



winter
IS HERE

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.



In this newsletter:

Cold Weather and Asthma
CQC State of Care 2016/17
Did you know we offer an Online Service?
Electronic Prescription Service
5 ways to stay healthy this winter
Carers Direct
New Year's Resolutions for 2018
Christmas & New Year Opening Days

Staff News

We welcome three new **Clerical Administrators** Teresa, Jenny and Debbie. They tell us a little about their background.

Teresa says *"I am delighted to have recently joined such a wonderful, dedicated and hard working team as Receptionist/Clerical Administrator.*

Having grown up in South Africa, (known as the rainbow nation due to its cultural diversity), honing over 12 years' experience working in various embassies from different countries and being multilingual, these experiences have led me to enjoy meeting and assisting people from all walks of life. It is a pleasure to assist you to the best of my ability and go the extra mile to serve you, the patients of this surgery.

Last, but not least, I would like to take this opportunity to thank you all for your patience and kindness".

Jenny states that she has worked as cabin crew and ground staff for EasyJet and then was front of house at Acorns Gym. Whilst Jenny was there she studied her level 2 fitness instructor course and passed. She says that she loves going out to eat and is a very sociable person. She also enjoys running and going to the gym.

Debbie says that *"With a career spanning 35+ years, until recently I worked in the London area as manager of a support team within a large Government Department.*

Keen to work closer to home, I joined Bridge Medical in November 2017. I'm currently getting to know the team and learning my role in the overall care and needs of our patients. Now my commuting days are over, I'm looking forward to spending my time away from work, researching my family history and doing a lot more reading".

Dr Raulia has left us and we wish him well.



Cold Weather and Asthma

People with asthma have airways that are very sensitive. Cold or damp air can enter the airways and trigger them to go into spasm, causing asthma symptoms, such as coughing, wheezing, shortness of breath and tightness in the chest.

Winter can be a difficult time for people with asthma for other reasons too. It's near-impossible to avoid the cold and flu viruses that many people say make their asthma symptoms worse, although being vaccinated against flu each year can prevent you getting the most common strain of flu virus.

During cold, damp weather there are also more mold spores in the air, which can trigger asthma symptoms.

Also, if you avoid going outside in the winter, you may also be exposed to more indoor air pollutants like dust, mite droppings and fumes from cooking or cleaning products. You might even find that your symptoms are triggered by Christmas trees or dusty decorations!



How can you reduce winter's effect on your asthma?

The best way to avoid a change in weather triggering asthma symptoms is to manage your asthma well:

- Take your medication exactly as prescribed and discussed with your GP or asthma nurse.
- Check with your GP or asthma nurse that you're using your inhaler(s) correctly.
- Use a written asthma action plan and keep it where you can see it (on the fridge, for example). You can also take a photo of it on your phone so you can refer to it whenever you need it.
- Go for regular asthma reviews.

Any further information, please visit <https://www.asthma.org.uk>

Care Quality Commissioning State of Care 2016/17



The CQC assessment of health and social care in England have discovered key findings within the Primary Medical Services.

- The quality care in GP overall is good, 89% (49 million people) of GP practices are rated as good and 4% (3 million people) are rated as outstanding.
- High performing GP's are increasingly using non-traditional roles such as advanced nurse practitioners, care coordinators or healthcare assistants to support GPs and reduce referrals to secondary care or avoidable hospital admissions. These practices are also working collaboratively and using, multidisciplinary working to improve patients' experience.
- GP's continuously face pressures as the rising demand for GP services are not being matched by growth in the workforce to meet needs, in other words people may find it harder to access an appointment with a GP.
- 61% of urgent care and out-of-hours services were rated as good and 8% as outstanding. Poor care was a result of challenges in managing patient demand and recruiting and retaining the workforce.

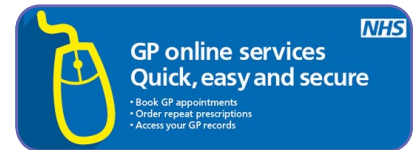
Did you know we offer an Online Service?

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.

Electronic Prescription Service

The Electronic prescription Service (EPS) is an NHS service. It gives you the chance to change how we send your prescription to the chemist of your choice.

If you collect your repeat prescriptions from us, you will not have to visit the surgery to pick up a paper prescription.

Instead your GP will send it electronically to the place you choose, saving you time. This can be a pharmacy near where you live, work or shop.



You need to choose a place for us to send your prescription. Ask any pharmacy that offers EPS or ask in reception here at Bridge Medical Centre and your nominated pharmacy can be recorded.

If you have any questions, **please speak to your pharmacist or here at the reception.**

5 ways to stay healthy this winter

Banish winter tiredness - get outdoors in natural daylight as much as possible and get a good night sleep by going to bed and waking up at the same time every day. Destress with exercise or meditation; stress has been shown to make you feel tired.

Eat more fruit and veg - When it's cold and dark outside, it can be tempting to fill up on unhealthy comfort food. However, it's important to ensure you still have a healthy diet and include five portions of fruit and veg a day.

Drink more milk - You are more likely to get a cold in winter, so make sure your immune system is in tip-top condition.

Try new activities for the whole family - Don't use the cold winter months as an excuse to stay in and lounge around. Instead, get out with the whole family to try out a new activity – maybe ice skating or taking a bracing winter walk through the park.

Have a hearty breakfast - Winter is the perfect season for porridge. Eating a warm bowlful on a cold morning isn't just a delicious way to start your day, it also helps boost your intake of starchy foods and fibre.

Carers Direct

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.

1 in 10 of the population is a carer. 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.

Ann Boss our care support worker comes into 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.

New Year's Resolutions for 2018

Have you made any New Year's Resolutions for 2018?

Do you want to stop smoking?

The Surgery has two fully trained Practice Nurses, Melissa and Joanne, as smoking cessation advisors.

We have set up a patient information board in the waiting room with leaflets on how to stop smoking.

If you are interested and would like an informal chat and advice on how to give up smoking, then why not make an appointment with one of our nurses. Alternatively, please visit <https://quitnow.smokefree.nhs.uk>

Did you know that a Cigarette contains 4000 chemicals one of which is carbon monoxide?



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