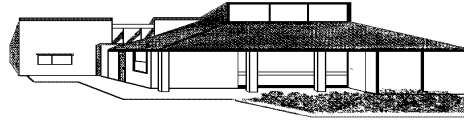


Bourn Surgery Newsletter



Spring 2015

The Surgery will be closed from 1pm to 6pm on Thursday 16th July for Clinical Governance.

Easter Closure: Good Friday and Easter Monday.

The Surgery will also be closed for the Bank Holidays on May 4th and 25th.

Phone lines will automatically redirect to 111/Urgent Care Cambridgeshire.

Great Gransden Clinic: there will be no clinic on Tuesday 12th May.

Patient Participation Group

This year we are keen to develop a Bourn Surgery Patient Participation Group (PPG), and we would love to hear from any members of the practice, whether you consider yourself young, old, working, retired, fit and healthy or managing a chronic illness. PPGs aim to provide a forum to enable patients to give their views on local health-care services, and enhance the work of our practice. PPGs are often felt to be “critical friends” for a practice. Local PPGs have been involved in a wide range of activities from patient group surveys, to education events and walking and fitness groups!

If you are interested, please speak to a receptionist, or any member of the healthcare team. You will shortly also be able to find flyers in the waiting room and a sign-up form on our website! Once we have a list of contact details for those interested we will start circulating more details. If you would like to have a say but feel unable to make a regular commitment, we would love you to join our virtual patient reference group. We will email interested patients from time to time to ask questions and gather patient views on our services.

Out of Area registration

From January this year, NHS England has made all GP practices in England free to register patients from outside their practice boundary. The objective is to allow patients to visit a GP in a more convenient location, such as close to work. However, this is a voluntary arrangement, and practices are allowed to refuse to register patients from outside their boundaries.

At Bourn we have considered this issue, but feel that the safety and needs of our current patients must take priority, and therefore we will not be accepting patients from outside of our practice boundaries.

Patient online access

Online appointment and medication ordering is already established at the surgery, but from the 1st of April we will now also be able to allow online access to your medical record to view medications and allergies/sensitivities, in line with NHS England guidance. Access to your medical record will be expanded in due course over the next few years.

Anyone wishing to use any of these services will need to register with Reception (forms from Reception or on the website). Those patients who already use the online booking and medication service will need to re-register to gain access to their medical record.

Friends and Family test

As mentioned in the last newsletter, the Friends and Family Test feedback survey is up and running, and is one of the main methods of providing feedback to the practice. Our results are also monitored by NHS England. The survey consists of a short question, with an area for further comment. This can be completed in person at the practice via the cards and collection box in the waiting room, or can be done online on our practice website at www.bournsurgery.nhs.uk. We would be very grateful for your time in providing us with invaluable information about how we are doing. Thank you!

The NHS Choices website is another way of providing feedback about your experience at the practice. If you would like to do so, then please go to our Bourn Surgery page on the NHS Choices website and leave a review.

News from Dispensary

Remember, repeat prescriptions can be ordered online, but please again allow 48hrs before collection. If you would like to use this service, please register with Reception.

News from Reception

Please make sure that we have your mobile number and up-to-date contact details. Parents or carers can use their mobile number to receive reminders about their children under 12 years of age.

Travel forms are now available on our website.

Hay fever

The hay fever season is already well underway. Antihistamines are available over the counter without a prescription. Steroid nasal sprays and anti-allergy eye drops are also effective methods of reducing common symptoms of runny nose and itchy eyes, and are also available without prescription. Speak to a pharmacist, practice nurse or GP for further information.

There are a number of ways of trying to reduce or prevent the symptoms of hay fever that you can do yourself; such as wearing wraparound sunglasses to stop pollen getting into your eyes, and changing clothes and showering after being outdoors to remove the pollen on your body. More useful information can be found on the NHS Choices website www.nhs.uk.

Are you a Carer?

Do you help a family member, friend or neighbour that is frail, has a disability, has a chronic mental illness or has a substance misuse problem with drugs or alcohol? Is this regular and ongoing, involving help with personal care, daily chores, health care or medication?

NHS Cambridgeshire and Crossroads Care Cambridgeshire are trying to improve the recognition and support available to carers. GPs and practice nurses can provide a 'Carer's prescription' to enable access to this support. Please speak to your GP or nurse for more information, or visit www.crossroadscarecambridgeshire.org.uk

Reception

- **Mon-Fri:**
8.30am-1pm, 1.30pm-6pm
- **Appointments:** 01954 719469
- **Emergencies:** 01954 719313
- www.bournsurgery.nhs.uk

Dispensary

- **Mon-Fri:** 9am-1pm, 3.30pm-6pm

Out of Hours

- **01954 719313 and you will be redirected to 111/Urgent Care Cambridgeshire**