

Surgery Newsletter

'On Day Urgent' Appointments—Please note:

In order to manage the ever increasing demand for 'On Day Urgent' Appointments we no longer give a timed appointment slot.

Patients MUST telephone the surgery to be added to the list (you will be asked for a brief reason for the urgent request as per the GPs' request).

Patients will then be asked to come along to sit and wait to be seen.

- Please do not abuse this service.
- The service is not offered for convenience, it is offered as a necessity for those with acute medical needs.

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

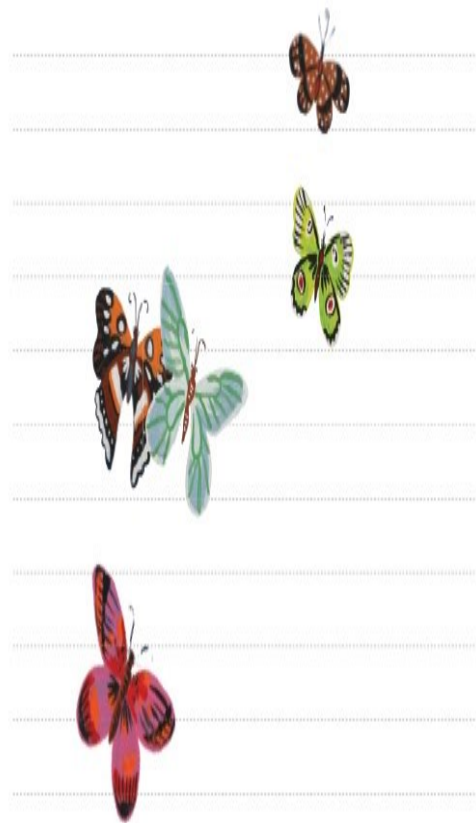
Providing repeat prescriptions – these can be ordered on-line or in writing

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

- Help us to provide the service we want to offer you, our patients, by using this service considerately.



Urgent Repeat Prescription Requests — We now require **24 hours** in order to process these requests. Can we politely remind patients that it is your responsibility to order repeat prescriptions allowing 3 working days. Urgent requests should be for urgent medical reasons only.



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 2.00pm



CARERS

Does someone rely on you on a daily basis? If you are a carer for a registered patient here please let us know so that we can record this on their medical records. If you are a carer for someone not registered with us please still inform us so that we can offer you support and advice.

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.

Veterans

Have you served in the armed forces? Are you a family member of someone currently serving in the military? If so please let us know so that we can code your medical records appropriately.

Staff Training—Please note the surgery will be closed on the afternoons of 15th June & 19th September for staff training from 1.00pm

Dementia Friendly Surgery

We are pleased to announce that we have been accredited the status of being a Dementia Friendly Surgery!

This will help us improve services for our patients with dementia as well as their carers.

The process involved the surgery holding dementia awareness training for all staff as well as some improvements to the surgery, such as clear signage and a Dementia Information notice board.

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:

<https://www.farehamandgosportccg.nhs.uk/Downloads/CS37419%20SCSU%20What%20to%20know%20booklet%20web.pdf>



Text Reminders

We now send out Text Reminders for booked appointments to patients we have mobile numbers for. Please ensure we have the correct mobile number for you!

If you receive a text message and no longer require the appointment, or are unable to attend, you can simply text a reply to the number given and your appointment will be cancelled automatically—saving you having to ring the surgery, and saving the receptionists time on the telephone.

We hope by offering this service we will reduce the number of **Missed Appointments** meaning we have more appointments available.

Please ensure we are informed if you change your mobile telephone number!

Should you wish to opt out of this service please notify reception.