



January/February
2019

Bourn Surgery Newsletter

Gransden Surgery: Gransden Surgery has restarted on Tuesdays, but there will be no Surgery on Tuesday 22nd January. Please ensure you book with Reception if you wish to attend Gransden Surgery.

DoctorLink:

As part of the NHS national commitment to digital healthcare solutions, funding was provided for solutions for GP services. Cambridgeshire and Peterborough CCG (our local CCG) has funded the provision of DoctorLink for all surgeries in the CCG. Bourn Surgery is one of the first to have the application installed and available for patients to use.

DoctorLink is a virtual health assistant which can be used to check your symptoms, through your computer or mobile device. This enables patients registered with our surgery to seek clinically approved medical advice at any time of day or night. DoctorLink directs you on how to best manage your symptoms or to the right healthcare service to suit your needed. Nationally, the hope is that services such as this will lead to more patients being seen in the right place for their clinical need, and for patients to have access to safe and appropriate self-care advice where appropriate.

In order to access the service you need to register online at www.app.doctorlink.com/register. Please note that this is a different service to online registration with Bourn Surgery, and all patients will need to register to access DoctorLink. Please also note that DoctorLink is not connected to your patient record, so information about you is **not** being shared with DoctorLink. This is a free service, but if you access the service from your mobile device, data charges may apply.

DoctorLink asks a series of relevant questions based on your symptoms and concerns. It will then recommend the right action. We will receive a copy of the symptom assessment results, just as we do following an out-of-hours III consultation.

Please be assured that this provides a new, additional way of seeking medical advice. All patients are still able to contact the Surgery as normal for appointments or advice. However, we are hoping that many patients may find this a convenient and useful additional way to seek advice, especially outside of normal surgery hours.

Leaflets are available at the Surgery if you would like more information. If you have any further questions or concerns, please speak to Reception or our Practice Manager.

Extended Access Service - Blood test appointments now available!

As detailed in the last newsletter, the Extended Access service run by our local Federation, the Cambs GP Network, is providing access to routine, pre-bookable GP appointments in the evenings and at weekends. These can be used for any routine medical issue, such as medication reviews, chronic condition reviews (i.e. asthma or diabetes), dressing changes, smear tests etc.

We are delighted to announce that the Service is now able to provide blood test, or phlebotomy, appointments. If you are due a routine blood test, and would like to have this done in the evening or at a weekend, please speak to Reception to book an appointment for this test within the Extended Access Service. Please note that these appointments must be pre-booked through Reception, there is no provision to turn up without a booked appointment.

Bourn Surgery website

You may have noticed that our surgery website is in the process of being updated. We are hoping to modernise our website, and make it a more comprehensive source of information and advice.

Asthma Control Test

One of the new features on our website is the Asthma Control Test. Patients with asthma are advised to have an annual asthma review once a year. Part of this review is assessing how well your asthma is controlled. We appreciate that patients can find it difficult to get to the surgery for this routine review. The Asthma Control Test on our surgery website helps to assess how well your asthma is controlled, via a series of questions. Your answers to these questions will generate a numerical score, which will fall in to the ranges of being either under control, reasonably well controlled or not controlled. Depending on which range you fall into, you will then be given advice about what to do next. Your answers and results are submitted to us. If based on your score we feel you ought to be seen we will contact you. If, however your score indicates that your asthma is stable and under control we will update your records and complete the asthma medication review.

Mobile phone numbers

We have had several incidents recently where we have needed to contact patients, but have not had the correct mobile numbers to do so. This is particularly important when patients have not provided us with a landline number, or any other means of contact. Please ensure that you have given us the correct contact telephone numbers for you.

Reception

- **Mon-Fri:**
8.30am-1pm, 1.30pm-6pm
- **Appointments: 01954 719469**
- **Emergencies: 01954 719313**

Dispensary

- **Mon-Fri: 8.30am-1pm,
2pm-6pm**

Out of Hours

- **01954 719313 and listen to the
automated message.**