

Bedminster Family Practice

Spring Edition

Welcome to the third edition of Bedminster Family Practice Newsletter. Do let us know if there is anything you would like to see in the next edition. You can also visit our website.

Address: Regent Road, Bedminster,
Bristol BS3 4AT

Website: www.bedminsterfp.gpsurgery.net

Tel No: 0117 966 3149

Fax No: 0117 953 0699

Out of hours: (6.30pm – 8.30am weekdays and
all weekends)

Tel: 0845 121 0209

NHS Direct: 0845 4647

Creativity Group gets younger

In January and February, poet Claire Williamson facilitated some poems, songs and stories workshops for parents and babies. Seven regular participants came to sing traditional rhymes, compose poems and songs for their children and to respond to poems about parenthood with their own creative pieces. The workshops were funded by Poetry Can, in partnership with the surgery. Below is a poem from one of the participants.

Along the way by Annie Cooksley
(after Begin by Brendan Kennelly)

We live in a world that dreams of ending and
has already done so for familiar yet unknown
faces that smile out at us from dusty albums.

Our world still buzzes round and past our ears
so colourful but quick

and learns to begin again in my little one as
part of the never ending beginning

New telephone system

In November we installed a new telephone system which has provided the Practice with much needed information on the volume of calls and the time of the day calls are received to enable us to plan better the numbers of Receptionists we need to answer the phones at various times during the day.

We are receiving around 500 calls each day with the peak times between 8.30 and 9.30am, mid morning and between 2.00 and 3.00pm. You may find it easier to speak to a Receptionist if you call outside of these peak times.

INSIDE THIS ISSUE

Creativity Group gets younger	Pg 1
New telephone system	Pg1
Support to Stop Smoking	Pg2
Team News	Pg2
Our New Appointment System	Pg2
How has the new system worked?	Pg3
Do we continue with the new system?	Pg3
Need an appointment	Pg 4
What we offer	Pg4
Online health check for the over 40's	Pg4
Blood Clinics	Pg5
Patient Participation Group	Pg5
The Bedminster Family Practice Team	Pg5

Support to Stop (Smoking)

The Primary Care Trust ran a series of successful evening sessions to encourage and support patients to stop smoking. If you would like to stop smoking, contact our stop smoking advisor, Gill Wills on the normal reception number



Team News

After 14 months of searching to fill our nurse vacancy, we are delighted to appoint **Clare Flay** and **Alison OKeefe** to the nursing team in March.

Julie Houselander, one of our medical secretaries retired at the end of February. Our thanks and best wishes go to Julie for all the support she offered the Practice over the last 10 years.

Dr Geeta Aurangabadkar left the Practice in January following her maternity leave as she and her family have relocated to Leicester.

Dr Gillian Rice has been out in India since January doing voluntary work and travelling and we look forward to her return in May. During her absence **Dr Matt Gothill** has covered Dr Rice's sessions.

Our new appointment system

As most of you will be aware, we changed our appointment system in December to ensure that every patient that now contacts the Practice for a routine appointment or home visit, initially has a telephone consultation with a Doctor within 48 working hours of contacting the Practice (or at an alternative time if more convenient).

During that telephone consultation the Doctor decides the best course of action which may be either:

- Advising the patient of treatment required over the telephone without needing to visit the Practice
- Asking the patient to come to the Practice that day if it is a medical emergency
- Booking the patient in for a face to face consultation during normal or extended opening hours
- Arranging a home visit if the patient is housebound either that day or at a future date
- Asking the patient to book a follow up appointment with Reception at a later date

Medical emergencies are still dealt with by the "on call" doctor the same day.

How has the new system worked?

The first week was very strange as everyone in the Practice got used to the new way of working, however very quickly everyone could see the benefits of having Doctors speak to patients within 48 hours of the patient contacting the Practice.

Many of our patients are able to receive advice on treatment over the phone without needing to visit the Practice which has been seen as very positive. It has also meant there are more face to face consultations available for those patients who need them.

Receptionists will ask patients what their illness is so the Doctor has some information before calling back although patients can decide not to give this information if they prefer.

The “on call” Doctor is now tending to deal with more of the medical emergencies rather than their lists being full of patients who were unable or not prepared to wait for the next available appointment.

The number of patients who are failing to arrive for their appointments without letting us know has dropped which has reduced wasted appointments.

One patient said **“I am really impressed with the new system, loads better than the others we have used, easy access, good telephone consultation, rapid response.”**

Another said she was relieved not to wait and whilst it would not have changed the diagnosis is very thankful the new system has allowed her diagnosis and treatment to happen very speedily.

