



# Practice Newsletter

## Summer 2015

### Happy Retirement Phillipa

At the end of May we said goodbye to Phillipa, our long serving prescribing clerk and former receptionist. Many patients will know Phillipa from her time working at our Eastville Health Centre branch surgery. She worked at Eastville HC from April 1987 until we merged our practice sites to the new Fishponds building in 2005. In 2005 all the Eastville staff moved to the Fishponds main site and Phillipa then worked for a further 10 years at Fishponds Primary Care Centre. Phillipa was very popular with our patients and pharmacy colleagues and a great team member who will be really missed. We wish Phillipa a very happy retirement.



### Other Changes At The Practice

Dr Iyabo Ojo will be on maternity leave from 14<sup>th</sup> August. We have appointed Dr Fiona Macpherson to cover for the 8 months that Dr Ojo will be away.

Dr Jo Reiterer, our trainee GP, has moved on to her next training placement and we will be welcoming Dr Lauren Lee-Moyet to the practice from 5th August on a four month placement.

Congratulations to Dr Rachael Dodoo who has recently been accredited as a clinical supervisor. Dr Dodoo will be working alongside Dr Gwilliam to provide training and mentoring in general practice for qualified doctors who want to experience working in primary care or who are training to become a GP.

Our first Medical Business Administration Apprentice, Emma Bennett, has recently completed her college course and gained a Level 2 NVQ Certificate in Business and Administration and a Level 2 BTEC Diploma in Medical Administration. Congratulations to her. Emma is now well placed to seek permanent work within the NHS, or indeed any office environment having gained knowledge and skills whilst working with us over the past year. We are pleased to welcome our next apprentice, Chelsea Walker, to the team.

### Friends and Family Test

We asked patients the following question: *How likely are you to recommend this practice to your friends and family if they needed similar care?*

Our results for April, May & June were as follows:

Month	Extremely Likely or Likely	Neither likely nor unlikely	Unlikely or very unlikely	Total
April	36	1	6	43
May	33	1	4	38
June	27	1	1	29
Overall %	87%	2%	10%	

Patients were asked this question via printed response cards or SMS text message following recent visits to the surgery. There was also a follow up question asking if the respondent would like to expand on why they had given us a particular rating.

We find the qualifying responses very interesting and where a suggestion for improvement is made we will make efforts to investigate and resolve any problems that are brought to our attention. For example, we recently changed the time of

day that some of our pre-bookable appointments release, now some become available from 2pm in the afternoon which should help those patients who find it difficult to ring us earlier in the morning.

When reviewing the responses regarding patients who were unlikely or very unlikely to recommend us there were very few qualifying remarks. Out of 11 negative ratings there were only 2 explanations of why this rating had been given and these were both about difficulty in making an appointment. We do appreciate that there are sometimes days when it is difficult to provide enough appointments to satisfy demand. We are sure you will have read in the media about the pressures on the NHS across the system and we do review our capacity on a very regular basis.

We ask you to help us by considering if you could try a self-help remedy or seek advice from a local pharmacist before booking an appointment for a minor ailment such as hayfever, short term sickness & diarrhoea, colds and simple pain relief.

We would like to reassure patients that even if you have experienced a difficulty in booking a routine appointment we will always offer a telephone assessment and subsequent appointment with the duty doctor where it is clinically appropriate.

We were also pleased to read the many positive explanations from patients who were pleased with the service including the following comments:

*"I am always able to get an appointment when I need one, reception staff are very helpful and the practice as a whole has provided an individualised service to meet my needs"*

*"Felt listened to, given options, involved in decision making."*

*"High quality service and very professional approach by staff"*

*"Did not have to wait. Nurse was open and friendly, also helpful and discussed my case..and did not hurt when she drew blood!"*

*"I am new to Beechwood Practice, I was extremely impressed by the availability of an appointment, the fact that it was early (7.40) and therefore did not interfere with work commitments and the time and consideration given by the GP was excellent."*

*"Fabulous surgery. Helpful staff from reception to nurses to Dr's. Able to get appointments. Very good surgery. Keep up the good work. Difficult, demanding times, excellent practice. Thank you all."*

## HOW TO ACCESS MEDICAL ASSISTANCE 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 medical advice over the phone, asked to attend a local Primary Care Centre or offered a home visit.

Call 111 at any time for free NHS advice or visit [www.nhs.uk/111](http://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 is 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.

## Named, accountable GP for all patients

The practice is required by the Government, under the terms of the latest GP contract, to allocate all patients a named, accountable GP.

Individual patients will be informed of their named accountable GP at the first appropriate interaction with the practice.

