

# Surgery Newsletter

## At last Summer is here!

Please take care in the heat—here are a few tips to help you enjoy the warmer weather and keep you safe:

- ◆ Try to keep out of the sun between 11am and 3pm
- ◆ Wear sunscreen
- ◆ Wear loose cotton clothing
- ◆ Drink lots of cool drinks
- ◆ Seek shade
- ◆ Wear sunglasses and a hat
- ◆ Look out for others, especially vulnerable people such as the elderly, young children and babies and those with serious illnesses
- ◆ Never leave anyone in a closed, parked vehicle, especially infants, young children or animals



## Text Reminders

From the 1st August we will be sending out Text Reminders for booked appointments to patients we have mobile numbers for. Please ensure we have the correct mobile number for you!

If you receive a text message and no longer require the appointment, or are unable to attend, you can simply text a reply to the number given and your appointment will be cancelled automatically—saving you having to ring the surgery, and saving the receptionists time on the telephone.

We hope by offering this new service we will reduce the number of **Missed Appointments** meaning we have more appointments available.

**Please ensure we are informed if you change your mobile telephone number!**

Should you wish to opt out of this service please notify reception.

## WebGP

From late August we will be offering the new service of 'eConsult' where you can go online through our Surgery Website and complete an online questionnaire for information and advice on your health condition. Where necessary the Practice will get back to you with feedback and treatment options.

*For further information see reception and keep an eye on our website!*



## Useful Information

Surgery Telephone No:

01329 232446

Out of Hours Service Telephone No:

Dial 111 (NHS 111 Service)

Surgery Opening Hours:

Mon—Fri 8.00am to 6.00pm

Telephones manned until 6.30pm

Surgery Fax No:

01329 282624

Email Address to register for On-Line Services:

FGCCG.BridgemaryMedicalCentre-Reception@nhs.net

Surgery Website:

[www.bridgemarymedicalcentre.co.uk](http://www.bridgemarymedicalcentre.co.uk)

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



### Our new service for Gosport

Local volunteers who can signpost you to the right service, guiding you to a better, healthier life.



### Guiding people to a better, healthier life

If you're not sure what services are out there that can help you better manage your health condition or support you in improving your general health and wellbeing we have a new scheme you might be interested in.

We are trying out a new service that can help put you in touch with voluntary and community services in the Gosport area that meet your individual needs. We have teamed up with Gosport Voluntary Action (GVA) to provide Surgery Signposters who will be based at the Waterside Medical Centre in Mumby Road, Gosport.

Our Surgery Signposters volunteers are all local people and they will have a crucial role to play in ensuring that people in the town don't miss out on all of the help and support available locally. If you visit the service you will be given an appointment with the Surgery Signposter who can talk to you in confidence and help put you in touch with groups who may be able to help you.

If you would like to make an appointment with a volunteer you can call 02392 583344 from noon each weekday.

The free, confidential service itself is available from 3.00 – 5.30pm on Monday afternoons and from 9.00 – 12.00 noon and from 3.00 – 5.30pm on Tuesdays, Wednesdays, Thursdays and Fridays but it is recommended that you ring first to make an appointment.

The trial scheme will run for two years from Autumn 2015 and may extend to Fareham and other areas of south eastern Hampshire if it proves to be successful. (from F&G CCG website)

## Accessible Information Standard

The Accessible Information Standard aims to ensure that people who have a disability or sensory loss receive information that they can access and understand (for example in large print, braille or via email) and professional communication support if they need it, such as from a British Sign Language interpreter.

In order to meet these standards the Practice will:

- Ask people if they have any information or communication needs, and find out how to meet their needs
- Record those needs clearly and in a set way
- Highlight or flag the person's file or notes so it is clear that they have information or communication needs and how to meet those needs
- Share people's information and communication needs with other providers of NHS and adult social care, when they have consent or permission to do so
- Take steps to ensure that people receive information which they can access and understand, and receive communication support if they need it

Please let us know if you or someone you care for have a specific communication requirement

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

**If you've had an accident or illness, it can sometimes be difficult to know which NHS service to use and when.**

**Though A&E might seem the easiest choice, choosing a more appropriate service can often be more convenient, and save you time. Pharmacies, GPs and minor injury units can all help you instead. A&E should only be used in an emergency.**

**Call 111 if you're unsure of the best place to go, and fully trained advisers can help you make the right decision.**

*Your guide to everyday health services you may need in a hurry can be download from the Fareham and Gosport CCG Website: [www.farehamandgosportccg.nhs.uk](http://www.farehamandgosportccg.nhs.uk) or from the link below -*

<https://www.farehamandgosportccg.nhs.uk/Downloads/CS37419%20SCSU%20What%20to%20know%20booklet%20web.pdf>

**Please use the**

**NHS wisely !**

