

Close Farm Surgery Patient Newsletter



Spring Edition 2019

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Active signposting

The pressures facing General Practice are well publicised and well known. In recent years we have seen a shortage of doctors and a reduction in funding. Our reception team will now ask you more questions when you book an appointment. The doctors have given them specific training on how to direct patients to the most appropriate service as we are finding that some appointments can be dealt with either over the telephone or by another healthcare professional such as a local pharmacist. By freeing up essential doctor time we can spend this with our most unwell patients. Please can we ask that you co-operate with our staff when asked for the reasons for your appointment.

Waiting room configuration

Due to a recent safety incident, the waiting room seating configuration has been changed. This is to allow the receptionist to be able to see patients in the waiting room. It also allows patients to see each other and escalate to the receptionist if they notice other patients' appearance to worsen. We acknowledge that this may make the information screen more difficult to see, but in the interests of safety we feel this is necessary.

Travel vaccines

If you are going abroad please ensure you book in for your travel vaccines in sufficient time before you travel. Simply complete a travel questionnaire (available from reception or from our practice website under health information > practice patient information leaflets > travel questionnaire) and hand this in to reception. One of our nurses will then confirm what travel vaccines you require (if any) and we will contact you to book your appointment (if required). Please note that not all travel vaccines are free on the NHS and you may have to pay. We will advise you of any cost when we book your appointment.

Facebook page

Did you know that we have a practice Facebook page? Follow us @closefarmsurgery to receive regular news and updates about the practice as well as details of health campaigns.

Yate Minor Injuries Unit

From the 15th April the Minor Injuries Unit at Yate West Gate Centre will be open from 8am until 8pm each day, including Bank Holidays and weekends. No appointment is necessary. They offer a minor injuries service to both adults and children and are able to treat patients who present with the following:-

- Cuts and grazes
- Sprains and strains
- Arm, lower leg and foot injuries including broken bones
- Bites (human, animal or insect)
- Minor burns and scalds
- Minor head injuries
- Broken noses/nosebleeds
- Minor eye problems such as scratches or foreign bodies in the eyes

There is an x-ray facility on site which the team can refer you to for an immediate result if required.

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RSVP Volunteer Driver Scheme

Do you struggle to attend routine appointments at the surgery and have to rely on friends or family to bring you? Did you know that the practice is working with the Retired Seniors and Volunteer Programme (RSVP) to offer a volunteer driver scheme to our patients? Volunteers (who are also registered patients at the practice) will collect you from your home and will bring you to routine pre-booked appointments. To access this service, patients will need to complete a consent form so your details can be passed on to volunteer driver co-ordinator. When you require transport you simply contact the co-ordinator giving them details of the date and time of the appointment and they will make arrangements for you to be collected. Whilst the service is staffed by volunteers, we do ask for a small contribution towards the cost of petrol which is paid directly to reception. At the end of the month we arrange for the drivers to be reimbursed for their petrol costs.

We are always looking for more volunteers so if you would like to help our vulnerable patients please speak to reception. Full training is given for the role and there will be no increase in your car insurance premiums. The role is very flexible and can bring great rewards to both the volunteer and the patient.

RSVP Befriender Scheme

The practice is also setting up a Befriender Scheme where volunteer patients will visit lonely or isolated patients once a fortnight to offer a bit of company. We have many patients who have expressed an interest in receiving this service but sadly we do not have enough volunteers. If you can spare a couple of hours a month to help improve the quality of life for someone close by we would love to hear from you. We would match you with someone who does not live too far from you so this would be easy for you to keep in touch. Again full training is given by the Retired Seniors Volunteer Programme who will support you in this role. For further details please speak to reception. We very much look forward to hearing from you.

Did Not Attend (DNA's)

In the last quarter (1st January to 31st March 2019) 196 patients booked an appointment but did not attend. This equates to over 30 hours of lost clinical time (or 7.5 doctors clinics) which we could have offered to other patients. We have a text messaging reminder service and our receptionists also give out reminder slips to patients on request. Please can we again ask that ***if you do not require or cannot make your appointment that you tell us so we can offer this appointment to another patient***. Thank you.

Staffing update

Dr Curtis began her maternity leave on the 15th April and has given birth to a healthy baby boy. We send her our many congratulations. Dr Curtis has been replaced by Dr Claire Pugh who will be joining us from the end of May. Additional cover will be provided by Dr Nafeesa Arshad. We also welcome back Carolyn to our reception team and new Receptionist Sam who joins us this month.

Sadly Danielle Eckley, our Pharmacy Technician, will be leaving us soon for a new role at Newport Hospital. We have recruited a new Pharmacy Technician and would like to welcome Michaela Coles to the practice. Michaela has a background in community pharmacy so brings a wealth of experience to the role. We'd like to thank Danni for all her hard work and commitment over the past year and wish her all the best for the future.

