



BRADFORD ON AVON & MELKSHAM HEALTH PARTNERSHIP

The Health Centre, Station Approach, Bradford on Avon, Wiltshire, BA15 1DQ
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Post Lockdown Information for Patients May 2021

It is fantastic that lockdown measures are easing and we are all more able to meet up with friends and family. However, the safety of you, our patients, is still our priority and we need to continue to take more precautions than shops, pubs, schools etc due to some patients being more vulnerable than others.

All 3 sites (Bradford on Avon Health Centre, St Margaret's Surgery and Winsley Health Centre) at Bradford on Avon & Melksham Health Partnership remained open during the pandemic, as did our Bradford on Avon and Melksham leg clubs. *Last month our clinicians saw **in excess of 3,000 patients for face to face appointments**, in addition to phone and video consultations.*

We ask patients to wait for their appointments outside or in their cars, for their own safety as well as that of our staff. We recognised that for some patients this was difficult in *extreme* weather (*wet or very hot*) and so we built wooden shelters at both of our Bradford on Avon Sites. Whilst some surgeries have now allowed patients back into their waiting rooms, here at Bradford on Avon & Winsley we have a very challenging building layout. Lack of space, poor ventilation and a recent rise in cases locally, are some of the contributory factors to our decision to continue to ask patients to wait for their appointment outside the surgery. We feel this is in the best interest of our patients and staff to keep them safe, at this time. This arrangement is constantly reviewed and should you require assistance whilst waiting please do ask a receptionist for help.

Our telephone first triage system did not change as a result of the pandemic. Patients continue to call on the day to request an appointment or alternatively are increasingly using an on-line Dr Link triage system. All three receptions are open. The enquiries window remains open each morning (9 – 12.30) and afternoon (14.00 to 16.30) at the Bradford on Avon Health Centre as well as a video link reception screen in the main entrance. We do ask patients to use the window when it is open as this leaves the main entrance free for clinicians to bring patients in and out of the building safely.

We have a truly multidisciplinary team at Bradford on Avon & Melksham Health Partnership and our contact centre will, after taking some brief details, suggest the most appropriate clinician to help meet your needs. This may be:

- speaking to our Clinical Pharmacy team about your medication or side effects
- **Speak to a GP or Nurse who will assess your problem and make a clinical assessment of the next steps.**
 - ***You might be offered a face to face assessment.** The clinician may sometimes arrange for further tests (for example a blood test) before the face to face assessment. Speaking to the clinician before your face to face appointment means that your face to face GP appointment can be more effective, giving the clinician more time to review your notes and gather any additional information needed before they see you.*
 - *You might be given the option of a [video consultation](#). This is a new consultation method which some patients have benefitted from as the added flexibility enables the doctor/nurse to see them in the comfort and safety of their own home. This is*

only offered where the GP/Nurse and the patient feel comfortable. [Hyperlink to Video Consultation to resources](#)

- The GP or Nurse may also be able to help you over the phone, they might ask you if you feel comfortable sending in a photo, whilst we appreciate this does not work for all patients, in all circumstances, for some this enables them to continue with their day, without having to come to the surgery for an appointment.
 - GP's, Nurses and Clinical Pharmacists are able to safely prescribe over the phone and arrange for the prescription to be sent directly to your local pharmacy without the need for you to attend the surgery.
- You may be offered a telephone assessment with our **first contact physio** for expert advice on new musculo-skeletal problems. This may then require a face to face assessment or video consultation. Our first contact Physio is also able to refer to other services should this be the appropriate next step.
 - You may also be asked to go to your local Pharmacy for advice/medication. ****NEW** Pharmacists in community pharmacies can now prescribe some medications that were previously only available on prescription for example emergency contraception, antibiotics if appropriate for urine infections, hayfever medication, impetigo and erectile dysfunction. Please speak to your local community pharmacy for more information**.
 - We may ask our older people's team to contact you.
 - You may also be asked to go to your local Minor Injuries Unit or A&E – as a result of the pandemic you need to call NHS 111 first *to make an appointment, you cannot just turn up* (Trowbridge Minor Injuries department is open 8am-8pm for booked appointments only).

There were some services which changed (for example routine diabetic reviews were carried out by telephone) or were stopped (for example routine minor surgery) at times during the pandemic.

One positive outcome of the pandemic is that it has enabled the practice to embrace more technology and some clinics will change with the aim to increase efficiency.

Some services are more complex to restart and we are working on processes to achieve this as soon as possible. An example of this is spirometry (a breathing test) which is an aerosol generating procedure. We are looking at how best to deliver this service safely, which might be a drive through model.

We continue to face unprecedented demand for our wide range of services, including GP & Nurse appointments, and our Partners need to manage this demand in a safe and controlled way. Thank you for your understanding.

We are currently recruiting for a number of different roles at the surgery including; Medical receptionist, Diabetic Nurse Specialist or Nurse with a Special interest in Diabetes, Mental Healthcare Practitioner, Phlebotomist and Deputy Practice Manager (Maternity Cover) and General Practitioner. If you would like to apply or enquire about any of these roles please call the health centre 01225 866611 and leave your name, phone number and email address and we will call/send you further details.

Partners

Dr J Patrick Dr K Parker
Dr P Crocker Dr C Smith
Dr Z Davis Dr N V Wyatt
Dr L C Paterson

Associates

Dr A Alsop Dr V Parr
Dr D Cash Dr P Rodgers
Dr E Coles Dr R Salmon
Dr N Gough Dr B Vidoni

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Ellen Wilson