

# Surgery Newsletter

## Waiting room changes

We are very excited to announce that we are carrying out some improvements to our Reception area and waiting room. Work will commence over the Bank Holiday weekend and take approximately three to four weeks to complete. Please be aware that there may be some disruption during this time, although we hope to keep this to a minimum, with the majority of work taking place at weekends. We hope you like the changes made once they are completed.

## Recent Patient Survey

Thank you to those of you that took part in our recent patient survey. The results of this have helped us to plan our refurbishment as 66% of patients who responded felt the waiting room seating needed improving and 23% felt the interior of the building needed attention.

Our Extended Opening times have also been determined by the responses received in the survey as 30% of patients wanted late evening appointments and 42% wanted Saturday morning appointments.

Other issues raised in the survey were: **Car parking**—unfortunately we have no facility for patient parking. The space available is for staff parking as it is felt that access is not suitable for constant use. If staff park on the road in the local vicinity this would restrict parking for people using the local shops.

**Staff Training**—Although 86% of those that answered the survey felt the service they received was very good / good, 6% felt it was poor / very poor. We aim to offer the best possible service to our patients at all times, but appreciate that things sometimes go wrong. We will always do our best to put things right. If you have a concern about the service you have received please let the Practice Manager know so that this can be addressed. Our Friends and Family Test Surveys show that on average since January 2016 90% of our patients would recommend us.

We will publish the results of the survey on our website shortly.

## Bridgemary Medical Centre Website

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

On the subject of our website, we are currently updating the site so it will have a more modern look. Please check it out and let us know what you think.



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

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



## General Practice –The Facts

- ◆ Most patients value their local GPs despite what the media suggests
- ◆ GPs are committed to provide high quality, patient centered care—we hope we achieve that for you and your family
- ◆ The current life expectancy in England is 80.27 years (significantly higher than the USA)
- ◆ The average GP Practice has 6200 patients registered—we have over 8700
- ◆ Please work with us to provide the best level of care we can for you and your family
- ◆ All patients have a allocated named GP—please ask next time you visit who your allocated GP is.

## Emergency Appointments

We have had comments about the waiting time in the urgent clinics and that only one issue can be discussed at a time.

We offer 'On Day Urgent Appointments for 'Urgent / Acute issues only. Ongoing issues should be dealt with in a routine appointment, which can be booked up to 4 weeks in advance.

Some urgent cases take longer than others and the Duty GP is often interrupted with urgent calls from the hospitals or ambulance crews which can impact on the waiting time for these appointments.

In order to help us manage the demand for these appointments, at the request of the Doctors, the Reception staff will ask what the appointment is for. Please be prepared to give a brief explanation where possible.

## Extended Opening

**We offer Early morning, Late evening 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.**

## Blood Tests at the Surgery

We are unable to offer a Phlebotomist Service at Bridgemaury Medical Centre as we do not have the facilities or staff available.

Other local practices are funded to offer Blood Tests to our patients as they have the staff and room to be able to provide this service.

## Surgery Signposters

### A new service for Gosport.

Local volunteers who can signpost you to the right service, guiding and supporting you to a better, healthier life.

Please ask at Reception for information about this service



**Online Services** Our On-line Services now includes booking GP appointments, ordering Repeat Prescriptions and access to coded details in medical records. Please see reception if you wish to register for any of these services.

## A Day in the Life of a GP Receptionist

Receptionists are often referred to as Dragon—(we hope ours aren't!) If they do appear to have a detached manner at times it is not intended to intimidate or belittle patients; its actually a form of protection, to help them avoid emotional burn-out. In a typical day they can see up to 80 patients, all with different needs; an elderly woman tearfully notifying us of her husband's death, a smiling mum here for her bouncing baby's check-up, all the while the phone is constantly ringing and the receptionist knows that she needs to answer the phone to a patient, who is likely to be unwell and quite probably annoyed at having to wait so long.

In the space of just seconds the receptionist is presented with sorrow, happiness and anger. It is impossible and would be unhelpful for the receptionist to mirror all of these emotions—they must remain in control of their own feelings and those of the patient. Here at Bridgemaury our receptionists all do their best to help and assist ALL our patients, showing empathy and courtesy. The job requires a high degree of emotional awareness and maturity.

*Adapted from a report by Dr Ward, senior lecturer in organizational studies at York University.*