THE WELLBRIDGE PRACTICE

sUMMER NEWSLETTER 2022

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| **Covid-19**Covid-19 is still with us and even though the majority of us have been vaccinated and the risks are lower than they were initially we still have a duty to keep our community, patients and staff safe from infection. For this reason please do not visit the surgery if you have any symptoms of covid-19. You can find the full list of symptoms on [www.nhs.uk](http://www.nhs.uk) and search for Covid-19**. It is still mandatory to wear a mask in the surgery at all times for all, including staff.** Many of our staff have been unwell with Covid over the past 2 years and although the virus affects us all differently some really do feel quite unwell so please help us keep everyone safe.  |
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| **Your covid recovery**Many people are suffering long term effects of Covid-19 and whilst most will get better with time there is a dedicated website that offers help and advice if you have any concerns. Go to [www.yourcovidrecovery.nhs.uk](http://www.yourcovidrecovery.nhs.uk)  |

**New Appointment System MONDAY 13TH JUNE**

We are very aware that the current set up for making appointments is not working. We changed to telephone triage very quickly at the start of the pandemic but now we have to move on and learn to live with the virus as best we can. We have put our heads together and made some changes that we hope will make it easier to access appointments. The demand for appointments in general practice is higher than it has ever been, and we unfortunately will never be able to meet all demand, but we are doing our best with what we have. From the 13th June the way you access appointments will change as follows:

**For an urgent same day appointment** please ring the surgery on 01929 462376 between 8.30 and 10.30. We have a limited number of appointments to offer but if available you will be given a time to come to the surgery and be seen.

**For a routine appointment** please call after 10.30. We have set up our clinical system to release appointments automatically that can be pre-booked at different times of the day hoping this will give everyone equal opportunity at booking an appointment.

You will still be able to book a **telephone consultation** too. Many of us have got used to speaking to a doctor over the phone and some things can easily be dealt with in this way so if you would like to speak to a Dr on the telephone please call after 10.30 and a routine appointment can be arranged for you to do this. When asking for this service please bear in mind what result you expect from this call. This service is not suitable for anything that would need to be seen by a Dr so please do not expect a follow up face to face appointment to be arranged for you as a result.

**OTHER ALLIED HEALTH PROFESSIONALS**

We are very lucky to be part of Purbeck Primary Care Network and the six Purbeck practices are working very hard to employ staff and provide new services for the patients of Purbeck. GP’s do not have to be the only professionals you see. Some allied professionals are better equipped to deal with your condition for instance pharmacists, first contact physio, social prescribers and many more and we are privileged to have such professionals available at Wellbridge. You can make appointments with any of the above via reception and they have been given extensive training to be able to offer you these appointments when appropriate.

**CPCS- Community pharmacist consultancy service**

This is a service that has been set up to help alleviate the pressures on general practice. Surgeries will be working collaboratively with local community pharmacies to offer this service. There are certain conditions that can be dealt with by community pharmacists, so we now have a referral process in place. When you ring our reception team with one of the eligible conditions you will be offered a referral to the pharmacist where you will be given a consultation. This service is about to go live any day so keep any eye out on our Facebook page and website for more information and a list of conditions that will be referred to the pharmacists.

**MISSED APPOINTMENTS**

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Unfortunately in the month of April we had 94 DNA’s (Did Not Attend) wasting nearly 16 hours of clinical time or 94 appts that could have been given to other patients. We understand that things change, and everyone is busy but please do try to inform us in good time if you cannot attend your appointment.



GP TRAINEES

It is no secret that there is a shortage of GP’ s so it is with great pleasure to tell you that Dr Anyabolu has successfully completed the course to become a trainer meaning we can now host trainees on a regular basis. Not only does this mean more appointments available but we get the opportunity to show newly qualified Doctors what general practice has to offer. We are currently hosting Dr Gabriella Gavins who is with us until the beginning of August. Keep an eye on our website for up to date information on our trainees.

**CARERS EVENT**

**WEDNESDAY 8TH JUNE 2 -4.30 PM**

**THE SPRINGFIELD HOTEL**

6th to 12th June is carers week and this year Purbeck Primary Care Network are hosting an event at The Springfield hotel on Wednesday 8th June. If you care for someone why not pop by between 2 and 4.30pm where you will find a range of organisations who can offer resources, help and support. There may even be some goody bags on offer 😉

**Future Editions of the Newsletter** - 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 **2022 Flu Campaign**.

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

PATIENT PARTICIPATION GROUP

Did you know that we have an active PPG here at Wellbridge? The PPG help us see things from a patient perspective and offer help and support. We are always looking for new members so please contact the surgery if you would like to become a member.