**PRACTICE NEWSLETTER**

**Bradford on Avon & Melksham Health Partnership**

**Newsletter | April 2015 | Edition 32**



**Change in working arrangements for Dr Gough and Dr Heffer**

Dr Gough and Dr Heffer have reached their 60th birthdays. While many GPs retire at this age, both of them would like to continue working and**,** with the support and consent of the other Partners in the practice, are planning to change their working arrangements from April 2015.

The new arrangement will be that they will work alternate months, with Dr Gough working in April, June, August, October, December and February and Dr Heffer working May, July, September, November, January and March.

For the patient, continuity of doctor is an important part of patient care and Drs Gough and Heffer hope that the majority of their patients will be able to see them for most routine matters.

Patients may be asked to see another doctor for follow up whilst their usual doctor is away if this is needed.

**Topic of Focus - April**

**Why does the receptionist need to ask ‘Some idea of the Problem’?**



To enable the appointment staff to offer you the best appropriate appointment, the Doctors have provided them with additional, (regular) training in order for them to have the skills to guide patients with their appointment request. Please see waiting area displays and the website for more information.

**Staff News**

On the 26th March we said goodbye to Dr Paul Booth (locum) who will be retiring. We all wish him well for the future.

We are pleased to introduce two new Foundation Stage 2 Doctors who join the Practice on the 1st April, Dr Alexandra Hanlon and Dr Harriet Callaghan.

The Nursing team would like to welcome Clare Harvey who joined the Emergency Nurse team in March 2015.

**Staff Fundraising 2015**

**Swimathon in aid of Marie Curie**

Five practice staff members are taking part in the Swimathon 5K Team Challenge on Saturday 18th April 2015 at 3pm in Trowbridge swimming pool and will each need to swim 40 lengths of the 25m swimming pool in relay format.

For an opportunity to donate please kindly visit

 www.my.swimathon.org/sponsor.boa-water-babe

**Patient Participation Group**

**(PPG)**

Date of the next PPG meeting

Tuesday 10th June

7pm at the Health Centre BOA

All patients are welcome

**No Smoking Day**

**11th March 2015**

FREE stop smoking clinic with our trained advisors, Ruth Randall & Ruth Vine. Please contact the appointments team on **01225 865200** to book your appointment.

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**NHS Choices - Review your Surgery**

Every GP surgery is provided with a page on NHS choices website and patients are able to provide positive and constructive reviews with a star rating. To make a review please fill in the Friends and Family form in the waiting room, alternatively go to the NHS choices website: [www.nhs.uk](http://www.nhs.uk) and choose the GPs tab in the ‘services near you’ section.

**Electronic transfer records for newly registered patient**

We have introduced a process to transfer patient records electronically from one GP practice to another.

The GP2GP facility provides the ability for patient records to be safely and quickly transferred from one practice to the next as a patient re-registers. The incoming record is integrated into the receiving system and the chain is maintained. This will ensure that there is continuity in the record over time. There will no longer be delays in waiting for the paper records to arrive.

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**BBradfordonAvon &Melksham**

**Health Partnership**

**2015 Leg Club Public Health Award**

The practice is delighted to announce that our Bradford on Avon Leg Club won the Public Health Award 2014 'Innovation in health improvement' - this is a fantastic achievement in twelve months and the Partners would like to congratulate Amanda Brookes (Project Lead) and the wonderful team of nurses, volunteers and members.  The Leg Club needs both volunteers and additional funds to support the social aspects of the Club.  If you are able to help, please contact Ruth Randall, Project Support - Tel 01225 867876

**New Memory Café**

**Dog & Fox, Ashley Road, BoA, BA15 1RT**

The surgery is working closely with Alzheimer's Support and will be opening a Memory Cafe on Thursday 7th May 3pm - 4.30pm at The Dog and Fox Public House. If successful, the Memory Cafe will run every first Thursday in the month.

The first meeting will be to find out what our residents living with a memory problem and their loved ones/carers want from such a meeting.  We intend to purchase a range of fun games and activities, as well as offering plenty of music and when the weather is warmer, be outdoors - but will be guided by those people attending.

We are taking our inspiration from 'Carers Pathways, A Guide to setting up a Memory Cafe' - which offers us a comprehensive framework to work within (similar to how we run the Leg Club).

We will be fund-raising and need volunteers to assist us - so please let us know if you are prepared to help in any way.

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For further information or to register your interest to attend, please contact Ruth Randall on 01225 867876

**NHS Healthchecks**

The [NHS Health Check](http://www.nhs.uk/Conditions/nhs-health-check/Pages/What-is-an-NHS-Health-Check.aspx) is for adults in England aged 40-74 without a pre-existing condition - this is your chance to get your free midlife MOT! It checks your circulatory and vascular health and what your risk of getting a disabling vascular disease is.

As we get older, we have a higher risk of developing something dangerous like high blood pressure, heart disease, or type 2 diabetes. Your NHS Health Check can [spot early signs](http://www.nhs.uk/Conditions/nhs-health-check/Pages/Why-have-an-NHS-Health-Check.aspx) and help prevent these happening to you, which means you'll be more likely to enjoy life for longer.

Please contact Caren Couzens on 01225 866611 to check your availability and to make an appointment.

**Fraud alert**

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**Fraud Alert!!**

The Practice has been notified of recent fraudulent/criminal activities happening in Salisbury, Swindon & now Chippenham. The fraudsters are posing as Health Professionals making random calls in attempt to gain credit/debit card details.

**Under no circumstances would the surgery ever ask for your card details over the telephone.**

If you experience any similar requests or have concerns that you may have been targeted, please contact:

Counter Fraud Manager

Tracey Spragg

[tracey.spragg@nhs.net](https://web.nhs.net/OWA/redir.aspx?C=lR3vL7asfEiZvkX9e10kucg3WZ4mENJIIMZeixXrvphxXhgCMGeyoPM0m_GZ51mDZ3uswFNWdeo.&URL=mailto%3atracey.spragg%40nhs.net)

Tel 07870 582196

**Age UK**

**You’re not alone**

You may feel stressed, unhappy, or worried from time to time. Sometimes it doesn’t go away so it gets harder and harder to cope on your own.

1 in 4 people will experience anxiety or feel low at some point in life.

For more information, or to find your nearest Age UK, please call Age UK advice on 0800 169 65 65.

Practice Website:

www.boamhp.co.uk