If you wish to be told the name of your Accountable GP, please ask the receptionists when you are next in the surgery. Please note: there is no need to telephone the practice for this information. Where a patient expresses a preference as to which GP they have been assigned, the practice will make reasonable efforts to accommodate this request. Having a named GP does not prevent you seeing any other doctor in the practice. Your named GP will not be available at all times and if your needs are urgent, you may need to discuss them with an alternative doctor.

## Electronic Prescription Service (EPS) A new way to get your medicines and appliances

### What does this mean for you?

If you collect your **repeat prescriptions** from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.

**The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.**

You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.

You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

### Is this service right for you?

Yes, if you have a stable condition and you:

- **don't want to go to your GP practice every time** to collect your repeat prescription.
- collect your medicines from the same place most of the time or use a prescription collection service now.

It may not be if you:

- don't get prescriptions very often.
- pick up your medicines from different places.

### How can you use EPS?

You need to choose a place for your GP practice to electronically send your prescription to. This is called nomination. You can choose:

- a pharmacy.
- a dispensing appliance contractor (if you use one).



Ask any pharmacy or dispensing appliance contractor that offers EPS or your GP practice to add your nomination for you. You don't need a computer to do this.

### Can I change my nomination or cancel it and get a paper prescription?

Yes you can. If you don't want your prescription to be sent electronically tell your GP. If you want to change or cancel your nomination speak to any pharmacist or dispensing appliance contractor that offers EPS, or your GP practice. Tell them before your next prescription is due or your prescription may be sent to the wrong place.

### Is EPS reliable, secure and confidential?

Yes. Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now. Sometimes dispensers may see that you have nominated another dispenser. For example, if you forget who you have nominated and ask them to check or, if you have nominated more than one dispenser. Dispensers will also see all the items on your reorder slip if you are on repeat prescriptions.

### If you are unhappy with your experience of nomination

Talk to your GP practice or pharmacy so that they can help sort any problems you may have encountered.

For more information visit [www.hscic.gov.uk/epspatients](http://www.hscic.gov.uk/epspatients), your pharmacy or GP practice.

## Changes to the Immunisation Programme In 2015

### MenB vaccine

From September 2015, babies aged 2 months will be offered the MenB vaccine, which protects against meningococcal B disease, followed by a second dose at 4 months and a booster at 12 months. There will also be a limited catch-up programme for infants who are due their 3 and 4 month vaccinations in September, to protect them when they are most at risk.

The MenB programme means that England is the first country in the world to begin national and publicly funded Men B immunisation. This will be offered alongside other routine infant vaccines through the NHS Childhood Immunisation Programme.

### MenACWY vaccine

From August 2015 all 17 and 18 year olds in school year 13 will be offered a combined vaccine that protects against the A, C, W and Y strains of meningococcal disease. The vaccine is particularly important for those who are heading off to university, as they are at greater risk. The vaccine will also be available to older students aged 19 to 25 who are starting university this year.

From spring 2016 there will also be a school-based vaccination programme for MenACWY, which will replace the MenC-only vaccine that is currently offered to school Years 9 and 10. There will also be a catch-up programme for those in Year 11.

### How to get the vaccines

We will be offering the MenB vaccine alongside other routine infant vaccines, and we will contact parents via letter to invite your child in for these first immunisations. For the MenACWY vaccine, we will invite eligible young people to come in for vaccination.

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](http://www.beechwoodmedicalpractice.co.uk)

## Group Psychotherapy for mums with postnatal depression

### What is Group Psychotherapy?

Motherhood brings with it huge change and challenge. This group is an opportunity to meet and work with others who are experiencing similar difficulties, in an environment where these can be explored, with the aim of understanding how these have arisen and how they can be better managed.

You are **welcome to bring babies and preschool children** to the group - there will be a childcare worker to help with the children.

### What to expect:

It involves meeting regularly with up to 5 other women for ten 1½-hour sessions, with an opportunity to meet with the group leader before the group sessions start.

### Where?

#### Fishponds Play Cafe

All Saints Church Hall,  
Grove Road, BS16 2BW

### When?

**Thursdays 9:45am-11:15am**

**Starting soon!**

### Interested? Want to know more?

Contact Caroline Canfield, the facilitator, on **07708 340212** or via Ganwest on **0117 944 1005** who will be happy to explain more and answer your questions.\*

Email [info.ganwest@gmail.com](mailto:info.ganwest@gmail.com) or website [www.ganwest.co.uk](http://www.ganwest.co.uk)

*\*Please note that these phone lines are not always staffed. We ask that you leave a clear message, giving, contact number, a good time to speak to you and a brief message explaining why you are calling.*

This is an NHS funded group through LIFT psychology; there is no charge for this therapy.