



Welcome to Bridge End Surgery's new occasional newsletter which with our website, we hope will help keep patients informed of the comings and goings at Bridge End as well as provide updates on all of the changes that are happening to local and national NHS services.

### Patient Access - Keeping in Contact

There are several ways for you to keep in contact with us and to find out who we are and what we do. [www.bridgeendsurgery.com](http://www.bridgeendsurgery.com) has a lot of information on services and is where you will find future copies of newsletters. Or if we have your email address we can send copies to your inbox.

If you want to see your medical record or access services, then we would encourage you to use **Patient Access** – it is a 24 hour online service that allows you to access services at home, work or on the move, basically wherever you can connect to the internet. On Patient Access you can;

- Book an appointment.
- Order repeat prescriptions.
- Change your address details.
- Check your vaccination history
- View your coded medical record



If you want to have a look at this try <http://patient.info/patient-access> and next time you are in the surgery ask for a registration form. If you apply for online you will still be asked for identification.

New rules from NHS England mean that parents who have previously had access to their children's records will have to re-apply to do so once they reach 11 years of age. To re-apply for access please ask at the desk for a form. Once you child reaches 16 you will not be able to have access to their record unless written permission has been given or there is a medical reason for shared care. If you wish to know more then please ask one of the reception team.

Our Patient Group recently had a demonstration of this and noted how much information is there for people to see, with the ability to book appointments and order prescriptions a massive bonus.

### Weekend Opening

We are now open every other Saturday morning from 8am until 1pm for pre-bookable and on the day appointments. Some can also be booked using Patient Access.

### NHS Health Checks

We are able to offer FREE NHS Health Checks to eligible patients aged between 40 and 74; if you receive an invitation, please try to attend.



Saturday Opening dates		22 October 2016
02 July 2016	27 August 2016	05 November 2016
16 July 2016	10 September 2016	19 November 2016
30 July 2016	24 September 2016	03 December 2016
13 August 2016	08 October 2016	17 December 2016

# Bridge End Surgery

## Prescription Requests

Some years ago, for safety reasons, like many other surgeries we stopped doing repeat requests by phone. This is because many medicines sound the same and have difficult names to pronounce which has led to mistakes. There are several ways to order medication,

- online (via **Patient Access**),
- post,
- direct with pharmacies who also deliver to your home or
- dropping the request slip into the box in the surgery reception.

Please give us 48 hours' notice when ordering your medication – this gives us sufficient time to deal with any queries there may be and to get the prescription to your preferred pharmacy. Please remember that the pharmacy may need to order in the items you require.



## Electronic Prescription Service (EPS)

The Electronic Prescription Service (EPS) is a free service that allows us to send prescriptions electronically to pharmacies.

It means that you won't always have to come to the surgery to collect paper prescriptions.

For further information please ask your pharmacy or at Reception.

## Hospital Prescriptions

If you are given a prescription after attending a hospital appointment, or after a stay in hospital, please make sure that you take this prescription to the hospital pharmacy.

Sometimes local pharmacies will not be able to supply them and you will then have to go back to the hospital pharmacy to get what you need.



## Results

If you have had tests done then please contact the surgery after 2.00pm, seven working days after the test has been carried out. This allows the labs time to do the tests and send them back to us and it also allows the doctors to review results.

We have a strict policy regarding confidentiality and data protection, so we can only release test results to the person to whom they relate unless that person has given prior permission for the release of this data.

As results form part of your clinical record the information is available via **Patient Access**.

## Sabbatical

Please note Dr Lilly will be absent most of July and August on a sabbatical break. Other GP's will be seeing his patients during this time.

## Chaperone Policy

Please feel free to bring along a friend or relative to your appointment if this would make you feel more comfortable. If you like us to arrange a chaperone for you, please ask when you book your appointment, or when you arrive.

Sometimes, clinical staff may prefer to have a chaperone present during your visit. If the doctor/nurse requests the presence of a chaperone and you are not happy about it, please tell us and we will try to provide you with another clinician who is willing to see you without a chaperone.

Our Reception team will be happy to answer any of your questions.

