

Bridge Medical Centre

Newsletter



Staff News

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.



In this newsletter:

COPD Care

Accessible Information Standards

NHS Health Checks

Practice Customer Satisfaction Survey

Sun Safety Tips

We welcome our new **Practice Business Manager** Jackie Morris, she says "I am delighted to be part of the team at Bridge Medical Centre and am looking forward to working with everyone to build on the success of the surgery.

I have worked in healthcare for over 19 years, primarily at the Queen Victoria Hospital in East Grinstead where I managed the Sleep Disorder Centre, Corneo Plastic Unit and, latterly, the Plastic Surgery Department. Whilst in the Sleep Disorder Centre, I was presented with the Service Improvement Award for relocating the service to an independent site and enhancing the patients' pathway. More recently, I spent 5 years at Young Epilepsy, a charitable organisation supporting and educating children and young people with severe epilepsy and learning difficulties. My department worked to ensure that all staff were adequately trained and supported to fulfil their roles in caring for the young people.

When I'm not working, I enjoy socialising, visiting art galleries and spend a lot of time in the garden. I have learnt a thing or two about wine over the years having been an inaugural member and Chairman of the East Grinstead Wine Appreciation Society".

Welcome to our new **Administration Manager** Louise Brehme, she tells us a little about her occupational background "I worked for British Airways at Gatwick Airport for 19 years, working my way up through the ranks. Deciding to leave was one of the hardest decisions I've ever had to make but one that was needed. I then spent 18 months working in an NHS surgery in Reigate before coming here! Everyone has been very welcoming and supportive".

Ros our **Clerical Administrator** has recently retired; we wish her an enjoyable retirement.

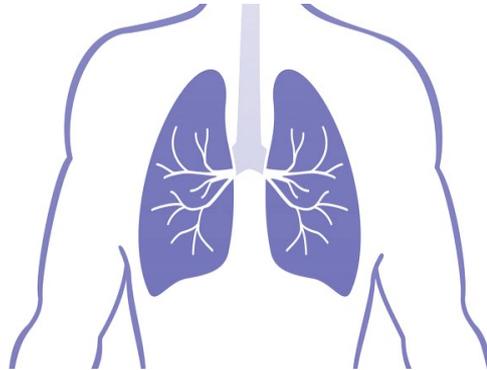
Our Aim

Our aim is to provide high quality, safe, effective and compassionate care to all our patients. To work in partnership with them, their families and carers, ensuring that they are involved in all decision making regarding their care and treatment thus maintaining maximum levels of Independence, choice and control.

COPD Care

Chronic Obstructive Pulmonary Disease (COPD), is a chronic and common lung condition which can affect your breathing, mainly affecting the middle age group and current or ex-smokers.

It mainly causes a persistent cough and being short of breath.



Please see your GP and usually a lung function test (spirometry) is used to help diagnose your condition.

COPD is mainly managed by our Practice Nurse, Donna White. You will be invited to the clinic so please make an appointment with Donna to review your condition.

COPD can particularly affect you when you have an infection and can often be self-managed under the guidance of our nurses and having a home supply of medication in advance is helpful.

Your condition may require you to be referred to our local Respiratory Consultants Clinic at Crawley Hospital or our Community Respiratory Team, however, most conditions can be managed within the practice.

Please visit our website for further details under long term conditions but a useful resource is:

British Lung Foundation - <https://www.blf.org.uk/support-for-you/copd>

Accessible Information Standards (AIS)

Do you have any communication needs?

Do you need a format other than standard print?

Do you have any special communication requirements?

How do you prefer to be contacted?

What is your preferred method of communication?

What is the best way to send you information?

The entire practice has recently been trained on the Accessible Information Standard.



If you have any communication needs please inform us either during your consultation or at reception.

We will document your needs and do our very best to meet these requirements wherever possible.



NHS Health Checks

The surgery is now offering NHS Health Checks by invitation only. Eligible people will receive a letter advising them to make an appointment with one of our practice nurses.

As we get older, we have a higher risk of developing conditions like high blood pressure, heart disease and type 2 diabetes.



Your free NHS Health Check can spot early signs and help prevent these happening to you which could mean you are more likely to enjoy a longer life.



We provide cholesterol testing during the Health Check.

For further information regarding Health Checks, please visit the website below.

<http://www.healthcheck.nhs.uk/>

Patient Satisfaction Survey 2017

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 started our 2017 Patient Satisfaction Survey.

Questionnaires are available in all the Doctors and Nurses rooms, as well as the Reception Desk and the Waiting Room.



We would be really grateful if you could complete a questionnaire and return it to us via one of the dedicated "Completed Patient Surveys" post boxes in Reception and the Waiting Area. Your feedback can be anonymous or you are welcome to leave your details should you wish to get involved with the Practice and support us in the future.

Sun Safety Tips



Make sure you:

- spend time in the shade between 11am and 3pm
- make sure you never burn
- cover up with suitable clothing and sunglasses
- take extra care with children
- use at least factor 15 sunscreen

Please visit the NHS website for further details on Sunscreen and sun safety —

<http://www.nhs.uk/livewell/skin/pages/sunsafer.aspx>

Opening Hours

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

Closed during the lunch period 1.00pm to 2.00pm