

PRACTICE NEWSLETTER

Bradford on Avon & Melksham Health Partnership
Newsletter February 2017 Edition 44



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 14th March 2017.

All patients are welcome to attend.



Patient Participation Group

Fundraising for February

During February the Practice is delighted to be raising money for Jo's cervical cancer trust

The trust has generously given us charity pins and trolley tokens for patients and staff to purchase for a £1.00

The staff went that extra mile on 14th February by wearing pink to promote awareness and so far have risen over £90.00

Welcome to Dr Rebecca Salmon

The Practice would like to welcome Dr Rebecca Salmon who joined the Practice on the 30th January as an associate GP. Dr Salmon will be taking over the care of patients who were previously registered with Dr Tees/Dr Jacobs.

Changes to the appointment system

As you will be aware from the media the NHS is under significant pressure. And we have been struggling with the additional demands on the service for some time and we have decided to 'act now' by introducing a new appointment system from 6 February 2017.

There are three separate areas of the new system:

1) If you have an urgent problem

Please telephone as early as you can on the day to book an appointment in the same day emergency service. These appointments are limited and therefore will only be booked with problems which are deemed to be medically urgent.

2) If you have a new problem (or a recurrence of an old problem) which is not medically urgent for today

Please speak to reception who will offer you a telephone appointment with a doctor. For continuity we advise that you **wait** to speak to your **usual doctor** when they are next available. This may sometimes mean that you will need to wait longer than you would ideally prefer.

3) If you have an on-going problem and the doctor has directly asked to see/speak with you again

Please let the receptionist know as we have allocated a protected number of appointments for this purpose.

Please note: the receptionist is only able to book one of these appointments **if** the request for a follow-up has been specifically documented in your medical record by the Doctor.

Please tell us about your experience at the surgery, this will help us to understand and improve our service to you. Please complete our Friends and family feedback form located at reception or on our website www.boamhp.co.uk



Flu vaccine stocks are running low

Do not delay check your eligibility and book your appointment today

Help prevent the spread of flu!!

Please telephone your local surgery

Bradford on Avon Leg Club has exceeded our expectations

The Practice Leg Club is for patients who have leg problems; patients are welcome to attend the service at St Margaret's Hall, Bradford on Avon, BA15 1DE

- Opens at 9am every Tuesday
- Drop-in for treatment and advice (appointments only required for patients attending for the first time).
- Refreshments will be served.

The Leg Club is a joint venture between the Health Centre (who fund and provide the clinical expertise, bandages and consumables) and a group of dedicated volunteers who provide the social aspects of the Club, arranging raffles, fun craft sessions, reading and light refreshments.

The club is seeking donations of the following:

Music CD's

Arts & crafts

Raffle prizes

Books

Board games

Please pass your donations to Ruth Randall, St Margaret's Surgery, Bridge Street, BOA
Or telephone 01225 860812

Freemasons present a cheque to Bradford on Avon Leg Club



On Tuesday 11th October 2016 at St Margaret's Hall, Sue Denmark, Chairperson of the Bradford on Avon Leg Club was delighted to receive a cheque of £1100 from Mark Kendall, who is the current Master of the Bradford on Avon Freemasons. Sue said "it is the dedication of the fantastic Leg Club clinical staff working alongside the wonderful volunteers, a true team effort!"

Amanda Brookes, Project Manager from Bradford on Avon & Melksham Health Partnership who set up the Leg Club in 2014 said "she was delighted to be able to purchase additional technology to support the treatment of complex leg ulcers." Every Tuesday the Leg Club welcomes new volunteers as well as patients to the club. They offer patients the opportunity to make friends as well as enjoying arts & crafts, book exchanging and much more.

Coming soon!! LEG club will be opening in Melksham in April 2017 to provide medical help and social meetings for people with lower leg problems. The weekly sessions will be held on Thursday mornings at Spencer Sport and Social Club on Beanacre Road. Members will be able to receive treatment from NHS nurses and then spend social time with other members and friends.