

Surgery Newsletter

Staff changes

We have recently said farewell to two long term members of staff. Our secretary Lin after 17 years and Irene from the reception team, who has been at the practice for over 17 years. We wish them both a long and happy retirement. We welcome to the practice, Debbie, our new secretary and in the reception team Lisa, Lesley and Carly. Please remember they are here to help you whilst doing a sometimes difficult and demanding job.

Recent Patient Survey

Thank you to those of you that took part in our recent patient survey. The results of this have been published in our Patient Participation Report which can be viewed/downloaded on our website at www.bridgemarymedicalcentre.co.uk

Some of the issues raised in the survey were:

- Repeat Prescriptions
- Emergency Appointments
- Extended Opening
- Blood Tests
- On-line Appointments



Repeat Prescriptions

Processing Repeat Prescriptions can be a timely and complex process. We generally process approximately between 500 and 600 a week. These have to be done accurately and re-authorized every few months, along with following instructions from the hospital in some cases. We are often asked to do repeats as a matter of urgency as a patient is running low or has run out of their medication. This has an impact on the processing of requests causing delays.

Please allow plenty of time to process your repeat requests, ideally a week. Telephoning to check if a prescription is ready for collection again causes delays and interruptions to the process —there are posters advising when prescriptions will be ready depending what day they are dropped off.

We will be reviewing our Repeat prescription processes over the next few months to make the job easier for staff and hopefully more reliable for patients.



Useful Information

Surgery Telephone No:

01329 232446

Out of Hours Service Telephone No:

Dial 111 (NHS 111 Service)

Surgery Opening Hours:

8.00am to 6.00pm

Telephones manned until 6.30pm

Surgery Fax No:

01329 282624

Email Address for Prescriptions:

FGCCG.BridgemaryMedicalCentre-Reception@nhs.net

Surgery Website:

www.bridgemarymedicalcentre.co.uk

We close for Staff Training on the 2nd Wednesday every month from 12.30 to 1.30pm



General Practice – The Facts

- ◆ Most patients value their local GPs despite what the media suggests
- ◆ GPs are committed to provide high quality, patient centered care—we hope we achieve that for you and your family
- ◆ The current life expectancy in England is 80.27 years (significantly higher than the USA)
- ◆ The average GP Practice has 6200 patients registered—we have over 8500
- ◆ Please work with us to provide the best level of care we can for you and your family

Emergency Appointments

We have had comments about the waiting time in the urgent clinics and that only one issue can be discussed at a time.

We offer 'On Day Urgent Appointments for 'Urgent / Acute issues only Ongoing issues should be dealt with in a routine appointment, which can be booked up to 4 weeks in advance.

Some urgent cases take longer than others and the Duty GP is often interrupted with urgent calls from the hospitals or ambulance crews which can impact on the waiting time for these appointments.

Extended Opening

We offer Early morning, Late evening and some Saturday morning surgeries, on a four weekly rota. These appointments can be booked on-line or via Reception.

We will be reviewing these appointments and consulting with our Patient Participation Group for their feedback and views on the service offered.

Blood Tests at the Surgery

We are unable to offer a Phlebotomist Service at Bridgemy Medical Centre as we do not have the facilities or staff available.

Other local practices are funded to offer Blood Tests to our patients as they have the staff and room to be able to provide this service.

What to know..... And where to go

Your guide to everyday health services you may need in a hurry

View / download this brochure as a guide:

[http://
www.farehamandgosportccg.nhs.uk/
Urgentcareguide2014.pdf](http://www.farehamandgosportccg.nhs.uk/Urgentcareguide2014.pdf)

Please use the NHS wisely !



Online Services



Did you know you can book appointments and order your repeat prescriptions on-line via our website? Just email FGCCG.BridgemyMedicalCentre-Reception@nhs.net to request to register for this service. We will then send you login details.

Once you have registered for the On-line service you will be sent reminders of your booked appointments by email or text for free!



A Special Thank You

We would like to thank the family and friends if the late Colin Linington for their generous donation for medical equipment following his funeral.