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Requests for urgent prescriptions

We aim to process all requests for prescriptions within 48 hours. We receive large numbers of requests on a daily basis. A request for urgent medication is not processed in the normal way and has to be actioned by a doctor – meaning there is less availability to a doctor for other patients. The risk of a medication prescribing error also increases when requests are dealt with outside of the normal routine. Therefore unless your request falls within a certain narrow range of emergency drugs, your request will be processed in the usual timeframe.

Emergency drugs	Non-emergency drugs
• Patients with cancer requiring medicines at the end of life	• Antidepressants / sleeping tablets / regular painkillers
• Patients with heart failure	• Skin creams for eczema / psoriasis / acne / dry skin
• Insulins	• Tablets for high blood pressure / cholesterol
• Medicines for epilepsy	• Oral medication for diabetes
• Salbutamol/Ventolin	• Asthma inhalers (excluding Salbutamol/Ventolin)
• Warfarin	• Eye drops
• Rivaroxaban / Apixaban	• Routine oral contraception

Please can we ask that you ensure that you do not run out of medication before you put in a request for further supplies and ensure that you attend regular medication reviews as requested – with many thanks for your co-operation.

Over the counter medicines

Some medicines for minor illnesses can be bought over the counter without a prescription, so you can treat yourself without needing to see a GP first.

Simple painkillers, cough remedies, for example can be brought directly from supermarkets and other stores. Other types of medicines such as eye drops or emergency contraception are available without a prescription but need a pharmacist's supervision so are only able to buy from behind the pharmacy counter. Prescription-only medicines such as antibiotics must be prescribed by a qualified health professional. This may be a GP, hospital doctor, dentist, nurse, pharmacist, optometrist, physiotherapist or podiatrist.

What is the difference between brands and generics?

Medicines will often have more than one name. A generic name is the ingredient of the medicine (for example ibuprofen). Often generic medicines are made by a number of manufacturers. A brand is the name the manufacturer or pharmaceutical company gives to the medicine (for example Nurofen). Only the manufacturer can make that brand. If your doctor prescribes by brand name the law says that the pharmacy has to supply that brand. If your doctor prescribes using a generic name the pharmacy can supply any manufacturers generic product.

Why is my medicine out of stock?

Recently two manufacturers have had problems making their medicine which means that they cannot be sold. Some medicines are now in short supply. Also recent changes in the exchange rate means that stock sold to pharmacies in the UK may now be being sold in other countries meaning that there is less stock available.

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Our doctor team and their normal working days

- Dr Luke Parker – Monday, Tuesday & Thursday
- Dr Lesley Haynes – Tuesday, Thursday & Friday (morning)
- Dr Ash Singh – Monday, Wednesday, Thursday & Friday
- Dr Gill Degens – Wednesday & Friday
- Dr Jennie Wallace – Monday (morning), Wednesday & Thursday
- Dr Claire Pugh – Monday, Tuesday & Wednesday (morning) from 28th May 2019

Our doctors rotate the on-call clinician and our partners offer extended hours surgeries on either a Monday or Thursday evening each week.

When the surgery is closed, out of hours cover is provided by the NHS-111 service. Calls to the NHS-111 service are free from both a landline and mobile phone.

Useful telephone numbers to help you

Age UK	0117 929 7537
Alcoholics Anonymous	0117 926 5926
Alzheimer's Society	0117 961 0693
Bristol Autism Support	07787 452 164
Butterfiles Haven (autism support)	0117 329 0123
Care Forum (similar to Health Watch)	0117 965 4444
Carers Line	0117 965 2200
Citizen's Advice Bureau	0844 826 9688
Cossham Hospital	0117 340 8400
CRUSE Bereavement	0117 926 4045
Diabetes Education (local)	0117 959 8970
Domestic Violence Unit Thornbury	0117 945 5984
Kingswood Community Travel (Dial & Ride and Green Community Travel)	0117 961 6016
Macmillan Cancer Support	0808 808 0000
National Dementia Helpline	0845 300 0336
NHS Smoking Helpline	0800 022 4332
Pregnancy Advisory Service (Marie Stopes)	0845 300 8090
Relate	0117 942 8444
Royal United Hospital, Bath	01225 428 331
Samaritans	0845 790 9090
Samaritans, Bristol office	0117 983 1000
Silver Line (helpline for older people)	0800 470 8090
Social Services (South Glos)	01454 868 007
South Glos Drugs Project	0800 073 3011
Southmead Hospital	0117 950 5050
St Peter's Hospice, Brent	0117 915 9400
The Carers Support Centre	0117 965 2200
United Bristol Healthcare Trust (BRI, BCH)	0117 923 0000
Well Aware	0808 808 5252
Yate Minor Injuries Unit	01454 315355

If you would like this newsletter in a large print, please let us know