The new system has been more difficult for those patients who are unable to take calls at work. We are able to offer those patients alternatives in terms of when to receive the call from the Doctor, hopefully at a convenient time either before 9.00am, at lunchtime, at a break or later in the afternoon. If it is difficult for you to take calls during the day, please let the Receptionist know and we will try and find a convenient time for the Doctor to call you.

Do we continue with the new system?



We recognise that no system will be suitable for every patient and each has its shortcomings. Overall we are hopeful that we can make the system work such that it is of benefit to Patients and the Practice alike. We have made a number of changes to the way the new system operates over the last 4 months and feel that we are still learning what works well and what needs to change.

We have therefore decided to extend the pilot for a further 3 months and will review the position again mid year. Thank you for your feedback so far.

Need an appointment

Telephone Consultations: all requests for routine appointments for new illnesses and home visits will be handled by the Doctor firstly telephoning you within 48 hours of contacting the Practice (or at an alternative more convenient time for you).

Face to Face Consultations: these are arranged by the Doctor having first spoken to you on the telephone and deciding that you need to be seen by a Doctor in the Practice or as a result of an ongoing consultation plan agreed with the Doctor.

Medical Emergency: referred to the “on call” Doctor for same day treatment.

Extended Hours: for those who find it difficult to attend the surgery in normal surgery hours, appointments are available on one early morning and two evenings each week and on 2 Saturday mornings each month.

Out of Hours: If you have an emergency BRISDOC out of hours service will look after all urgent problems – see front page for contact telephone numbers.

Blood Clinics: Mondays, Wednesdays and Fridays 8.30 – 10.30am with our Phlebotomist. Be prepared to wait at busy times, particularly 8.30 -9.30am

Booked blood test appointments: These can be arranged through the Practice with our Health Care Assistant.

Nurse Appointments: For blood tests, ECGs, routine and travel imms, dressings, smears and minor injuries.

Clinics: for patients with a long term medical condition (diabetes, asthma, blood pressure, heart disease, stroke, COPD, chronic kidney disease). Our nurses provide regular appointments to help manage your condition.

What we offer

We offer a wide range of services which you may not be aware of such as:

- ◆ **Stop smoking clinic** – if you would like to know more about “Support to Stop” speak to one of our Receptionists
- ◆ **Family Planning** – for advice, pills, caps, coils, depo-provera and contraceptive implant
- ◆ **Minor Surgery** – via a GP. Please book a routine GP appointment with Dr Dykes or Dr Peel to discuss
- ◆ **Travel advice and immunizations** – by appointment
- ◆ **Physiotherapy**
- ◆ **Homeopathy** – treatment available on request from Dr Wilson
- ◆ **Non NHS Services** – private sick notes, insurance claim forms and some medical examinations are not covered by the NHS and charges are made for these

Online health check for the over 40's

The logo for MidLifeCheck, featuring the text "MidLifeCheck" in white on a blue rectangular background.

See <https://www.midlifecheck.co.uk>

Blood Clinics

Whilst these are called "open" blood clinics, the clinics only run for 10 hours each week which means that when the clinics are full, we have unfortunately had to turn away patients that have arrived later in the morning.

We are looking at what we can do to extend the blood clinics now we have a full nursing team and will let you know as soon as we have a solution.

Patient Participation Group

We are still looking for patients to join our Patient Participation Group that meets quarterly. If you would like to help shape the way the Practice operates, contact one of the Receptionists for more details.



The Bedminster Family Practice Team:

Partners:

Dr Gillian Rice
Dr Jane Collyer
Dr Ian Garbutt
Dr David Peel
Dr Nick Wilson
Dr Chris Dykes

Salaried Doctors:

Dr Hugh Davies
Dr Ulrike Woltersdorf

Registrars:

Dr Nicola Wright
Dr Susie Davies (on maternity leave from October 09)

Locum Doctor:

Dr Matthew Gothill

Nurses:

Val Hurdman
Clare Flay
Alison O'Keeffe

Phlebotomist:

Eileen Stone

Health Care Assistant:

Jayne Simpson

Practice Manager:

Chrystal Mogg

Assistant Manager:

Sue Ashford

Medical Secretary:

Deborah O'Brien

Administrators:

Teresa Mugridge
Denise Watson
Rose Ross

Reception Team:

Jackie
Chris
Barbara
Gill
Ann
Helen
Sally
Lyn
Anne
Pat