



Practice Newsletter

Spring 2015



Registering Patients Who Live Outside of Our Practice Area

New arrangements introduced from January 2015 give people greater choice when choosing a GP practice. Patients may approach any GP practice, even if they live outside the practice area, to see if they will be accepted on to the patient list.

GP practices have always had the ability to accept patients who live outside their practice area. Regardless of distance from the practice, the practice would still provide a home visit if clinically necessary.

The new arrangements mean GP practices now have the option to register patients who live outside the practice area but without any obligation to provide home visits.

Out of area registration (with or without home visits) is voluntary for GP practices meaning patients may be refused because they live out of area.

If you apply to register with a practice and live outside of the practice boundary, the GP practice will only register you without home visits if it is clinically appropriate and practical in your individual case.

To do this we may:

- Ask you or the practice you are currently registered with questions about your health to help decide whether to register you in this way
- Ask you questions about why it is practical for you to attend this practice (for example, how many days during the week you would normally be able to attend)

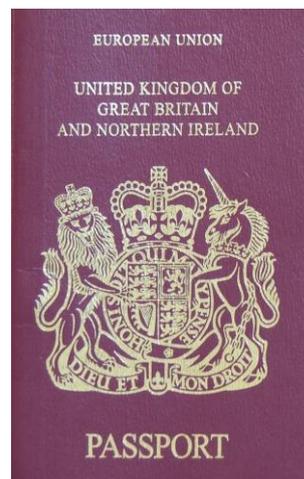
If accepted, you will attend the practice and receive the full range of services provided as normal at the surgery. If you have an urgent care need and the surgery cannot help you at home we may ask you to call NHS 111 and they will put you in touch with a local service (this may be a face to face appointment with a local healthcare professional or a home visit where necessary).

We may decide that it is not in your best interests or practical for you to be registered in this way. In these circumstances we may offer you registration with home visits, for example, if you live just outside the practice area or we may not register you and advise you should seek to register (or remain registered) with a more local practice.

If accepted but your health needs change we may review your registration to see if it would be more appropriate for you to be registered with a GP practice closer to your home.

This new arrangement only applies to GP practices and patients who live in England. For further information visit the NHS Choices website (www.nhs.uk)

Passport applications



We are sorry to inform you that our GP partners will no longer offer a service to countersign passports. The Passport Office issues a list of people who are suitable to ask to countersign your applications and the list does not suggest you ask your GP to carry out this task.

Online Access for Patients

Patients are able to register for online access to their summary medical record. This will then allow you to:

- book/cancel/amend an appointment with a GP
- order repeat medication
- view summary information - medication, allergies, adverse reactions and vaccinations history

To enable you to access these services you first need to apply for online access by completing a registration form and providing us with proof of your identity.

Download and complete the registration form from our website at www.beechwoodmedicalpractice.co.uk and bring a copy with your ID into the practice, or call into the practice and ask for a form at reception.

Acceptable ID for verification is:-

Current Picture Driving Licence or Passport

OR

Picture identity card – i.e. student union card/travel card/smartcard/security card

AND

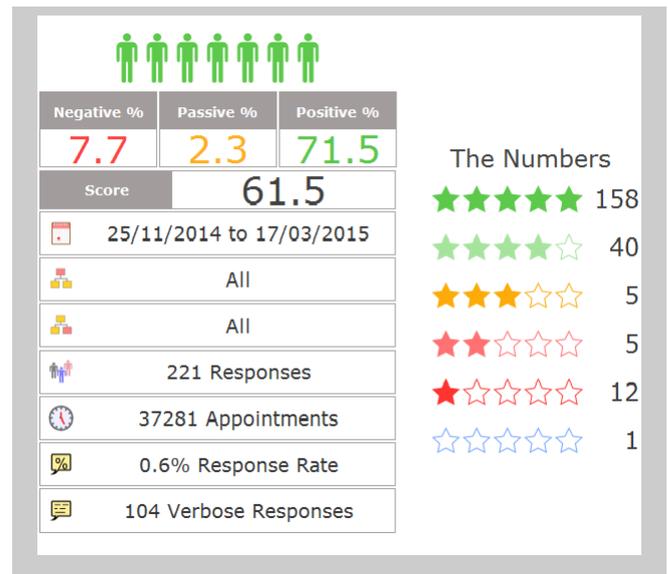
Proof of address – i.e. bank statement, utility bill, tenancy agreement etc – must be less than 6 months old.

As part of the application process you will be required to have read and understood our terms and conditions for access to online services – these can be accessed on our website or a copy can be obtained from reception.



Friends and Family Test

We have been collecting feedback from patients on how likely they might be to recommend our practice to their friends and family. Feedback has been collected via written cards and SMS text messages. The results of the replies received since 1st December 2014 are shown below:



The 71.5% positive rating indicates the % of patients who rated us 5 stars (top marks) out of 221 responses. If you look at the number of patients who rated us 4 or 5 stars, ie the number of patients who said that they were “likely” or “very likely” to recommend us, the combined score is 90%. 2% of the 221 responses indicated that the patient was “neither likely nor unlikely” to recommend us with 2% “unlikely” and 5% “extremely unlikely” to recommend us.

We have also gathered any anonymous comments patients wanted to make to qualify the reasons why they gave a particular rating. The vast majority of comments have been positive and have been very encouraging to read. The patients who have rated us less well have used the opportunity to tell us what they have not liked about the service and we will use this feedback to look at where we might be able to improve our performance.

Please pick up a card at reception and give us your feedback.

