

Surgery Newsletter

Staff Changes

We have had some staff changes over the past few months, including the retirement of our practice manager Jill Wright, after working at the practice for 28 years. Also our Senior Receptionist, Lynda has retired after working here for 30 years and Receptionist Sue after 20 years. They will be missed and we wish them a long, happy and fulfilling retirement.

We would like to welcome our new Practice Manager, Jane Wright, who joined us in April, and congratulate Sandra in her promotion from Receptionist to Senior Receptionist. We also welcome 2 new Receptionists, Debbie and Julie, to the team.

Summer is here!

After a cold and very wet Spring it is great to see the sunshine at last!

However, the temperatures have been very high and we need to take care. Follow the advice below to enjoy the sun while it lasts.

Top advice for being sun 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 groups 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**



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 2822624

Email Address for Prescriptions:

FGCCG.BridgemaryMedicalCentre-
Reception@nhs.net

Surgery Website:

www.bridgemarymedicalcentre.co.uk

Appointments

Appointments can now be booked up to 4 weeks in advance

Early, late and Saturday morning clinics:

We have some early morning, late evening and some Saturday morning appointments available for patients that work -theses can be booked on-line

Missed Appointments

In June the average number of missed appointments per week was 32! 21 were GP appointments and 11 were Practice Nurse appointments. This equates to 5.5 clinical hours!

If you cannot attend, or no longer need a booked appointment please telephone or email us to cancel it so that we can offer it to another patient. We often get complaints that patients cannot book an appointment so please think ' someone may need that appointment'

On-line Services

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



With effect from July 2013 the Surgery will be closed from 12.30 to 1.30pm on the 2nd Wednesday of each month for Staff Training/Meetings.

If you require **URGENT** Medical attention during this time, please phone the surgery telephone number 01329 232446.

Urgent Appointments

If you feel you cannot wait for a routine appointment you will be offered an **On Day 'Urgent'**

Appointment with the Duty GP.

These are 5 minute slots offered for **urgent** issues only, not for on-going problems. Please ring as early as possible for urgent issues.

Repeat Prescriptions

- * Please ensure you allow 2 working days for us to process your repeat prescription requests
- * If you use a local chemist to drop off and collect your prescriptions please allow a little longer for this service
- * Order only what medication you require—please do not 'stock pile' - this is estimated to waste £300 million per year which is money that could be spent to help other patients
- * **Please note we cannot take Repeat prescription requests over the telephone**

Emergencies

If you have a **life threatening emergency** the appropriate action is to dial 999 or go to the nearest A&E Department

For urgent medical problems call the surgery, or you can dial 111 (NHS 111) if it is outside the surgery's opening hours.

Please use 999 for serious problems only that cannot be dealt with by General Practice