

PRACTICE NEWSLETTER

Bradford on Avon & Melksham Health Partnership

Newsletter | February 2013 | Edition 24



Spotlight on Appointments

Pat, Anthony, Kes, Steph, Helen, Joleen, Hollie and Claire make up our main Appointments Team at the Health Centre. They have a wealth of experience between them and aim to make booking your appointment as straight-forward as possible. They will try to book you in with your "usual" doctor, where possible, within the quickest available timescale.

Each member of the Appointments Team takes approximately 80-120 calls per morning which equates to one appointment per minute.

To enable our appointment staff to provide you with the best and most appropriate appointment the Doctors have provided them with additional training. The staff have the skills to guide patients with their appointment request. One of these skills is to ask patients for the nature of their problem, prior to booking an appointment. This will ensure patients are booked in with the most appropriate clinician or may even be helped straight away by another member of the practice team (ie: sicknote request, prescription request, referral query, etc).

If at any time you would prefer to NOT disclose this information to staff, it will be respected. An appointment will be made for you but your doctor may advise you if it would have been appropriate to see another health professional.

Demand is at its highest on the telephone system between 8.30am-11am & 2pm-3pm. Please bear with us during these busy periods, the staff will be with you as soon as they can.

If flexibility is important to you why not take a look at our online appointment booking service. If you would like to register for this service please bring a form of ID to the surgery and one of the Receptionists will be happy to issue you with your username and password. Appointments can also be cancelled by telephone or text on 01225 860025, or via the online appointment booking service.

Dental News

We are delighted to welcome our new dentist, Mr Aled Edwards, to the Dental Team.

Aled, who trained in Bristol, is keen to continue the good work of Federico Zanutto and will be pleased to meet his new patients and offer them a full range of high quality NHS and private treatment options.

One of our dentists, Jude Starkey, is getting fabulous results from a safe, modern and highly effective tooth whitening treatment. The treatment is tailored to each individual and takes only three weeks to complete. Costing £285 it will make a noticeable difference to your smile.

Meanwhile George Lazaridis continues to enjoy a well deserved reputation for his private dental treatments particularly his dental implants. We think that he is one of the best in the region and are keen that he delivers this excellence at very competitive rates.

Ask at the Dental Reception for more details, or take a look at our website www.boadental.co.uk

Partners

Dr Nigel Gough
Dr James Heffer
Dr Janice Patrick
Dr Fiona Tees
Dr Louise Paterson
Dr Andrew Chisnall
Dr Nell Wyatt
Dr Paul Crocker
Dr Kate Parker

Associates

Dr Peggy Van Lany
Dr Clive Smith
Dr James Gordon

Contact

Bradford on Avon
Health Centre and
St Margaret's Surgery
Phone: 01225 866611
Fax: 01225 868493

Winsley Health Centre
Phone: 01225 860003
Fax: 01225 869327

St Damian's Surgery
Phone: 01225 898490
Fax: 01225 898499

Patient Participation Group

The PPG is a group of patients and practice staff who meet at regular intervals to discuss ways of making a positive contribution to the services and facilities offered by The Bradford on Avon & Melksham Health Partnership.

The PPG welcomes new members, particularly representatives from the under 18 age group, parents with young children and patients with sensory or physical impairments. Please ask at Reception for the information leaflet or just come along to one of the quarterly meetings.

Date for next meeting:
5th March 2013 at 7.00pm at
The Health Centre, Bradford on Avon.

All patients of The Health Centre, St Margaret's Surgery, Winsley Health Centre & St Damian's Surgery (Melksham) are welcome to join.

Alternatively, if you wish to speak with the Chairman, Sue Walters, please telephone 01225 863828 or, if preferred, send an e-mail to the PPG at ppgboam@orangehome.co.uk

Are you Experiencing Problems with your Hearing Aids?

A member of the PPG recently asked the Practice for more information about hearing aids:

Any broken hearing aids can be brought into the surgery, along with your buff colour book, to be sent off to the Audiology Department at the Royal United Hospital. Once repaired, these will be posted back to your home address.

If you require replacement tubing this can be obtained from the surgery for self replacement.

Alternatively there is a "drop-in" session on the fourth Friday of every month at Box Surgery in Corsham or at St Martin's Hospital in Bath. Audiology staff advise that patients should contact them on 01225 824035 before attending any "drop-in" sessions in case of clinic changes/cancellation.

The Bradford on Avon and Melksham Patient Participation Group would like to thank all those who bought tickets in the raffle at the flu vaccination sessions and raised the grand sum of £839 for the Practice.

Relocation of St Damian's Surgery

We are in early discussions with Wiltshire Council about the possible relocation of our surgery in Melksham to the proposed new Campus in the heart of Melksham. Sadly our efforts to go to Leekes was not viable as we couldn't secure a pharmacy licence – we'll keep you posted!

Free NHS Health Check for 40-74 year olds

This is a 20 minute appointment slot with a Health Care Professional to assess your risk of developing heart disease, stroke, kidney disease or diabetes. The good news is these conditions can often be prevented. You will be asked straightforward questions such as age, family history and any medications you are taking. Your height, weight and blood pressure will be recorded. There will also be a simple blood test to measure your cholesterol level.

Appointments can only be made following an invitation letter from the surgery.

Patients will be invited in batches as there are 7156 patients in this age group and therefore we will need to stagger the bookings.

Patient Voice Email Group

In 2011 the Practice set up an email group for patients to join if they would like to provide the Practice with their opinions and give feedback about services.

The group currently has over 100 members and one of their current projects is to help the Practice set up a Patient Questionnaire. Once the results of the questionnaire are available, the email group will assist the Practice in creating an action plan.

If this sounds interesting and you would like to know more, please register your interest by sending an email to boamhp.patientvoice@nhs.net

The Practice would like to thank the current members for their ongoing support.

Christmas Wishes

"I wish we could put up some of the Christmas spirit in jars and open a jar of it every month."

Harlan Miller

We would like to say a big thank you for all of the generous gifts and Christmas cards received across the four surgery sites this year.

We were extremely pleased and encouraged to see your kind comments which include:-

"Best wishes and thanks for all you do for us!"

"Best Wishes to everyone at the Health Centre, in all capacities, and the Bradford and Melksham Team for the care you have shown to both myself and my husband through the past year and beyond and most likely through 2013!"

"With thanks for all the years of help and cheerfulness."