



Bridge Medical Centre

Newsletter



New Patient Registration Now Open



We welcome New Patient Registrations as from 1st March 2017.

If you are in our Practice area and would like to register please visit our website under "Registrations" or contact our reception staff for further details on how to register with Bridge Medical Centre.

Travel Clinic Service

Are you thinking of travelling abroad?

Please allow plenty of time ahead of your travel dates to book with one of our practice nurses to receive up to date travel advice.



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Staff News

Dr Patience Okorie is sadly moving on to pursue her paediatric community project. Dr Okorie says that she has "enjoyed working at Bridge Medical Centre". She will continue to help us out from time-to-time in doing locum work for us.

Melissa Civale our **Practice Nurse** has recently been promoted to Nurse Manager, she tells us a little more about her new role "As Nurse Manager, I manage the Practice Nurses, Healthcare Assistants (HCA's) and Phlebotomists to ensure we are providing the high standards of care to our Practice population as expected from the Nursing & Midwifery Council (NMC), NHS England and Practice policies and procedures.



I also ensure all mandatory and skills training are up-to-date. I am the lead on Smoking Cessation and Health Checks and oversee many other aspects of care like child immunisation and cervical screening. Very soon, I will be undertaking a Non-Medical Prescribing course and then my Diabetes course so that I can see our diabetic patients and review their care.

I am also a Queens Nurse and am passionate about giving patients high standards of care and I believe in going the extra mile to make the patient's journey a positive one". For those of you who aren't aware of the title 'Queen's Nurse', it is available to individual nurses who have demonstrated a high level of commitment to patient care and nursing practice. Queens nurses are committed to learning, leadership and high standards of patient care in the community. For further information on Queens nursing please see the link: <https://www.qni.org.uk>

We welcome Teresa Caldeira, our new **Clerical Administrator**.



Winter Flu Campaign

What is Flu?

Influenza or flu is a viral infection that usually strikes between December and March. It can affect people of all ages.

The first signs are a headache, sore throat, runny nose, aching muscles, fever and shivering. Flu makes you feel completely exhausted and this extreme fatigue may last for two to three weeks.

How do I avoid getting flu?

The best way to avoid getting flu is to have a flu jab during the Autumn season, your Flu appointments will be available from the **2nd October**. The Flu vaccination is free of charge for people in the 'at risk' groups.

You need to have a jab each year to maintain your immunity as the flu virus is always changing. The jab will not stop you getting coughs and colds, but can protect you against the latest strains of flu.

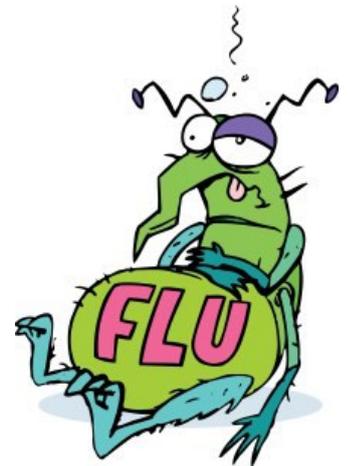
You may have a temporary slight soreness at the injection site. A few people get a slight fever, but this is short-lived.

As the vaccine is made in chickens' eggs, you should not have a flu jab if you are allergic to eggs, chicken protein or if you have had a previous allergic reaction to a flu jab.

You can catch flu by inhaling the virus or by handling items touched by an infected person. The symptoms start to develop one to four days later.

Why should I be concerned about flu?

Most people who get the flu recover after a week or two, but some develop life-threatening complications such as pneumonia, nerve or brain damage. You are more likely to be at risk from the complications of flu if you are in one of the 'at risk' groups and your body is already weakened.



MJOG - Text Reminder Service

The practice is pleased to announce that a fabulous new piece of software called MJOG will be up and running very soon.

This allows us to send appointment reminders to you. When you receive this text, you are given the opportunity to text back and cancel your appointment if it's no longer needed.



We will also be able to send targeted health information and questionnaires to you to hopefully help you manage chronic long term medical conditions better.

It is therefore vital that you inform the surgery of your mobile phone number in order for you to be on our MJOG database.

