

**BRADLEY STOKE SURGERY**  
**NEWSLETTER no. 29 - July 2017**



**DID YOU KNOW**

Routine pre-bookable appointments with a GP or Nurse are available on Fridays (7.30 - 8.30am) & Saturdays (8.30 - 11.30am).

We are open throughout lunchtime (1 - 2pm).

**SURGERY OPENING TIMES**



**8.00 am - 7.30 pm (Monday -Thursday)**

**7.30 am - 6.30 pm (Friday)**

**8.30 am - 11.30 am (Saturday)**

**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 uses 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.



## STAFF UPDATES

Dr Elizabeth Ormerod, who joined the Practice working one day per week in March, will be increasing to three days per week from 21st August.

Two new receptionists, Molly McPaul and Laura Hoskins, joined the surgery on 10th July to replace Dianne Webb who left to work in a surgery in Yate near to her home, and Julie Leworthy who left last week.

A member of the Admin Team, Laura Lokier, sadly left the Practice on the 28th July to move to Shropshire. Laura has worked at the surgery for over 20 years. Molly McPaul will be working one day per week in Admin to replace Laura.

## IMPROVED ACCESS SERVICE PILOT

Since Saturday 4<sup>th</sup> 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 the 30<sup>th</sup> 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 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> October 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.

## NEW PRIVATE SERVICE - FEET PHYSIQUE

Feet Physique is a new private service available at Bradley Stoke Surgery on Thursdays between during surgery opening times. 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](mailto: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](http://www.feetphysique.co.uk)

## SUNBURN

Most of us feel better when the sun shines and like to get a 'healthy' tan but please follow the advice listed below to reduce your risk of burning and developing skin cancer by protecting your skin with sunscreen:

- Avoid strong sunlight whenever possible, particularly when the sun is strongest, and cover up with loose clothing and a hat.
- When buying sunscreen, choose one with a sun protection factor (SPF) of at least factor 15 - the higher the better - that protects against both UVA and UVB rays.
- Apply a generous amount of sunscreen at least 15 minutes before going out in the sun and reapply regularly at least every two to three hours. Even water-resistant sunscreens should be reapplied after you come out of the water.



- A stick application with a high SPF is useful for exposed areas, such as your nose, ears and lips. These areas tend to burn more easily.
- Keep babies and young children out of direct sunlight.

If you do get burnt from the sun, applying a cold flannel over the area will help cool the skin, while moisturising lotions and creams will help keep it moist.

Moisturisers that contain aloe vera will help to soothe your skin and calamine lotion can relieve any itching or soreness.

In severe cases of sunburn, you should ask your pharmacist for advice as you may need special treatment from your GP.

You should see your GP if you have sunburn and you feel faint, dehydrated or have severe blistering, or if a young child or baby has sunburn.

## HAYFEVER

The hot dry weather does wonders for our spirits, and vitamin D levels. But spare a thought for hayfever sufferers, those poor souls for whom the summer can bring the misery of streaming red eyes, chilli hot throat, and flowing nasal secretions, as the trees and grasses make the most of the summer conditions to spread pollen through the air. Great for plant reproduction, not so good for those trying to enjoy the great British countryside, or sit exams.

Symptoms can vary from the mildly irritating, to the frankly debilitating. If you are beset by the annual mucousy mayhem, there are a variety of treatment options available. The mainstay is antihistamines, medicines designed to block chemicals produced by the immune system which bring about those all familiar symptoms. These can safely be used in combination with eye drops, and nasal sprays if the symptoms are not controlled with antihistamines alone.



Many products are available through local pharmacies at very reasonable cost without the need for a doctor's prescription, so always contact the pharmacist at the first signs of hayfever. If the symptoms are not manageable despite these measures, then it may be necessary to consider medication available on prescription, so contact the surgery if you wish to seek further help.

**NHS**  
South Gloucestershire  
Clinical Commissioning Group

**WHAT'S IN YOUR CUPBOARD?**

**CHECK BEFORE YOU ORDER MORE**

**MEDICINES WASTE COSTS £1.5 MILLION A YEAR IN SOUTH GLOUCESTERSHIRE**



**STOP MEDICINES WASTE**

Visit [www.southgloucestershireccg.nhs.uk/medicineswaste](http://www.southgloucestershireccg.nhs.uk/medicineswaste) for more information

**Mental ill health and emotional distress are a normal part of life and very common...**

You do not need to suffer alone.

For details of support available for South Gloucestershire residents see [www.southglos.gov.uk/mh](http://www.southglos.gov.uk/mh)

There is also a **South Gloucestershire Wellbeing College** which offers a range of free courses from mindfulness, sports, managing anxiety to arts sessions. To find out more visit [sgwellbeingcollege.org](http://sgwellbeingcollege.org)

[www.southglos.gov.uk/mh](http://www.southglos.gov.uk/mh)

  
**South Gloucestershire**  
Council

## **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

