

# Bridge Medical Centre Newsletter September 2015



## Staff News

We welcome Dr Katie Archibald who joined us recently and works 3 days a week. Dr Archibald says:

' I grew up in West Sussex and have recently moved back to the area with my family, having lived overseas for a few years. I trained at the University of Leeds Medical School, graduating in 2002. Since then I have had many roles including A&E, Paediatrics and Palliative Care. Out of work, I am busy looking after my children! But I enjoy swimming, spinning, catching up with friends and cooking when I get the time. I'm looking forward to getting to know you all during my time here.'

Dr Loshanan Mohanarajah has successfully completed his GP training at the practice with the help of our GP trainers Dr Fegan and Dr Hyder. He is now fully qualified and finished here at the end of August. We wish him well in the future.

## ANNUAL SEASONAL FLU CLINICS



**Walk in Clinics: Saturday 10 & Saturday 24 October from 9-11am**

**No need to book an appointment, just turn up if you are eligible**

It is recommended that people in the following categories should be immunised: Aged 65 or over; Reduced Immunity; Chronic Lung Disease (asthma/COPD); Chronic Kidney Disease; Chronic Heart Disease & Diabetes

**Accountable Named GP** You may be aware that from April 2015, all practices have been required to provide all their patients with a named GP who will have overall responsibility for the care and support that our surgery provides to them.

At present, patients are registered with the practice of Bridge Medical Centre. This is still the case and you can still see any of the doctors at the surgery.

Please remember to ask who your named GP is next time you are at the surgery.

**Online Services at Bridge Medical Centre** It is now possible to use the Internet to book some appointments, request repeat prescriptions for medication you take regularly and view your last 12 months prescriptions, sensitivities and allergies.

If you are aged 16 or over and would like access to this facility, please ask at reception. You will need to complete a form to include your email address and mobile telephone number. For security we require proof of identity and will need to see photographic ID (preferable passport or driving licence) plus a utility bill or bank statement from within the last 3 months with your current address. Once these have been seen an account will be created for you and you will be able to return a week later to pick up your log on details. Please bring proof of ID when collecting the letter.

If you have already been ordering prescriptions online you will now be unable to do this until you have had your ID verified by the process above as the system is different. We are sorry for any inconvenience but you are already able to access more of your record and will be able to see more in the future, so we need to do this for data protection and confidentiality.

Once you have your passwords you will need to go to our website to log on. [www.bridgemedicalcentre.co.uk](http://www.bridgemedicalcentre.co.uk)

Bridge Medical Centre has signed up to a website for patients who wish to comment on their experience at the practice. If you would like to leave a comment about the surgery or your doctor, please take a few minutes to complete the questionnaire by clicking on the link below. Thank you

<https://www.iwantgreatcare.org/gpsurgeries/bridge-medical-centre>



## Young People

**Are you a Young person aged 13 – 25 years of age?** If you are a young person having difficulties with emotional problems and dealing with your feelings in your teenage years and early adult years then please feel free to book an appointment with a doctor here at the surgery. If you are a parent of a young person or know someone in this age group there is also a service at "FIND IT OUT" based in Crawley Town Centre. This service can help with family and relationship problems, counselling, housing and homeless support.

Crawley Find It Out, 37 Queens Square Crawley RH10 1HA Tel: 01293 943334

[http://www.yourspacewestsussex.co.uk/advice\\_and\\_info/organisations-1/organisations/finditout\\_centres/finditout\\_centre\\_-\\_crawley.aspx](http://www.yourspacewestsussex.co.uk/advice_and_info/organisations-1/organisations/finditout_centres/finditout_centre_-_crawley.aspx)

## Home Visits

Patients registered at the surgery can request a home visit if they are too unwell or frail to attend the surgery. We ask that patients requesting these ring as early as possible and before twelve pm. This is because the doctors do home visits at lunch time. They have busy morning and afternoon clinics with many patients booked in and cannot easily leave to do visits then. The time in the middle of the day is reserved for reading and writing outpatients' letters, doing reports and sorting blood tests. If the visits are rung through in a timely manner then the doctors can plan easier and decide which doctor will go where. Patients can request a specific doctor but this cannot always be guaranteed depending on the number of visits and the doctors' individual working hours. Of course we recognise that sometimes patients fall acutely ill in the afternoon, and the visit request would be passed to the duty doctor for the afternoon. He/she may well ring up beforehand to find out the problem and would either call an ambulance if it was very urgent; visit later on that day after afternoon surgery, or defer the visit to the next day if it is not felt to be clinically urgent.