Want to receive text reminders on your mobile phone?



Sign up at reception today!



Did you know we offer an Online Service?

Our clinical system allows you to perform certain actions online via our website or on the mobile app. It enables you to:

- book and cancel appointments online with a Doctor.
- order regular repeat medication.
- view your medical record (please note this is currently limited to your Summary Care Record and detailed coded record. This includes blood test results).

All we require is for you to complete our Online Access registration form, available from reception, along with providing two forms of I.D. -

1. Photographic ID.
2. Proof of address, (dated within the last three months).



We will then issue you with a letter with your unique username and password so that you can log in and start using online services.

Patient Satisfaction Survey Results

The quality of the service we provide to our patients is important to us and we are always keen to receive your views on what we do well and what we can develop further. With this in mind, we have recently completed our 2017 Patient Satisfaction Survey.

Over an 8 week period through June and July, we received 241 completed surveys which is a great achievement – thank you.



Those of you who expressed a desire to get more involved with the Practice will be hearing from our Practice Business Manager, Jackie, shortly.

Your comments and suggestions will now be discussed and reviewed in the Practice and we will begin working on those key areas where we can improve. Feedback creates great results – “We all need people who will give us feedback. That’s how we improve” (Bill Gates).

Change to Telephone Answering Service

As a direct result of the feedback we received from our recent Patient Satisfaction Survey, we are changing our telephone service here at Bridge Medical Centre. Some of the comments you have made are:

- “ It takes too long for a member of staff to answer the phone. ”
- “ You have to wait for a long time only to be told that there aren’t any appointments left. ”
- “ I’d like more information about my referral. ”

With this in mind, you will wait significantly less to be told that there are no longer any appointments left on the system enabling you to make a decision much faster as to what other actions you can take.

The administration team will be able to answer your call much faster since some of your queries will be filtered to a member of staff who is going to be able to help you directly. For example, if you want to chase up an onward referral or progress on a medical report, the system will transfer you directly to a Medical Secretary.



We will also be offering you options to hear information about our Online services and our Prescription Services.

We are aiming to introduce this new service from the beginning of October and we hope that it will make a positive difference to your experience here at Bridge Medical Centre.



Arrival of Medical Students

We are delighted to announce the arrival of 3 year 4 medical students from the Universities of Brighton & Sussex who will be working closely with Dr Rahiman over the next eight months.

Each student will complete 6 sessions with us all on Wednesday afternoons and will see patient's with Dr Rahiman under her close supervision.

The duty doctor will triage the most appropriate patients to the student doctors and each patient will be asked to sign a consent form to confirm that they are happy to be seen by the student doctor and Dr Rahiman.

Experience of this kind is really important to student doctors and helps to build on their knowledge and informs their future career decisions.

We are sure you will support them in their learning.



Patient Participation Group (PPG)

Are you interested in finding out more about your surgery?

Would you like to influence or change how your surgery operates?

Why not join our PPG and have your say. We hold meetings quarterly, at lunch times in our waiting room.



Our **next meeting** will be **scheduled soon**. We will endeavor to keep you updated.

Alternatively, if meetings are not for your liking then why not join our virtual PPG.

To join please complete the PPG Sign-up form online or you can email us on – CCCG.bridge-crawley@nhs.net and mark it as PPG in the subject field.

Christmas & New Year Opening Days

Friday 22nd December OPEN
Saturday 23rd December CLOSED
Sunday 24th December CLOSED
Monday 25th December CLOSED
Tuesday 26th December CLOSED
Wednesday 27th December OPEN
Thursday 28th December OPEN
Friday 29th December OPEN
Saturday 30th December CLOSED
Sunday 31st December 2017 CLOSED
Monday 1st January 2018 CLOSED

Normal services resume from Tuesday 2nd January 2018.

When the surgery is closed please call 01293 526025 and the recorded message will advise on how to contact the alternative emergency services NHS 111.

If your condition is **life-threatening, CALL 999.**

Opening Hours

Normal opening hours are 8.30am to 6.30pm Monday to Friday.

Closed during the lunch period 1.00pm to 2.00pm