## **Chaperones**

**If you feel you would like a Chaperone present at your Consultation, please inform your Doctor / Nurse, who will be more than happy to arrange this for you.**



## Training Afternoons?

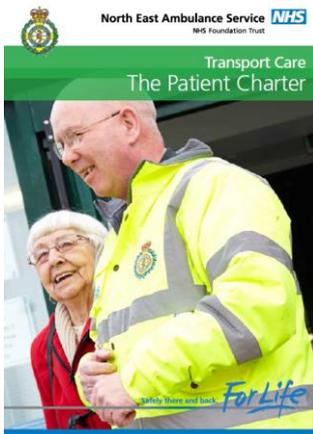
**What's it all about.** The medical staff have a legal obligation to keep their knowledge up-to-date so that patient care is at its best. For this reason, training sessions are arranged for the local GPs and nursing staff to attend as a group.

So, every third Thursday of the month, we close the practice for an afternoon of training.

A full out of hours service is always in place at these times.

## Training Practice for Medical Students and Registrars

Registrars are fully qualified doctors who have chosen to undertake additional training to become a GP. You will always be asked if you are comfortable seeing a student who will be supervised by a GP Trainer.



## Non Urgent Patient Transport

If you are attending a hospital outpatient appointment and require patient transport to get there and back, our Receptionist can help.

Unfortunately now to book an ambulance, patients must meet criteria set out by the North East Ambulance Service, so Reception will have to ask set questions about whether you

- require assistance from skilled ambulance staff
- have a medical condition that would prevent them from travelling to hospital by any other means
- have a medical condition that might put them at risk from harm if they were to travel independently
- have mobility difficulties that require the assistance of ambulance care staff
- are attending hospital for treatment that might have side effects and require ambulance care on the return journey

Please contact Reception and they will help guide you through the questions.

# Bridge End Surgery

## Patient Participation Group



We have recently recruited a number of patients to join our online virtual, Patient Participation Group, this is on service not available on Patient Access. We will be using a social media system to share views and opinions on how to improve patient experience.

If you want to join the Patient Participation Group please ask at Reception or email [NDUCCG.BridgeEndPPG@nhs.net](mailto:NDUCCG.BridgeEndPPG@nhs.net).

## CQC Report

Following our first inspection on 22 March, we received a 'GOOD' rating. The report is now available on the [CQC website](#).



## Withheld Number

When making calls to patients we "withhold" the practice number to try to preserve patient confidentiality.

If you are expecting a call from the surgery please bear this in mind. If you usually ignore calls showing a withheld number, please let us know and as we can display our number when we call you.



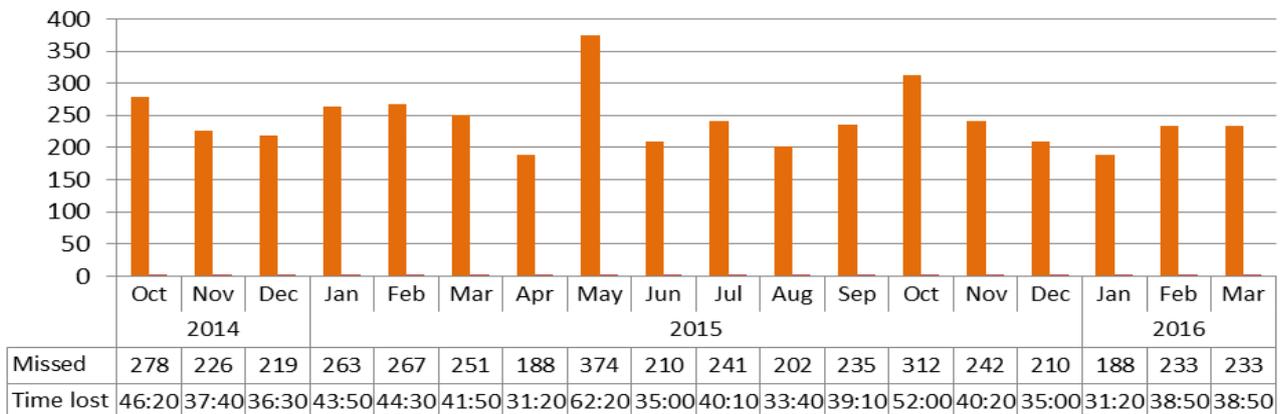
## Appointments Matter

### How can you help us?

If you have booked an appointment and then cannot or do not want that appointment, please tell us as soon as possible so we can use it for other patients.

**SHOCK! HORROR!** Did you know that even based on a standard appointment of 10 minutes, some monitoring appointments can be 40 minutes each, we lose on average at least 40 hours of clinical time each month due to missed appointments.

Missed Appointments and Time Lost for Other Patients



Bridge End Surgery

## Next Edition

- Services and Clinics
- Telephone appointments
- National and local changes