



SPRING NEWSLETTER 2019

Please see our Easter Opening times attached.

We have some important changes to tell you about in this Newsletter, so without further ado.....

COMINGS AND GOINGS -

Leaving us I know many of you will be disappointed to learn that **Dr Fiona Thompson** will be leaving her salaried role with us at the end of May. Dr Thompson has been offered and accepted a partnership with the practice where she originally worked. We will be very sad to lose her but wish her all good fortune for the future. We are currently advertising for another doctor but, in common with several other local practices, we are finding it difficult to recruit GPs. As you may be aware from reports in the media, GP recruitment is at an all-time low and is a national problem.

Retiring -We recently said "Goodbye and Happy Retirement" to **Joyce Donaldson**. Joyce has been a Health Care Assistant (HCA) in our lovely nursing team for the past 7 years and we will really miss her cheerful presence in the team. However, as one door closes..... **Joining Us** -we are delighted to welcome **Debbie Wilcox** as our new HCA and hope she will be very happy working with us.

Retiring, but not quite yet! **Rowena Corbin** will be stepping down as Lead Nurse at the end of April and **Joining Us** - we warmly welcome **Abi Davis** who will be joining us as our new lead nurse. Rowena has kindly agreed to stay on for a while to help Abi settle in before retiring completely.

Retiring. A year ago I decided I would retire at the end of May 2019 having reaching that OAP age, and my goodness how quickly that year has gone by. And so it is with mixed feelings I retire as Practice Manager after almost 30 years with the Practice. I have always considered it a great privilege to work at the surgery and am incredibly proud of the Practice and its amazing team. I will miss them all more than I can say. **Stepping Up** - I am delighted to tell you that **Keeley Bruce**, currently our Practice Administrator, will be taking over as Practice Manager and I know I leave the Practice in very safe and capable hands.

Joining Us – we are pleased to welcome **Alison Cosher** as our new Practice Administrator.

We wish all our retirees a long, happy and healthy retirement and offer a warm welcome to the new members of the Wellbridge Family.



CONCERNS RE THE CURRENT EMERGENCY SURGERY - REVISED APPOINTMENT SYSTEM.

We have listened to our patient's concerns and frustrations regarding the current Emergency Surgery. This surgery was introduced in answer to patient's requests for more pre bookable appointments to be made available. We accept that, despite a promising start, this system is now not working as we had hoped. Therefore, following much discussion we will be introducing an alternative system from 1st May 2019. **From Wednesday 1st May** there will be a number of appointments available each morning for patients who wish to turn up at the practice from 8.30am to sit and wait to see a doctor.

PLEASE NOTE: The number of patients we can see in this surgery will be capped each day depending on the number of doctors available.

These appointments will be available for routine or urgent problems.

In addition patients will be able to ring the surgery from 8.30am to book an appointment later in the morning. We have split the appointments in this way so patients who live further away or cannot get to the surgery early have an opportunity to book an appointment on the day from home.

PLEASE NOTE: There will be no sit and wait surgery in the afternoons or evenings. These surgeries will be primarily for patients who have pre booked their appointments.



RE ORDERING THE CONTRACEPTIVE PILL - We regularly have ladies who contact us in a panic because they are due to run out of their contraceptive pill and need to see a doctor before more pills can be issued.

PLEASE NOTE: Running out of your contraceptive pill is NOT considered to be an emergency and if no appointments are available you will be advised to see a chemist who may issue you with condoms and/or an emergency supply of the pill for which you will be charged.

It is your responsibility to ensure you make an appointment with the doctor in good time to renew your prescription. **Ladies; we advise that when you open your last pack of pills you contact the surgery to make an appointment with the doctor.**



DO YOU NEED THE DOCTOR TO COMPLETE OR SIGN A FORM FOR YOU? - Please be aware this is **NOT** part of a GPs NHS role and is therefore classed as private work. Most doctors will therefore charge a fee to do this type of work for you. Because the completion of forms and some questionnaires is classed as private work the doctor will usually only do this after he/she has completed all their NHS work.

