

BRADLEY STOKE SURGERY
NEWSLETTER no. 30 - November 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 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 based within the Emergency Department (ED), located at Gate 35, Level 0, Brunel building, Southmead Hospital.

TEXT REMINDER SERVICE

Bradley Stoke Surgery 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

We welcome to the Surgery Molly Ward who now works within our Reception Team.

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 23rd January 2018 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.

FLU SEASON 2017/18

We are currently booking the following patients:

- All patients over 65
- All pregnant women
- Well children aged 2 and 3
- Carers
- People living in long-stay residential care homes



People with serious medical conditions are also eligible to receive the flu jab. These include:

- Chronic (long-term) respiratory disease, such as asthma, COPD or bronchitis
- Chronic heart disease, such as heart failure
- Chronic kidney disease at stage 3 or 4 or 5
- Chronic liver disease
- Chronic neurological disease, such as Parkinson's disease or motor neuron disease, or learning disability
- Diabetes
- Splenic dysfunction
- Weakened immune system due to disease (such as HIV/AIDS) or treatment (such as cancer treatment)
- Morbidly obese i.e. those with a Body Mass Index calculation of 40 and above

An annual nasal spray flu vaccine is available for all healthy children aged 2 and 3 years. If your child's birthday falls between 1 September 2013 and on or before 31 August 2015, please book their appointment at reception. All children aged 4 years and children of appropriate age for school years 1,2,3 and 4 will be offered the nasal spray in a school-based programme. However if a 4 year old child is "at risk" they can be vaccinated at the surgery.

5 reasons to vaccinate your child against flu are:

1. The nasal spray helps protect against flu and has been given to millions of children worldwide and has an excellent safety record
2. The nasal spray is painless and easy to have
3. Flu can be really serious, especially for children with medical conditions like heart disease and diabetes
4. If your child gets flu you may have to take time off to look after them
5. Protecting your child can stop flu spreading to other children and the family, especially babies and grandparents, who may be at higher risk from flu.

For more information on flu vaccinations please visit the flu pages on the NHS Choices website at:

www.nhs.uk/conditions/vaccinations/pages/flu-influenza-vaccine.aspx

NOROVIRUS - VOMITING BUG

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. Do not rely on alcohol gels as it does not kill the virus!

An infection with norovirus is self-limiting and most people will make a full recovery in 1 to 2 days. It is very important to keep hydrated - especially children and the elderly. People are advised to not visit either A&E or GP Surgeries with symptoms as this may spread the virus.

Further information and advice is available from NHS 111, including an online symptom checker at [nhs.uk](https://www.nhs.uk).

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

WORK RELATED STRESS – By Kathryn Williams Mental Health Practitioner

Since starting work at Bradley Stoke Surgery as a Mental Health Practitioner 10 months ago Work-Related Stress has been one of the most frequently reported conditions bringing patients into the Surgery for consultations with me.



Patients are reporting symptoms such as: inability to concentrate, fatigue, unable to complete necessary tasks, feeling nauseous, having headaches, palpitations and other stress-related symptoms. Some have reported sitting at their desk staring at the computer screen unable to proceed with the "task in hand". Some have burst into tears describing "for no reason" and had a strong desire to leave the workplace and return home.

Bullying in the workplace is a widely reported situation which is contributing to individuals becoming stressed. This can take the form of being or feeling excluded, being targeted "ganged up on", unrealistic or perceived unrealistic pressures, lack of breaks and generally feeling unsupported.

The sad thing is that many are in need of prescribed medication, often anti-depressants when they have had no previous history of depression and related illness and they need to take time off sick to give them "time out" to help them recover, reflect and decide on a way forward. During the period of sickness some have decided to leave the workplace altogether as a form of self-protection and will consequently seek alternative employment.

Companies need to realise that stress at work is a significant problem and to ensure that managers and supervisors are able to recognise the signs and symptoms in the people they manage. Regular supervision can play a big part in reducing risk of stress, preserving the good health of their employees and reducing the amount of time that employees go off sick, hence enabling the companies to remain productive.

It seems so unjust for individuals who have no previous history of depression to end up on anti-depressants because of work related stress that could have been avoided, or at least reduced if companies took more seriously the impact that stress in the workplace can have.

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

