

Surgery Newsletter

'On Day Urgent' Appointments

At Bridgemary Medical Centre we offer 'On Day Urgent' Appointments for urgent medical issues.

This clinic is for:

Problems requiring urgent medical attention and

Problems that have arisen in the last few days

This clinic is not for:

Non urgent problems

Ongoing medical conditions

Providing repeat prescriptions – these can be ordered on-line or in writing

Issuing sick notes – these can be requested by telephone or letter

- We believe we are the only surgery in Gosport to offer this service, as many surgeries now use a 'Telephone Triage' system, which is often not popular with patients.
- The current demand for 'On Day Urgent Appointments' is increasing.
- The service is not offered for convenience, it is offered as a necessity for those with acute medical needs.
- Please do not abuse this service.
- We cannot sustain the current increasing demand and may have to consider changing the system to a 'Triage' service.
- Help us to provide the service we want to offer you, our patients, by using this service considerately.



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

**We close for Staff Training on the 2nd
Wednesday every month from 12.30
to 1.30pm**



NEW CLINICAL SYSTEM

At the end of July we will be changing our Computer Clinical System.

This process will take several days to perfect and may result in a slightly reduced service for a week or so.

Please look out for regular updates and information regarding this and we thank you in anticipation for your patience

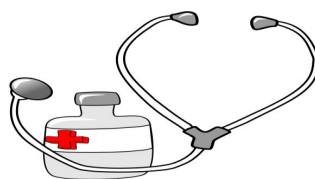
Extended Opening

We offer Late evening appointments on a Monday, Tuesday and Thursday and some Saturday morning surgeries, on a four weekly rota. These appointments can be booked on-line or via Reception.

We will be reviewing these appointments and consulting with our Patient Participation Group for their feedback and views on the service offered.

Medical Equipment

At the surgery we have Blood Pressure Machines and a Spirometer for patients' use to help monitor and control their medical conditions. These can be borrowed for a £10 deposit which is refunded when the equipment is returned. When you see one of our Practice Nurses for your regular review please ask about this service.



Repeat Prescriptions Requested via your Chemist

If you request that your Repeat Prescription is collected by your local Chemist please ensure that the chemist is informed directly by taking your repeat slip to them, or if ordering On-line please mark your request clearly.

If you need to check that the prescription is ready for collection at the chemist please contact the chemist NOT the surgery. Telephone calls to check items are ready for collection takes up valuable time for the receptionists and causes disruption so we would really appreciate keeping calls to a minimum. Thank you.

What to know..... And where to go

Your guide to everyday health services you may need in a hurry

View / download this brochure as a guide:

[http://
www.farehamandgosportccg.nhs.uk/
Urgentcareguide2014.pdf](http://www.farehamandgosportccg.nhs.uk/Urgentcareguide2014.pdf)

Please use the NHS wisely !



CQC Inspection—On the 9th December 2014 Bridgemary Medical Centre were inspected by the CQC (Care Quality Commission).

We are proud to announce that our overall rating was 'Good'

We were found to be good in all 5 areas:

Are Services Safe?

Are Services Effective?

Are Services Caring?

Are Services Responsive to Patients' Needs?

Are Services Well Led?

Our CQC Report can be read via the link on our Practice Website or at <http://www.cqc.org.uk/location/1-541431947>

