

# Surgery Newsletter

*We wish all our patients a Happy and Healthy New Year. Thank you to everyone who brought in gifts and cards over the Festive Season, these were much appreciated!*

## Friends and Family Test

Each month we get a report on how we have done with the Friends and Family Test (FFT)—how many of our patients would recommend our service to their Friends and Family—In December **89.7%** of those who completed the survey said they **would** recommend us and **10.3%** said they **would not**. In January **93.9%** said they **would** and **3%** **wouldn't**. Thank you to those of you that have taken the time to complete the survey, either on the Tablet in the waiting room or on-line through our website.

We strive to offer the best possible service to our patients and know that we don't always get it right. We therefore welcome your comments, however if you have a specific issue please bring this to our attention as we are unable to respond to comments made via the FFT as they are anonymous.



## Out Of Hours and Urgent Care— What to know and where to go

**NHS 111** is available 24 hours a day every day. Calling 111 is free and staff can advise you on any health concerns. Find out more on [www.nhs.uk/111](http://www.nhs.uk/111)

**Pharmacists** can give advice on common health issues and minor illnesses such as colds, skin conditions and allergies. Find out local pharmacy opening hours at [www.nhs.uk](http://www.nhs.uk) (use the 'Services near you' tab)

**Minor Injuries Unit** at Gosport War Memorial Hospital, Bury Road, Gosport, PO12 3PW is available for treatment of minor injuries such as deep cuts, sprains or minor burns. You do not need an appointment to attend.

**Emergency Departments** should only be used in a critical or life threatening situation. They provide care for people with symptoms of serious illness or who are badly injured.

**During Surgery opening hours** please ring us if you are unsure of where to go.

## 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

Surgery Website:

[www.bridgemarymedicalcentre.co.uk](http://www.bridgemarymedicalcentre.co.uk)

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



## Flu vaccinations— Have you had yours yet?

If you are over 65 years of age or have a qualifying Long Term Condition such as Diabetes, Asthma, Chronic Heart Disease/Stroke or Chronic Kidney Disease please book an appointment with one of our Nurses.



## Is your Blood Pressure Healthy?

It is thought that around 30% of people in England have high blood pressure and may not even know it. High blood pressure is common and often has no symptoms. The only way to know if your blood pressure is high or not is to have your Blood Pressure checked—this is done with a simple test by either a Nurse, GP or a pharmacist. Get yours checked out!

To help maintain a healthy lifestyle and keep your BP at a safe level, follow the following guidelines:

- ◆ Exercise - at least 30 minutes, 5 times a week of walking, dancing, cycling or swimming
- ◆ Eat healthily—a balanced diet with at least 5 portions of fruit and vegetables a day will reduce your blood pressure
- ◆ Lose weight—obesity increases your risk of high blood pressure
- ◆ Limit your alcohol intake—Know your units! 3—4 for men a day and 2 to 3 for women.
- ◆ Get your BP checked every 12/18 months or 6 monthly if on BP medication

*For more information on Blood Pressure advice please see the NHS Choices website or speak to our Practice Nurses.*



## Do we have your correct Contact Telephone Number?

Please make sure we are kept up to date if you change your telephone number. There are times when we need to contact you at short notice so it is important that we have your current number.

We hope to be able to offer a Text Message Service soon to remind you of your appointment date and time so mobile numbers are needed too.

## Patient Participation Group

Would you like to be able to give your views on how the practice is doing?

We would like to find out the opinions of as many patients as possible by sending out occasional questionnaires by email.

If you are interested and happy to give your email details please complete the form at Reception to join our **Patient Participation Group**



## Appointments

Appointments can be booked up to 4 weeks in advance.

To book either telephone the surgery or book on-line (see below)

**Evening and Saturday morning clinics** are also available —these can also be booked on-line

## On-line Services

Did you know you can book appointments and order your repeat prescriptions on-line via our website? You can also have access to some parts of your medical records. Please call into the Surgery with two forms of ID to register for the On-Line service. We will then give you login details.

## Named GP

Did you know all patients have a Named GP who is responsible for their overall care? However you are able to book routine appointments with any GP of your choice. Your allocated Named GP will be stated on your Prescriptions.