

THE WELLBRIDGE PRACTICE



NEWSLETTER 2019

Hello and welcome to my first newsletter and our Summer 19 edition.

Will we get a summer this year?



Who knows! We definitely have not had the weather of last year but hopefully we will see some wonderful summer days to come. Here are some tips to stay safe in the sun:

- Try and plan your day in a way that allows you to stay out of the heat
- If you can, avoid going out in the hottest part of the day (11am – 3pm)
- If you can't avoid strenuous outdoor activity, like sport, DIY or gardening, keep it for cooler parts of the day, like early morning or evening
- If you go out, stay in the shade. Wear a hat and light, loose fitting clothes, preferably cotton. If you will be outside for some time, take plenty of water with you and most importantly cream up! Make sure you apply at least SPF 30 regularly, even when it's cloudy.

Going on Holiday?



Travel Risk Assessment Service – we offer a full travel risk assessment and vaccination service for foreign travel. You should contact the surgery **AT least 8 weeks** prior to your departure date to ensure the assessment and any vaccinations can be completed in good time. Please ask at reception for more information about this service or visit our website www.wellbridge.co.uk



Self-Management Health Coaching – you may not be aware that we have a specialist health coach working in our surgery team who can support you to feel more confident about managing your health and the impact it has on your day to day life. This free confidential service is for anyone over the age of 18 who has an on-going health condition or is a carer. Sessions are held here at the Practice. To obtain a referral, please contact any member of staff at The Wellbridge Practice.



Demand Management - demand for appointments continues to be at an all time high. PLEASE USE OUR SERVICES APPROPRIATELY. We have a walk in surgery every morning but we must remain in safe working limits and restrict the amount of appointments available. Regionally it has been recognised that surgeries are working to capacity and have put in place a service called Improved Access which offer GP appointments in Poole & Wimborne Hospitals. We understand that this can be too far for some to travel and we are pushing for this service to be introduced to Wareham but for the moment this service is there to be utilised so if we have nothing available please ask reception about Improved Access appointments.



Routine Appointments – again we are struggling to keep up with the demand for routine appointments and understand this can be very frustrating for you, but rest assured we are doing all we can to recruit new clinical staff to help in this very difficult time of shortages. In the meantime:-

- PLEASE USE THE LOCAL CHEMIST FOR ANY MINOR AILMENTS
- PLEASE LET US KNOW IN GOOD TIME IF YOU CANNOT KEEP AN APPOINTMENT SO WE CAN OFFER IT TO SOMEONE ELSE



Late Summer Bank Holiday - The surgery will be closed for the bank holiday on Monday 26th August. Open as usual again on Tuesday 27th August.



Online Access - Have you signed up for **ONLINE ACCESS** yet?

Once set up you can:

Book and cancel appointments with your doctor online, when it suits you.

Order repeat prescriptions online. Some patients have found that they save money and time as they don't need to make a special trip to the surgery to order repeat prescriptions.

Look at part of your GP records online. Once you have registered for access to online appointments and repeat prescriptions you can request access to part of your medical record. **PLEASE NOTE:** *This is a separate request.* Online services are **free** to use and are just another way of contacting the surgery. You can still ring us or come to the surgery in person like you do now. **Please ask at reception if you would like more details.**



Facebook Page – we have now set up a Facebook page to keep you up to date with any relevant information from ourselves, NHS England and Dorset CCG. If you search for 'Wellbridge Practice, Wool' and like our page you will automatically see any updates.



Future Editions of the Newsletter - as always, please let me know if there are any subjects you would like covered in future issues.

In the next issue we will be letting you know dates for our **2019 Flu Campaign**. We will be starting clinics in mid-September this year. **PLEASE SUPPORT YOUR GP SURGERY.**

Until then, enjoy the rest of the summer and remember to **STAY SAFE IN THE SUN**



Keeley Bruce
Practice Manager
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