New Practice Website

www.beechwoodmedicalpractice.co.uk



Fishponds Primary Care Centre, Beechwood Road
Fishponds, Bristol BS16 3TD
0117 908 2360

Home | The Surgery | The Team | Clinics and Services | How to... | Patient Information | What should I do if... | Feedback

Google™ Custom Search

Noticeboard

- Do you need a GP appointment?
- Making best use of the NHS
- Newsletters
- Practice Booklet
- Patient Survey Report 2014-15
- Friends and Family Test
- Self care for long term conditions

Book Appointments On-line...

Cancel Appointment...

Repeat Prescriptions On-line...

NHS Choices...

Change text size: **A** **A**



Welcome to Beechwood Medical Practice's website

If you wish to download a printable Practice Booklet please [click here](#). Please note you will need Adobe Reader software installed on your computer to view the Booklet. This can be downloaded free at www.adobe.com.

Surgery Times

The practice is now able to offer a limited number of pre-bookable appointments outside of our usual working hours. These are from 7.30 - 8.00am and 6.30 - 7.30pm on various week days.

Practice Core Hours	Monday to Friday 8.00am to 6.30pm
Extended Opening Hours	7.30am – 8.00am & 6.30pm – 7.15pm

When the surgery is closed

If you require urgent medical assistance which cannot wait until the surgery reopens, please call 111 and you will automatically be transferred to the free NHS 111 Service. You may then be given advice over the phone, asked to attend a local Primary Care Centre or offered a home visit.

Call 111 for free NHS advice or visit www.nhs.uk/111

We are pleased to announce that our newly updated website is now live. The address remains the same www.beechwoodmedicalpractice.co.uk

Thank you to patients who responded to our questions about improvements we have used your comments and suggestions when considering what to have on our new site. We would also like to have your feedback now we are live on how useful the site is. Click on the feedback link on the website or put a comment in our suggestion box.

Three key questions when discussing your healthcare

'Ask 3 Questions' is a campaign from the Health Foundation which aims to help patients become more involved in their treatment and care.

Working together with your doctor to decide on the best course of action around consultations and support should help you make more informed decisions about your health, and help you feel in control of your care.

The key message for patients is to always 'Ask 3 questions' when discussing your treatment:

1. What are my options?
2. What are the possible benefits and risks of those options?
3. What help do I need to make my decision?

Often, you will find there are choices to make about your healthcare.

For example you may need to:

- Decide whether or not you want to have treatment.
- Choose between different types of treatment.
- Plan to change your lifestyle to improve your health.
- What you choose to do should depend on what is important to you.



If you are asked to make a choice, you may have further questions that you want to ask. Talking over your options with your family or friends, and writing a list of the questions to take to your appointment may help. Using the 3 Questions, and being more active in your care can make your treatment more satisfying and effective.

EASTER OPENING HOURS

THURSDAY 2 nd APRIL	08:00- 18:30
FRIDAY 3 rd APRIL (GOOD FRIDAY)	CLOSED
SATURDAY 4 TH APRIL	CLOSED
SUNDAY 5 TH APRIL	CLOSED
MONDAY 6 TH APRIL (EASTER MONDAY)	CLOSED
TUESDAY 7 TH APRIL	08:00 – 18:30
WEDNESDAY 8 TH APRIL	08:00 – 18:30



When the surgery is closed

Local pharmacies are open over the Easter period and can provide many self help treatments for minor illness such as sore throat, coughs & colds, sickness and diarrhoea and seasonal allergies.

Minor Injury Units are nurse-led centres dealing with a wide range of minor illness and injury cuts, lacerations and burns. Sexual health screening and emergency contraception is also available. Minor injury unit walk in services (no appointment necessary) are available at:

- South Bristol NHS Community Hospital, Hengrove Promenade, BRISTOL, BS14 0DE. Tel 0117 342 9692. Opening Hours: Monday -Saturday 8am - 8pm, Sundays and Bank Holidays 10am - 6pm.
- Yate West Gate Centre, 21 West Walk, Yate Town Shopping Centre. BS37 4AX. Telephone: 01454 315355. Monday to Friday 8.30am - 7.30pm, Saturday, Sunday & Bank Holidays 10am - 1.30pm. X-ray facilities Monday to Friday 8.30am to 4.30pm. There are no X-ray on weekends or bank holidays.
- Bristol City Walk-in Centre has now moved to Broadmead Medical Centre, 59 Broadmead, Bristol, BS1 3EA. Telephone: 0117 954 9828. Monday - Saturday 8am - 8pm, Sunday and bank holidays, except Easter Sunday and Christmas Day: 11am - 5pm

If you require urgent medical assistance which cannot wait until the surgery reopens, please call 111 and you will automatically be transferred to the free NHS 111 Service. You may then be given medical advice over the phone, asked to attend a local Primary Care Centre or offered a home visit.

Call 111 for free NHS advice or visit www.nhs.uk/111

If it is a medical emergency, or you think someone is having a heart attack or stroke dial 999.

Only dial 999 in a critical or life-threatening situation, for example if someone has:

- loss of consciousness
- acute confused state and fits that are not stopping
- persistent, severe chest pain
- breathing difficulties
- severe bleeding that can't be stopped.

If you would like to submit an article for inclusion in the newsletter please contact the practice manager. Our practice details are: Beechwood Medical Practice, Fishponds Primary Care Centre, Beechwood Road, Fishponds, Bristol, BS16 3TD. Tel 0117 9082360, fax 0117 9082354, website: www.beechwoodmedicalpractice.co.uk