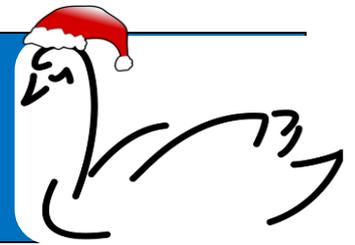


# PRACTICE NEWSLETTER

Bradford on Avon & Melksham Health Partnership  
Newsletter December 2016 | Edition 43



## Patient Participation Group Meetings

The PPG is a group of patients and practice staff who meet at regular intervals to decide ways of making a positive contribution to the services offered by the Practice.

Please join us for our next meeting at the Health Centre, Bradford on Avon, at 7pm on Tuesday 14<sup>th</sup> March 2017.

All patients are welcome to attend.



Patient Participation Group

## Managing Partner Retires

*“After 18½ years, the time has now come for me to leave my workload in the care of younger hands!*

*I have been lucky enough to have worked with some amazing people who have worked tirelessly for the benefit of our patients.*

*A special “thank you” to staff and patients alike who have made my time here so memorable – it wouldn’t have been the same without you! We have achieved so much together and I will take away some wonderful memories as Colin & I set off to explore the canals and rivers of the UK early next year.*

*Good luck everyone – as the CQC recognized, you are OUTSTANDING – and I will miss you all”*

Angie Benford

## Meet the Practice Administrative Team

The Practice is supported by strong administrative teams who have a wealth of knowledge and experience.

The Receptionists, Administrators and Secretaries are highly trained in the skills required for their positions. Please remember that if they ask you questions, they are doing this under instruction from the doctors. These questions are aimed at making the practice run smoothly by ensuring patients requests are dealt with in the most appropriate way. They have to judge the urgency of your request so please give them the necessary information. They are bound by the same rules of confidentiality as doctors and nurses.

## Health Centre Telephone System

When you telephone The Health Centre (Bradford on Avon) you will hear a ringing tone. This means your call is in a queue as soon as a receptionist comes available your call will be answered. Please continue to hold and not divert your call to another service extension as this may cause you to have to wait longer.

We are currently in the process of sourcing a new telephone system and aim for it to be installed by 1<sup>st</sup> April 2017. We are aiming for the new system to be more user friendly and with clearer messages for the caller.

Thank you for your patience and understanding while we source the new system.



## Flu vaccinations are running low!

Eligible patients are urged to book your flu vaccinations today as stocks are running low! Please call 01225 866611





The Doctors & Staff would like  
to wish you all a Merry  
Christmas & Healthy New Year!

### Welcome Lynne Richardson & Jenny Wade to the Emergency Nurse Team

The Practice would like to welcome Jenny Wade and the return of Lynne Richardson to the Emergency Nurse Team.

The practice employs a number of Emergency Nurses and Nurse Practitioners who are registered nurses with extra training in advanced nursing practice. They are able to see emergencies, take your history, diagnose and treat a broad range of minor illness, working closely with the Emergency doctor for support and prescribe medication if necessary.



### New Results opening times

We offer a dedicated telephone line for test results - the number is **01225 867876**.

The opening hours for this service have changed. Patients will be able to ring this line between 1.30pm-5.30pm Monday to Friday, excluding Bank Holidays.

Most results will be available in 5 working days i.e. 1 calendar week. This gives the Doctors time to receive and review your results.

We will give you your results & any message from the Doctor regarding your results when you call.



### Falls and Balance Class goes from strength to strength

**The Falls and Balance Class are designed to help those who have had a fall or who are afraid of falling**

- It is a mixture of chair-based and standing exercises to improve strength, balance and increase confidence
- This class will safely and effectively improve your physical function and postural stability to reduce the risk of a fall

***There are two classes held at St Margaret's Hall on a Tuesday afternoon 1.15 pm and 2.15 pm with a refreshment break for all at 1.45 pm. Around 40 people enjoy a cuppa and a chat together before the first group depart.***

***There is a small charge for each attendance***

For further information on any of the classes please contact email [sally.phillips@wiltshire.gov.uk](mailto:sally.phillips@wiltshire.gov.uk) or call 07799074312

**Wiltshire Council**  
Where everybody matters

### Practice joins Christmas tree festival – Holy Trinity Bradford on Avon

The Surgery has a tree at The Friends of Holy Trinity Christmas Free Festival. Tuesday, 6th to Sunday, 11th December in Holy Trinity 10.30 am – 6pm

Please come and admire the Practice tree and many others, listen to live music and stay for a glass of mulled wine & minced pie. Free entry.