

FISHPONDS FAMILY PRACTICE NEWSLETTER – SPRING 2016

GP APPOINTMENTS

We realise there is often pressure on appointments and you may not always be able to get the appointment that you want. However, please be assured that we are doing our best to cope with rising demand despite being given less money to deliver our services.

One way in which you could help us is by only seeking an appointment with a doctor when there is a genuine need for one. Appointments are taken on a daily basis by patients who may only need a repeat prescription, a form signing, or want something chased up. These are all examples of things that can be dealt with by our secretarial team. If in doubt, please speak to a member of our reception team.

MINOR ILLNESS SURGERIES

Our Clinical Nurse Manager, Roni Wood, is very experienced and is able to prescribe for minor ailments. She now usually runs three minor illness clinics a

week and is able to deal with a wide range of conditions, including chest infections, strains and sprains, sore throats, high temperatures, cystitis, and minor accidents. You may be offered an appointment with Roni instead of a doctor. This will again help to free up GP appointments for more complex requirements.

BRISTOL 10K

Once again, we entered a practice team and are pleased to include a photo of our intrepid athletes. Can you recognise them all?



PHARMACY SERVICES

Your local pharmacist is highly trained and is able to deal with a wide range of ailments. There is also a scheme called the Pharmacy Minor Ailments Service whereby pharmacists can give NHS care for conditions including cold sores, diarrhoea, haemorrhoids, and hay

fever. You can speak directly to your pharmacist about this without needing to see anybody at the surgery first.

STAFF CHANGES

Since our last newsletter, we are delighted to welcome Michelle Brodrigg to our reception team. She

joined us in March and has settled in very well.

We are also pleased to welcome Robyn James as a permanent member of our practice team. Robyn joined us last year as an apprentice but did so well as a receptionist that we had no hesitation in offering her a permanent role when a vacancy became available. Robyn was

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our second team member to join the staff permanently from the apprenticeship programme following Fayth Mealing last year.

ONLINE ACCESS

This is proving increasingly popular with many patients to book appointments, request repeat prescriptions, and

access some of their own medical information online. If you are not using this service and would like to know how, please speak to a member of our reception team.

ELECTRONIC PRESCRIPTION SERVICE (EPS)

Prescription requests can now be transmitted electronically to a chemist of your choice without the need for a paper prescription. In view of the convenience of this, usage is increasing. Please let us know if you are not using this facility but would like to.

PATIENT BEHAVIOUR

Aggressive and abusive behaviour towards our staff will not be tolerated. We ask that patients consider this at all times. We always do our best to help our patients and give them what they are asking for, but unfortunately this will not always be possible. Abusive patients will be asked to leave the practice.

If any of our patients has a problem, please speak to our Practice Manager, Paul Williams.

PATIENT PARTICIPATION GROUP

We have an active Patient Participation Group who meet regularly throughout the year and play a valuable role in informing the practice from a patient perspective. They have their own notice board in our reception area and can be contacted by e-mailing patient.group@gp-L81013.nhs.uk or via our Practice Manager.

DR ATKINS' NEW BOOK

As many of you will be aware, we have an author among us and Dr Atkins' latest book is due out in June on "First Steps to living with Digestive Problems".

His previous books have been very well received and we're sure this will be no exception.

