patient transport will be provided by E-zec Medical Transport Services for those who are deemed medically eligible. This service provides planned, non-emergency transport for eligible Bristol, North Somerset and South Gloucestershire patients to and from NHS Hospitals and clinics, including outpatient department, inter-hospital transfers, renal dialysis, oncology centres and your home. It is not available for trips to primary care services such as GP practices as it is not part of the emergency ambulance service.



The way patient transport is booked will also change from this date the patient or patient's carer will be responsible for requesting transport.

For new bookings and to find out if you are eligible for this service please contact the Booking Office on 0300 777 6688

FOUR TOWNS & VALE LINK

Having trouble getting to your hospital appointment? Four Towns & Vale Link can help you. With door-to-door accessible vehicles, they can help people get to:

- GP and Hospital appointments
- Shopping trips
- Social visits
- Work/Education

The aim is to provide safe, cost effective, accessible transport to residents and groups in the Four Towns & Vale Link areas to complement the existing transport system. They offer a Ring-and-Ride service for individuals and a Social Car Scheme with volunteers using their own cars.

To use this service there is an annual registration fee of £12.00 payable in April. For more information please use the following contact details:

Tel: 01454 419372

Email: info@4tvl.org.uk

Visit: www.4tvl.org.uk

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 16th May 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 and click on the "get involved" icon and complete the Patient Group Sign-Up form online or print a PDF version to complete.



NHS HEARING CLINIC NEW SERVICE

Scrivens Hearing Care provide NHS hearing clinics to our patients. They run a dedicated hearing clinic here for all patients over 60 with a hearing loss. The clinic can also supply NHS Digital Hearing Aids, if required.

This clinic has been set up so you can access NHS hearing care at the surgery, without the need to go to the hospital. This service includes an initial hearing screening test so we can review your hearing and, if necessary offer you further advice regarding provision of NHS digital hearing aids.

There are a number of steps to establish whether you have a hearing loss that can be assisted by wearing a hearing aid. The stages are:

Step 1 - Initial Hearing Screening

Step 2 - Discussing with your GP

Step 3 - Full Hearing Assessment

Please book an initial hearing screen at Reception - this appointment will only take ten to fifteen minutes of your time and we will be able to identify how well you are hearing. If the results of this screen indicate that you may not be hearing as well as you should be, then the next step is to book an appointment with your GP to check there is no other condition causing the hearing loss, such as an impact of wax. You will then be referred for a full hearing assessment with Scrivens Hearing Care here at the surgery. The full hearing assessment appointment will usually take around 50 minutes and if possible you can be fitted with hearing aids on the same day, if required.

The hearing clinic will also provide you with ongoing aftercare and support when you need it. The NHS Hearing Team can be contacted for FREE on 0800 027 5102 (Monday - Friday 9.00 - 5.30).

TIME TO STOP SMOKING?

The CCG and South Gloucestershire Council and the Surgery are urging people who smoke to kick the habit. If you smoke, the single best thing you can do for your health is to quit. Even if you have been smoking for many years, the health benefits will start as soon as you stop.



One in two people who smoke will die as a result of illnesses related to smoking and smoking is also associated with a number of conditions which can cause disability such as coronary heart disease, stroke, heart attacks, Chronic Obstructive Pulmonary Disease (COPD) and multiple types of cancer.

Please see Reception if you want to book a Smoking Cessation Appointment at Bradley Stoke Surgery.

NEW PRIVATE SERVICE - FEET PHYSIQUE

Feet Physique is a new private service available at Bradley Stoke Surgery on Wednesdays & Thursdays between 16.30 to 19.30. All appointments are to be booked directly through Feet Physique and not the surgery.

Mobile - 07713199670

Tel - 0117 239 1489

Email - tanya@feetphysique.co.uk

This service caters for sports professionals, children, elderly and diabetic care including:

- General foot care
- Common foot problems and infections
- Nail care
- Verrucas, corn and callus removal
- Ingrowing nails
- Qualified in SST (safe scalpel technique)



For more information please log on to www.feetphysique.co.uk

USEFUL TELEPHONE NUMBERS

Below are some telephone numbers that our patients may find useful:

Radiology Bookings Southmead Hospital - 0300 300 0089

Radiology Bookings Bristol Children's Hospital - 0117 342 8186

UHBT Outpatients (St Michael's, BRI & Children's Hospital) - 0117
342 6888

Central Booking Centre - 0300 555 0103

Care UK (Emerson's Green Treatment Centre) - 0117 906 1800

Circle Bath - 01761 422 324

GP Care - 0117 956 2100

North Bristol Trust - 0300 555 0103

Prime Diagnostics - 0117 962 1365

Royal United Hospital - 01225 821 821

