

BEECHWOOD MEDICAL PRACTICE NEWSLETTER - SUMMER 2017



BANK HOLIDAY CLOSING REPEAT PRESCRIPTIONS

Please note that the practice will be closed on **Monday 28 August 2017**. The last day for ordering prescriptions will be **Wednesday 23 August**. If ordered that day, your prescription will be ready for collection on Friday 25 August, after 2pm.

A DAY IN THE LIFE OF LEAD RECEPTIONIST, DEB HARRIS

My working day starts at 7.30am, preparing the surgery for the day ahead, ensuring there are sufficient staff and the computer systems are up and running. An early start gives me time to remedy potential problems before the phone lines and reception desk open at 8am.



There are 10 in the team, mostly part-timers. Although working hours are known a month in advance, I revisit the staffing rota every couple of days, as it is constantly changing due to annual leave, training, etc. There are routinely 4 receptionists on the phones in the morning, but another of my responsibilities is to use the telephony system to view call waiting times and reduce queues by allocating more of us to the phones. I also personally answer a dedicated line for medical professionals calling the practice, as well as managing room bookings for external practitioners such as Bristol Drugs Project or various clinics such as eye screening, weight management and carer support.

Additionally, I am also a Stop Smoking practitioner for the practice and run a clinic on Tuesday afternoons.

As the first point of contact with the practice, it's essential that the reception team is efficient, yet friendly and I believe we are. I am particularly proud of the team for dealing with a wide range of queries, providing solutions and signposting patients appropri-

TEAM NEWS

We are pleased to welcome GP partner, Dr Rachael Dodoo back to the practice after a period of maternity leave. Dr Rosie Campbell will be leaving us at the beginning of August **on completion of her year's registrar experience.** Our new GP registrar, Dr Natalie Ray, will be joining us from 2nd August for a year. Congratulations to practice nurse, Claire Richmond, who gave birth to a healthy baby boy at the beginning of June. Claire will be on maternity leave until early 2018.

Out of Hours NHS Services
NHS 111 if you need medical help fast, but not life threatening or to speak to an out of hours GP urgently
Minor Injuries Unit (Yate) for treatment of minor injuries
A & E for serious and life threatening emergencies only

ARE YOU A CARER?

All GP practices have a register of carers. A carer is someone who provides support to family or friends who couldn't manage alone. This could be caring for a partner, parent or friend who is ill, frail, disabled, affected by mental ill-health or substance misuse. This includes young people caring at home. If you haven't already had one, please ask reception for a Carer's Pack which contains information about support services and how we can help you such as offer more flexibility with appointments or a free flu vaccination. For help and advice please take a look at our 'Information for Carers' noticeboard or visit: www.carers.org.uk

SAVE YOUR SKIN



SLIP ON A SHIRT

Protect your skin with clothing, and don't forget to wear a hat and pair of UV sunglasses

SEEK OUT SHADE

Step out of the sun before your skin reddens or burns. Spend time in the shade between 11am and 3pm.

SLAP ON THE SUNSCREEN

Apply 15 to 30 minutes before going out in the sun, and reapply every two hours, and straight after swimming/towel drying.



IDEAS TO GET THE KIDS TO EAT MORE FRUIT THIS SUMMER

Chop strawberries, pineapple, blackberries and kiwi fruit into small pieces. Then create a bunny face. Alternatively, take a clear plastic cup and layer the fruit with or without low fat yoghurt to make an attractive rainbow of colour that they won't be able to resist.

A WEIGHT LOSS SUCCESS STORY

"Two years ago, my excessive weight was causing me mobility problems and affecting my health. Dr Cheang suggested talking to practice nurse, Karen Dyer, about a weight management programme, but after two months there was no significant loss. So Karen suggested I joined a local Slimming World group. Feeling nervous and unsure what to expect, I attended my first class in July 2015 and it changed my life! Two years on I have lost 11 stone, no longer use a walking stick and have more confidence. I can walk for miles and even go to the gym 5 days a week!"



WAYS TO WELLBEING



Did you know that Stef from Ways to Wellbeing, The Care Forum runs a monthly clinic here at the practice? He provides practical support and advice for patients needing help with a wide variety of problems such as loneliness, domestic violence, low mood, grief as a result of bereavement, isolation, weight management issues, anxiety, boredom following retirement and much more. If you would like a 40 minute consultation with Stef, ask your GP if he/she can refer you.