

# Bridge Medical Centre Newsletter March 2016



## Staff News

**Dr Fegan** has unfortunately left us to work at another surgery. We will miss her but wish her all the best for the future.

We welcome Nurse **Donna White** who joined us recently Donna says: I have been a practice nurse for 23 years but I am new to bridge. I have been here now for 4 months. My special interests are COPD, asthma and chronic disease management however I am an all-rounder and can do most things. I am Welsh, love rugby and keep chickens.

## DR COOPER HANGS UP HIS STETHOSCOPE

I joined Bridge Medical Centre on the 1<sup>st</sup> August 1984. I retire on the 31<sup>st</sup> March 2016 although I will continue my interest in osteoporosis by still being a member of the National Osteoporosis Guideline Group and the National Osteoporosis Society Clinical and Scientific Committee.

I have seen huge changes in Primary Care over the last 30 years although I cannot say that they have all been for the better. My friends from medical school are all retiring early whether from General Practice or hospitals. Meanwhile many of those young doctors who train as GP's are leaving the UK. It is very sad.

Unfortunately as I write it seems that Crawley will be losing its nationally recognised Fracture Liaison Service. It has been recognised by the Royal College of Physicians, NHS England and the British Society of Rheumatology. Over the years we have entertained visitors from all over the UK, Europe, Scandinavia and Japan.

In my retirement I am building a home in the Languedoc, France. It just seems an obvious choice to choose the Languedoc – I am taller than average and medically qualified. My French does need serious attention and that will be difficult.

I will leave with many good memories of practice in Three Bridges. We have been involved in a huge amount of research and training both Registrars and Medical Students. Not only patients have been lovely (and sometimes obliged with rare diseases) but the staff and partners have made it an excellent place to have a career. It must have been - I stayed for 32 years. Best wishes



## Staff Uniforms

I am sure you have noticed that staffs are wearing new uniforms. The administrative staff are all wearing bright coloured blouses, the nurses are in blue "polka dot" tunics and our Health Care Assistants in striped tunics. Staff are also wearing new name badges with their full names and roles. We trust as patients you will find this more helpful in identifying staff members.

## Care Quality Commission (CQQ)

The practice was recently inspected and our report published in January 2016.

The practice was rated as "Good" in all areas. There has been much work and preparation in 2015 for this and we would like to thank our patients and Patient Participation Group for generously giving their time to speak to the inspectors on the day. We encourage you to read the full report which can be accessed on our website or a copy at reception to view if patients would like to read this.

### Refurbishment Programme

The glass panel from the reception area has been removed and I hope you will find it easier and more open to communicate with the reception team. The carpets have been removed and replaced with washable flooring and hope you will agree it has given uplift to the corridors and waiting room.

This is an ongoing process and most of this work has taken place at the weekends when we are closed to minimise disruption to our patients. The practice would like to thank our contractors and our staff for giving their time at the weekends for this to take place.

### Electronic Prescribing Service (EPS)

The Electronic Prescribing Service is a new NHS service and the practice went live with this service on 4th February 2016. It gives you a chance to change how your prescriptions are sent to the pharmacist. You will have more choice of pharmacies to choose from. You will need to choose/nominate a pharmacy so that the practice can send your prescriptions to. The intention is prescriptions will be quicker and you won't need to attend the surgery to pick up your prescription. Please note not all medication is available using EPS.

For more information please see an information leaflet or link to: <http://systems.hscic.gov.uk/eps/patients>



### Appointment s Questionnaire Results

Many thanks to everyone who completed our recent "Appointments Questionnaire". The results are available on our website.

It seems that most people are aware that telephone appointments can be used not only for prescription reviews, but also for follow up appointments and for ordinary appointments where a physical examination may not be necessary. This last group can be a very efficient use of patient and doctor/nurse time. When you speak to a GP if it is felt that a face to face appointment is needed or wanted then one will be arranged. Telephone appointments are not a "second rate service". It is often more efficient to speak to a patient and if necessary arrange some tests or something to try before a face to face review with the results.

It seems that many patients would like to avoid the "just after 8.30" rush for appointments and would like to book a few days or a week in advance, often with a specific doctor. To this end we hope that the new online appointment booking service for both face to face and telephone appointments will be useful. This has been introduced and will be gradually extended. This will need to be done slowly as we need to monitor the DNA (Did not attend) appointment rate. Every time somebody does not attend an appointment this equates to an appointment that could have been used for another patient.

Lastly, we will be trying to reduce the "time window" when a GP will ring you back. These telephone calls, even to mobiles, will still be paid for by the Bridge Medical Centre. If you have any other suggestions to make regarding appointments or anything else about the surgery please use the patient suggestions box located just underneath the patient's notice board in the waiting room.

