

# PRACTICE NEWSLETTER

Bradford on Avon & Melksham Health Partnership  
Newsletter May 2018 Edition 50



## Patient Participation Group (PPG) Meeting

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 12th June 2018.

For more information on future meeting dates and topics to be discussed, please visit:

[www.boamhp.co.uk](http://www.boamhp.co.uk)



The Practice would like to give thanks to the PPG for purchasing the new dementia signs. Funds raised from the Flu raffle 2017.

## New Social Isolation Programme - Leg Club

The Practice is also extending our Social Isolation programme through the Leg Club. We will be opening a weekly Social Café on Mondays from 9am to 11.30 am, at St Margaret's Hall, Bradford on Avon to coincide with Dementia week on 21st May. There will be a monthly visiting voluntary organisation to talk to visitors across a range of themes - the first one is Alzheimer's support, with a programme advertised through the Practice.

The popular Balance classes with Claire Webber is still on a Tuesday afternoon. This will now be held in the United Church Hall, Bradford on Avon.

## New Doctors



Dr Janice Patrick  
PARTNER

Dr Janice Patrick is the new Senior Partner following Dr Gough and Dr Heffer's retirement from the Partnership in March 2018. She will be giving an update in the next newsletter.

Dr Chisnall has also retired from the Partnership for personal reasons. He wishes everyone the best and thanks patients, staff and partners for 15 happy years. Dr Chisnall's patients will continue in the short term to be looked after by our regular locums; Dr Botley, Dr Gumbley and Dr Temple.

We are delighted to have made 3 new GP appointments. Dr Debbie Cash, will be continuing with us as an Associate GP. Dr Bronte Vidoni, will also be staying on after she qualifies as a GP in August 2018. Dr Emma Cole will join us in July 2018 after relocating to the area with her family. Dr Gough & Dr Heffer's patients will be allocated to Dr Cash and Dr Cole in due course.

Dr Adi Burch's patients have been allocated as follows;  
Bradford on Avon patients - Dr Philip Rodgers  
St Damian's patients - Dr Vicki Parr

## Congratulations!

Congratulations to Tina Symons (Clinical Nurse Lead) who has completed her masters degree in advanced nursing & diagnosis and management of common medical conditions, including chronic illnesses. We are lucky to have Tina's knowledge and expertise within our practice.



## General Data Protection Regulation (GDPR)

As we approach the date when these GDPR regulations come into force (25th May 2018), we shall be keeping you up to date with any changes to our protocols. General Practice already has strict data protection policies in place and data is always kept secure and is used appropriately. Under the new regulations, much will stay the same, but with GDPR it will bring enhanced security and greater transparency.

Please keep an eye out for new privacy statements in the waiting rooms, as well as a new Privacy Information leaflet, which will also be found on our practice website from 25th May 2018.

## Appointments System

The Practice, along with other local surgeries in our area, are experiencing an unprecedented demand for appointments and a shortage of GPs. A growing number of these surgeries, like ourselves, have moved to GP telephone consultation led approach, in order to manage demand as safely and efficiently as possible. We appreciate that the new system is not ideal for all of our patients. We are continuing to work closely with our Patient Participation Group and make adjustments, where possible, to improve our services offered and alleviate patient concerns.

How patients can help us relieve some of the current pressures that we are experiencing :

- ⇒ Cancel your appointment if you are unable to attend. You can do this on our telephone cancellation line on 01225 860025, or online (if you are registered to use our online services) we are still experiencing 100's of 'Did Not Arrive' (DNA) appointments each month - In line with other practices in our locality, patients who repeatedly DNA will now be given formal warnings and if they continue to offend, be removed from our practice
- ⇒ Once the emergency only message is in place, staff can only book a GP appointment if it is **urgent on that day**, however you can still arrange pre-booked nurse, well woman, minor operation & injection clinics appointments, or enquire about your results
- ⇒ Please attend the Minor Injury Unit in Trowbridge (open 7am –11pm daily) if you have a minor injury such as; bite, head injury, fall etc. as they are appropriately trained and equipped to manage these medical situations
- ⇒ If a life threatening emergency for example chest pains, please ring 999
- ⇒ Please consult the hospital which carried out the procedure if you have any post-operative problems/concerns
- ⇒ Please don't ring first thing in the morning for results queries, as this is when patients are trying to obtain routine appointments. The results line (01225 866611 opt 3) is open from 11am until 5pm
- ⇒ Please register for online services, which will allow you to access a limited number of online appointments and order your repeat prescriptions, this is an area we hope to expand further in the near future, in order to access this service you will need to present 2 forms of identification to the front desk

### Medication Reviews

#### Automatically reviewed by the Doctors

Please do not leave your medication requests until you have run out, please allow a minimum of 7 days, 14 days in the run up to public holidays.

To ensure an efficient medication review process and help with availability for GP appointments, we will ask your GP to review your notes and invite you for blood tests, blood pressure review or any other monitoring of your condition that is required.

The GP will review the results of these and renew your medication if appropriate or invite you for a medication review.

If you require any medication before this is completed, please speak to the script team, who will be able to help.

If you have any medication related queries, please do consider contacting Heather, our practice pharmacist.

### New Travel Service

If you are planning foreign travel for holiday or business purposes you may require travel vaccinations.

Bradford on Avon Occupational Health Services are now providing the NHS Travel Service on our behalf.

Prior to your travel clinic appointment we ask that you fill in a Pre-Travel Questionnaire. This will enable the nurse to offer you a suitable appointment.

It is important that you complete the travel form 8 weeks prior to departure to ensure you are able to secure the appointments & treatment you need.

Please visit the Occupational Health website for more information: [www.occhealthboa.co.uk](http://www.occhealthboa.co.uk)  
Or call 01225 863278