

Surgery Newsletter

Flu Clinics

Our Flu Clinics have started! If you are aged over 65 years of age or are in an 'At Risk' please book your appointment now. These are available on **some Saturday mornings and Thursday afternoons** .

If you receive an invitation for a flu vaccine but wish to decline please let us know so that we can record this in your medical records.

Children aged between 2 and 6 will be offered a nasal spray vaccination. Children in school years 1 and 2 will be given this at their school.

Shingles vaccination

The Shingles vaccine will be offered to patients aged 70 and 79 years of age only. If you fall between these ages, please contact the surgery so that we can check if you are eligible for the vaccination as per the Government guidelines. The vaccine is not effective for people aged 80 and above and therefore is not offered to these patients.

Staff changes

We said a sad farewell to our Senior Receptionist Sandra at the beginning of September, after working at the Practice for 11 years! We wish her well for the future. We welcome two new Receptionists to our Team; Michala and Karen, and congratulate Lisa in her promotion to Reception Team Leader.

We also have a new Practice Nurse, Emma, who has joined the Nursing Team to support Sister Mills and Sister Johnson. Some of you may have seen our Trainee Nurse, Tania, who has been with us for a three month placement. We wish her good luck as she now continues her training elsewhere.

Telephone Numbers



Please ensure we have your up to date Telephone Number so that we can contact you easily should the need arise.

Please inform Reception staff if you have changed your number and if possible give us a landline AND mobile number.



Useful Information

Surgery Telephone No:

01329 232446

Out of Hours Service Telephone No:

Dial 111 (NHS 111 Service)

Surgery Opening Hours:

8.00am to 6.00pm

Telephones manned until 6.30pm

Surgery Fax No:

01329 282624

Email Address for Prescriptions:

FGCCG.BridgemaryMedicalCentre-
Reception@nhs.net

Surgery Website:

www.bridgemarymedicalcentre.co.uk

EPS

We have now gone live with the **Electronic Prescribing Service**.

This service enables patients to Nominate a Pharmacy of their choice so that ALL their prescriptions are sent electronically from the practice to the pharmacy, who will then dispense the medication ready for collection.

This helps the practice and patients by:

- Reducing the number of prescriptions printed each day (and filing them!)
- Reducing the number of prescriptions that 'get lost' in the process as there is an audit trail
- Save time queuing at the surgery to collect prescriptions.

If you wish to sign up to this service please see Reception or the pharmacy of your choice

Urgent request for repeat prescriptions cause a delay in the day to day processing—PLEASE ensure you order your requests BEFORE it becomes URGENT.

FFT Feedback

The Surgery will be closed

from 12.30 to 1.30pm

on the

2nd Wednesday of each month

for Staff Training/Meetings.

If you require **URGENT Medical**

**attention during this time,
please phone the surgery tele-
phone**

number 01329 232446.



In September 89.5% of patients who completed the Friends and Family Test Survey for Bridgemary Medical Centre said they would recommend us. Some comments from patients who wouldn't recommend us included:

Issue regarding the changes made to our On-line Prescription Service—*This was due to our recent change of clinical system. We did endeavor to inform our patients by emailing those registered for the service, putting a message on our website and notices in the Surgery.*

The GPs running late with appointments—*The GPs try to stay within the allocated time for each appointment but these can over run for complex cases and often the Duty GP will have to deal with emergency calls.*

Having to wait two weeks for a routine appointment—*We generally have appointments available a week to 10 days ahead. Our female GPs do often get booked up 2 to 3 weeks ahead. Most surgeries in the area have a 4 week wait for routine appointments. We also offer more 'On Day Urgent' appointments than other surgeries.*

They keep cancelling appointments without informing patients—*Occasionally we have to cancel appointments due to unforeseen circumstances. If this is at short notice we contact patients by telephone. This is sometimes not possible if we do not have an up to date contact number.*

We appreciate all comments and feedback (negative and positive) in order to improve our service.

We cannot however respond to complaint through the Friend and Family Test Survey. Should you wish to complain we have a complaints procedure in place. Information is available from Reception or on our website: www.bridgemarymedicalcentre.co.uk