

Bradford on Avon Health Centre Newsletter



Month: March 2011

Edition:19

Exciting Changes for 2011

We are delighted to announce that The Health Centre practices in Bradford on Avon & Winsley and the All Saints Medical Practices (St Margaret's Surgery in Bradford on Avon and St Damian's Surgery in Melksham) have agreed to merge.

The new structure will start operating from April 2011.

We believe this will be in the best interests of our patients and allow us to make best use of limited health resources. You will still be able to see the doctor of your choice so please do not worry.

Please pick up a leaflet from Reception which gives you more information.

The Health Centre Patient Participation Group (PPG) Flu Session Raffle

"Thank you to all patients who kindly entered the flu session raffle. The tickets sold at the recent flu clinics raised over £900 and another 25 members have been recruited to the group.

The money raised will be used to make donations to the charities we invite to speak at our meetings as well as purchasing some small items of equipment needed for the surgery.

You are very welcome to join us at our next meeting on Tuesday 8th March at 7pm at The Health Centre."

Derek Glover, PPG Chairman



Patient Liaison Service

If you do not know who you need to speak to at the practice we have staff who can help you find the answer. They are called Patient Liaison Officers.

Look what our Patient Liaison Officer can do for you:

- Liaise between GP/Nurses and patients
- Arrange GP telephone consultations
- Organise home visits
- Deal with patient enquiries (when you are unsure of which service to access or would like information on how to do something)
- Help with transport arrangements to local hospitals, or advise telephone numbers for Link and Hopper etc
- Arrange District Nurse, Occupational Therapy and Social Services referrals for visits
- Organise wheelchair referrals
- Organise Chiropody referrals for housebound patients
- Organise home flu injections
- Answer general questions or pass messages to someone who can
- Arrange repeat sick (fit to work) certificates

To speak to Patient Liaison please telephone them direct on 01225 860018

Staff News

We are pleased to welcome to the Practice Dr James Fasham and Dr Ruth Dodwell who are Foundation Year 2 Doctors and will be with us for four months.

Text messaging to your mobile phone

The practice has the facility to send text messages to your mobile telephone to relay general information.

Text messages sent to your mobile will not include any personal information without receiving your prior consent.

To receive these text messages please provide us with your mobile telephone number.

If you do not wish to receive this service, please inform Reception.

Please note: Patients are unable to reply to text messages. Text messages are sent for information purposes only.

Winter Heating & Fuel

If you're vulnerable to any cold-related illness, the best way to keep well is to stay warm.

You can find out more about winter health by visiting **www.nhs.uk/winterhealth** or by calling **NHS Direct on 0845 4647**

There is also financial help available so you can keep your home warm this winter by visiting **www.direct.gov.uk/winterfuel**

Moved Home Recently?

If you have recently changed address or telephone number, don't forget to tell us on **01225 866611** and if you would like to advise the RUH of your new details, please telephone **01225 824521**

Appointment Cancellation Line 01225 860025

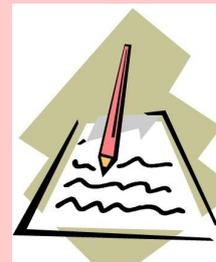
We are pleased to introduce our new Appointment Cancellation Line which is available 24-hours a day.



For Patients Who Attend Annual Disease Reviews

Please note that you will no longer be sent letters regarding your annual disease reviews (i.e. asthma, diabetes etc).

In an effort to be more environmentally friendly & to keep admin costs to a minimum we will in future print a reminder on your repeat prescription slip



Adult Communication and Swallowing Advice Line

Do you have concerns regarding speech, language, voice, swallowing or communication?

If so, talk to a Speech and Language Therapist from the Adult's Team on **01225 766161** - between 9.00-10.00am



The Dispensary at Winsley Health Centre

The Dispensary is run by the Doctors and not a Pharmacist and legally we are not allowed to sell any medicines.

We aim for a turn around time of 48 working hours from receipt of your repeat request to your medicines being ready for collection.

We also offer the facility of weekly dosette boxes for patients who struggle to remember when to take their medicines. Please ask at Winsley reception for further details.

We can dispense NHS prescriptions to patients living in the following areas:-
Avoncliff, Bradford Leigh, Conkwell, Cumberwell, Farleigh Wick, Freshford, Great and Little Ashley, Haugh, Iford, Limpley Stoke, Monkton Farleigh, Murhill, Turleigh, South Wraxall, Winsley, Westwood, Wingfield
and very soon to: Holt, Great Chalfield & Little Chalfield, Broughton Gifford, Whitley & Atworth.