



## **FRIENDS OF BRADLEY STOKE SURGERY NEWSLETTER - SPRING 2010**

### **WELCOME**

A very warm welcome to the second Newsletter from the Friends of Bradley Stoke Surgery. We are a group of patients and staff who meet on a regular basis to discuss all aspects of Surgery matters and to provide feedback and comment. The Friends have organised many fundraising events including skittle nights in collaboration with the Little Stoke Social Club and we would like to thank them for their help and support in providing really enjoyable occasions. For several years we have had a stall at the Bradley Stoke Festival and appreciate the residents donations and sponsorship from 'Bradley Stoke Matters' Community Magazine. Funds raised to date have enabled us to provide essential medical equipment for the benefit of all patients including the Automated Log In system. We have also purchased Defibrillators for emergency use in the Community, Electronic Sphygmomanometers (machines to measure your blood pressure) and just last month the very latest Spirometry machine which is an essential piece of equipment used in the management of patients with Asthma and COPD (Chronic Obstructive Pulmonary Disease). This piece of kit alone cost £1,500. Equipment such as this enables the Doctors and Nurses to provide first class medical care.

We are very keen to enlist new members to our group and if you have a little spare time would be very welcome to help us in this enjoyable activity which benefits the wider community of Bradley Stoke. If you are interested in finding out more, please leave your contact phone number at reception and we will get in touch.

### **THE NEW SURGERY BUILDING**

You may recall we reported in the first Newsletter the exciting news that contractors would be commencing work in February 2010. The impressive crane erected at the front of the Surgery building by the main contractors Pearce is witness to the fact that work has started! Work has progressed extremely well and been blessed with good weather to the extent that the Practice Nurses and Treatment Rooms will be moving in to the new extension at the front of the Surgery on the 21<sup>st</sup> June! This is an interim arrangement to enable internal alterations to relocate the reception area within the old building and enlarge the waiting room. The Practice has developed an excellent working relationship with Miranda Hill, Pearce's Site Manager, with the aim of minimising any disruption that site traffic and deliveries of materials may cause. The Practice has also instituted a 'green policy' for all Staff travelling to work by walking, cycling or parking off site to keep the car park as free as possible for patients use. Just two car parking spaces have been retained for the Doctor On Call in case of emergency call out. Building is progressing on target with the aim of completion in October.

## APPOINTMENTS

Following feedback from The Friends group about the Surgery appointment system, we are pleased to report that the first step has been the introduction of the Practice On Line Booking system which has gone live this month. Patients can now register to have the facility to book their appointments on line at their convenience. Appointments have been made available on the system up to two weeks in advance. Patients need to register in order to use the Book On Line system and this can be done in person at reception. There is a leaflet available in the Waiting Room which will give patients all the details they require on this new service. The Practice will be reviewing procedures and will be monitoring the uptake of this new development over the next few months.

The Practice is always looking to develop systems to deal with demand in the most appropriate way and are currently open from 8.30 am in the morning until 8.00 pm in the evening. It is disappointing to note in March that of the 200 pre-booked appointments made, 29 patients did not turn up. This equates to 7 and a half hours of Doctors time being wasted. The Practice is always working to obtain a balance between appointments booked on the same day and those appointments booked in advance. However, it is essential that if appointments made in advance are then not needed or cannot be kept, the Practice is notified so that these appointments can be offered to other patients.

## FUTURE DEVELOPMENTS

The new Surgery building is a major investment by the Partners to provide better health facilities and alongside this exciting development, we have been advised that another contract has been signed with a leading electronics company to provide the latest telephone technology. Work has already started to ensure that the new telephone system will be installed and the first stage will be operational in June.

There are busy periods in the day when phone lines are congested. The start of the day is when there is the most demand. It would be a considerable help if patients non urgent telephone contact, such as results, routine matters or queries, are made later in the day.

## HOLIDAY VACCINATIONS

With the better weather around the corner and people planning and booking holidays abroad, please remember to book your holiday vaccinations as far in advance as you can. Initially patients will need to complete a holiday form and the Nurse will work out which vaccinations are required by checking your vaccination history and the latest holiday travel guidelines. The Practice finds this is the best way to manage patients needs and make it as user friendly as possible. A receptionist will then be in touch to book in your travel appointment. Ideally allow **at least** 4 weeks before travelling. Many vaccinations are provided by the Health Service but there are others which are not provided on the NHS, for example Yellow Fever and Rabies. The Practice is a Yellow Fever Centre and they always keep the most popular vaccines in stock. Vaccinations that are not provided by the National Health Service will incur a charge.

## STOP PRESS

**Skittle Night at Little Stoke Social Club on Saturday, 7 August 2010 at 7.00 pm. Bring a team!**

THE FRIENDS