We cannot give you a guaranteed time or date when your forms may be ready for collection. We usually advise a **minimum** of 7 days turnaround. ***FOR MORE INFORMATION PLEASE PICK UP A LEAFLET AT RECEPTION.***

DID YOU KNOW? The Passport Office advises that ***“doctors should NOT sign passport forms unless they can state on the form that they know you well (for example they’re a good friend) and that they recognise you easily from your photo.”*** A comprehensive list of people who **CAN** countersign passport forms and photos can be found at: <https://www.gov.uk/countersigning-passport-application>



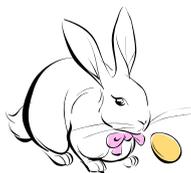
ZERO TOLERANCE We have received some comments from patients that our Zero Tolerance posters are seen as a barrier to patients coming into the surgery. I do apologise if they have had that affect as it is certainly not our intention to put up barriers. Sadly it has become necessary to display these posters as we are experiencing increasing levels of abuse from a small number of patients both face to face in the surgery, on the telephone and on social media. We realise it can be very frustrating not being able to get an appointment when you want one etc, but **WE WILL NOT TOLERATE** our staff being abused verbally or physically. We will not hesitate to remove abusive patients from the Practice list, nor will we refrain from taking action where defamation of character can be proved. **Please note all our telephone calls are recorded.** All of our doctors and supporting staff work tirelessly to help each and every patient receive the best care possible and **DESERVE TO BE TREATED WITH RESPECT.**



FROM THE SUGGESTION BOX - Patients arriving late for appointments-

It is Practice Policy that if a patient arrives more than 10 minutes late for a booked appointment with either a doctor or nurse they will not generally be seen and will be asked to re-book.

We understand that patients can sometimes be upset by this quoting that doctors and nurses often run late. GPs and Nurses routinely have patients booked every 10 minutes and a patient arriving late would result in the whole clinic running late. Unfortunately, until the patient is in the consulting room it is often unknown how long they will need with the doctor or nurse. Some problems will be dealt with easily in 10 minutes but others may take considerably longer. We hope patients will appreciate and understand that based on the presenting problem they will always receive the time they need with the clinician, which may in turn increase the waiting time for other patients.



EASTER OPENING TIMES

THURSDAY 18 th April	NORMAL OPENING
GOOD FRIDAY (19 th April)	SURGERY CLOSED
EASTER SATURDAY (20 th April)	SURGERY CLOSED
EASTER SUNDAY (21 st April)	SURGERY CLOSED
EASTER MONDAY (22 nd April)	SURGERY CLOSED
TUESDAY 23 rd April	NORMAL OPENING



PLEASE USE OUR EMERGENCY SERVICES WISELY OVER THIS BANK HOLIDAY.

WHEN THE SURGERY IS CLOSED - 111 Out of Hours Service - If you require urgent medical assistance which cannot wait until the surgery re-opens you should ring **111**. Calls to the **NHS 111 service** are free from both landlines and mobiles. **PLEASE NOTE: PAY AS YOU GO MOBILES MUST HAVE AT LEAST 1p CREDIT.**

This service is for urgent medical situations – if you, a member of your family, become ill and you are concerned. It is **not** for routine enquiries, such as booking an appointment with your GP, repeat prescriptions, test results etc.

Or - You can visit a local pharmacy (chemist). Your local paper will have details of pharmacies opening late on weekdays and on Saturdays, Sundays and Bank Holidays.

Or - If you have a life threatening medical emergency you should ring: 999

PLEASE ONLY GO TO A&E IN A REAL EMERGENCY SUCH AS: Suspected heart attack, heavy blood loss, suspected broken bones, deep wounds, severe breathing difficulties, a head injury, chest pain or patient is unconscious.

Until next time when Keeley will be writing to you, I'd like, on behalf of the Doctors and Staff at The Wellbridge Practice, to wish all our patients a blessed and peaceful Easter and extend my good wishes to all for the future.

Jan Burt
Practice Manager.
April 2019

"Oh, to be in England now that April's there" - Robert Browning

