

PRACTICE NEWSLETTER

Bradford on Avon & Melksham Health Partnership
Newsletter | August 2016 | Edition 41



Patient Participation Group Upcoming Meetings

All meetings are held at The Health Centre, Bradford on Avon, at 7pm. All patients are welcome to attend.

Tuesday 20th September 2016
Annual General Meeting
Ambulance Service speaker

Tuesday 6th December 2016
Indigestion & Acid Reflux

Welcome to Dr Chris Jacobs

The Practice would like to welcome Dr Chris Jacobs who will be joining the Practice on 8th September 2016 and will be taking over the care of patients who are currently registered with Dr Tees.

Practice Direct Lines

Did you know you can avoid the messages on the telephone system by dialling direct:

Appointments Desk: 01225 865200
PLO/Home Visits: 01225 860018
Test Results: 01225 867876

Please note:
Most results are available within 5 working days.

Welcome Heather Call – Practice Pharmacist

Heather Call, our new Practice Pharmacist, joined the surgery in June 2016. Heather is here to assist the Practice Team in all areas relating to medicine. Heather is also available to speak with patients for any medication queries. If you would like to speak to Heather, please book a telephone appointment on Tel 01225 860027. This appointment will be booked on a Monday, Wednesday or Friday morning.



Why does it take 2 working days to process a repeat prescription at the surgery?

With so many people taking repeat medication, the surgery has to deal with over 1000 requests every week. Each request has to be checked against the patient's record to ensure that it is legitimate and appropriate.

The prescriptions are checked and signed by the doctor responsible for the prescription. They are then sorted according to whether the prescriptions are to be collected from the surgery, posted or organised by collection of the pharmacy. Many requests generate queries that only a doctor can sort out. To do this job efficiently takes about **two working days**. Of course, in an emergency we can produce a prescription quickly, but the disruption it causes to the smooth running of the service may cause further delays for other patients who have given the collect notice.

Why does it take 2 working days to process the prescription at the surgery and then at least another 48 hours with the Pharmacist?

Pharmacies have asked patients to allow more time before collecting their prescriptions from them. This is to enable the pharmacy time to dispense the medication or to order the medication if it is out of stock.

Why do I need a medication review with the Pharmacist as well as the Doctor?

Pharmacists offer patients, on certain medicines, a review to ensure they are getting the most out of their medication. The aim of these reviews is to complement, not replace, the clinical review from the Doctor.

Winter Flu 2016

Influenza or flu is a viral infection that usually strikes between December and March. It can affect people of all ages. The first signs are a headache, sore throat and runny nose, aching muscles, fever and shivering. Flu makes you feel completely exhausted and this extreme fatigue may last for two to three weeks.

The Flu vaccination booking line will be open from 2pm on Thursday 1st September 2016



Congratulations Emily Davies & Catherine Roberts

The practice is proud to congratulate Catherine Roberts (Diabetes Nurse) and Emily Davies (Emergency Visit & Respiratory Nurse) for both completing and passing their Prescribing Course.

This is a special course which allows experienced healthcare professionals to sign off their own prescriptions for patients.

It required months of hard work late into the evenings and on weekends, so well done girls on your hard earned achievement.

Revised Ear Wax and Prevention

The ear syringe procedure does carry risks of damaging the ear canal, perforation of the eardrum and ear infections therefore **Prevention** is the best solution (see leaflet in the waiting area for more details).

An ear syringe should **ONLY** be performed if **absolutely necessary** and only after the self-treatment plan below has been followed:

READ: Ear Wax Prevention & Treatment Leaflet

ENSURE: Ears are oiled for at least 14 days

USE: A bulb syringe, which can be bought from most Pharmacies and online (see leaflet for more details)

ONLY THEN: Can an appointment be made in the 'ear check clinic'

IF YOU HAVE EAR PAIN YOU WILL NEED AN APPOINTMENT TO BE SEEN BY THE EMERGENCY NURSE

Accessible Information Standard 2016

The Accessible Information Standard aims to make sure that disabled people have access to information that they can understand and any communication support they might need.

Do you have any particular communication preferences? For example, do you have impaired sight and therefore need us to write to you in large print?

Please make reception aware of your preferences so that we can make a note in your medical record and comply with your request. The options are:

Large Print E-mail Text Message Easy Read Braille

Care Quality Commission Inspection 18th August 2016

CQC is the independent regulator of all health and social care in England. They are given powers by the Government to register, monitor and inspect all health and care services. They will be visiting the surgery on Thursday 18th August 2016.

CQC would like to know what you think about care at the Practice. Please complete a comment card at reception, fold and place in the CQC box provided.