



BRIDGES MEDICAL PRACTICE

Issue 1

**Newsletter Winter
2018/2019**

Happy New Year to all our patients and their families', wishing lots of health and happiness from everyone at the Bridges Medical Practice.

Winter Pressures

As I am sure all our patients are aware, there is an increased demand for appointments over the winter period with the increase in coughs, colds and virus'.



It is impossible to provide on the day appointments for everyone, despite our best efforts; however, we can offer an appointment at the HUB at Prince Consort Road and Blaydon, with a GP if we are at full capacity.

Every year, millions of us visit our GP with minor health problems that a local pharmacy could help with.

By visiting your pharmacy instead of your GP, you could save yourself time and trouble – no need to book an appointment, just walk in. This also means your GP can focus on treating people who are sicker than you.

Pharmacists can help recognise and treat many common illnesses. They can give advice and where appropriate, recommend over-the-counter medicines that could help clear up the problem.

If they think you need to see a GP for your illness, they will advise you to do that.

Patient Participation Group

We will be holding regular meetings here at the surgery with members of the PPG to discuss aspects of the surgery both negative and positive with the aim to develop improvements to the service we provide. If this is something that interests you and want to become a member, please contact either Joanne or Jed at the surgery to express your interest.

DNA

We still experience an amount of appointments wasted by people who do not attend appointments they have booked. December 2018 there were over 100 appointments wasted, please therefore cancel any appointment you are unable to attend.

Online Access – Have you registered for online access to your records, make appointments, order medication and see parts of your medical records at the touch of a button. Ask reception for further details.

Students

We are Proud to say that we now facilitate nursing students and doctors from Northumbria University here at the Bridges Medical Practice to develop the workforce of the future.

You may be asked by the clinician you have an appointment with if you would allow a student to sit in on your consultation. You are under no pressure to allow this; feel free to decline, but it is an important service.

Development of our staff

Every couple of month we dedicate a afternoon session to develop and educate our own staff, ensuring the information they receive is the latest and focused towards our patients. The next time we are closed for an afternoon session for this training is Tuesday 12th March 2019 and the surgery will be closed after 12pm.

Learning Disability Health Checks

Please ensure that if you or someone you care for has a learning disability that they have their health checks annually. The year starts in April to March and we have done a significant amount, but there are still some to do – make sure this is not you as these are important.

Flu Vaccines

Anyone still needing Flu Vaccines? If so, contact us and we can arrange for these to be done, support your local GP surgery and please don't go anywhere else.

Val Retiring

After 40 years at the practice and 13 years as a sole partner, Val will be logging off her computer and handing over the reins. Dr Evans has joined her as a partner and will become the sole contractor. Other GP's and clinical staff will remain the same with Joanne Palmer becoming Practice Manager. Jed Morrison will become reception Supervisor and Administrator with both undergoing extensive training and development.

Retiring at the end of March, Val intends to spend more time in South Wales with her grandchildren but will keep on with her national work.

Recently awarded a "Lifetime Achievement Award" in a very glitzy ceremony in London, recognising over 40 years of dedication promoting primary care, particularly focusing on practice management. In her acceptance speech she said, "the practice had been her life and had given her a fabulous career.

She will miss the practice, the patients, staff and even some of the GP's (past and present) but at 66 she has decided it is time to go.

A drop in is currently being arranged by Bridges and Millennium for Thursday 28/3/19 from 12pm for anyone wishing to pop in and say goodbye, with refreshments available.