Please can we politely remind you that visits are for clinical need only; we do not routinely visit due to lack of transport. We would far prefer to see patients here at the surgery where there are more facilities available and would encourage attendance at the surgery whenever possible



**Doctors running late** A common theme in surveys that patients complete is complaints about doctors running late. We are aware that, the same as at all other surgeries, doctors sometimes do run late. We appreciate that it must be difficult for patients who are often anxious, unwell, or in pain, to sit and wait for a while.

Unfortunately general practice is an unpredictable business and doctors try to keep to time but may run late for many reasons. Sometimes a patient's problems are so complicated it takes more than ten minutes to sort out sometimes patients are very distressed or even suicidal and we would then need to give them longer. We occasionally have to break very bad news to patients, who of course then need more time. Patients can need admitting to hospital as an emergency for example, for someone with chest pain, we would see, examine, call an ambulance, ring up the hospital and write a referral letter (all in ten minutes!)

We literally do not know what will be coming through the door at times and sometimes we have to take an urgent phone call from the hospital about one of our patients.

What can you do to help? Please arrive on time. Even if you are five minutes late, that makes the whole surgery run later. Please do not expect to discuss many complicated problems within ten minutes. If we run out of time, the doctor will politely ask you to rebook. If you are sure you need longer than ten minutes, our standard appointment time, the please book a double appointment IN ADVANCE.

Please remember Doctors get just as stressed as you when we run late. In ten minutes we have to call the patient from the waiting room, find out what the problem is, perhaps examine them, then write up the notes straight away- a very tall order in ten minutes!!! If a doctor is running late and you have another appointment or the school run- please let front desk know and we will do our best to help.

# **DO YOU LOOK AFTER SOMEONE OR IS SOMEONE LOOKING AFTER YOU?**

**A carer is a person of any age (including children) who provides unpaid support to a partner, parent, relative, friend or neighbour who couldn't get by without their help. This may be due to old age, frailty, disability, a serious health condition, mental illness or substance abuse.**

**Many carers do not see themselves as carers because they see themselves as a parent, a spouse or partner, a son or daughter, a relative, friend or neighbour.**

**BUT 1 in 10 of the population is a carer.**

**And as a result many carers often miss out on services, support, advice and benefits which may be available and may help.**

## **HOW CAN WE HELP?**

**Free Annual Flu Jabs**

**Screening and health checks**

**Flexible appointments**

**Referral to OUR CARE SUPPORT WORKER**

**We can refer you to our care support worker, Ann Boss who comes to the surgery every Wednesday to see carers. She can provide you with local and national information on services available including benefits and financial information as well as local events and activities for carers. She can arrange emotional support which includes counselling sessions with specially trained counsellors, a telephone call back service as well as other support for emotional wellbeing and relaxation.**

## **SO HELP US TO HELP YOU**

**If you are a carer or rely on someone to care for you please fill in the form overleaf and return it to the practice so that we can make a note on your/their medical records to ensure that you/they do not miss out on any benefits or service entitlements.**

## REFERRAL TO BRIDGE MEDICAL CENTRE CARER SUPPORT WORKER

Please complete this form and return it to us and we will add you to our register of carers and if required will refer you to Ann Boss, Carers Support Worker. However, if you are no longer a carer, please use this form to let us know and we will remove your name from our register of carers.

### Person Cared For:

<b>Title</b>	
<b>Surname</b>	
<b>First Name</b>	
<b>DoB</b>	
<b>Address</b>	
<b>Postcode</b>	
<b>Telephone Number</b>	
<b>GP Name &amp; Address</b>	
<b>Relationship to carer</b>	

Please refer me to the Carers Support worker:

Signed:

Date:

### Carer Details:

<b>Title</b>	
<b>Surname</b>	
<b>First Name</b>	
<b>DoB</b>	
<b>Address</b>	
<b>Postcode</b>	
<b>Telephone Number</b>	
<b>GP Name &amp; Address</b>	
<b>Relationship to Person Cared For</b>	

Please refer me to the Carers Support Worker:

Signed:

Date:

*The Carers Support Worker can offer you free, confidential advice and support. She will contact you in due course, but please phone us at Bridge Medical Centre and leave a message for her if your need is more urgent.*