

# NIGHTINGALE VALLEY PRACTICE

www.nightingalevalleypractice.co.uk

*Main Surgery:*  
Brooklea Health Centre  
Wick Rd, Brislington  
Bristol BS4 4HU  
Tel: 0117 3304300  
Fax: 0117 3304301

## Summer 2016



*Branch Surgery:*  
Riverside Surgery  
Wyatt's View, St Anne's Park  
Bristol BS4 4WW  
Tel: 0117 9720386  
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### Updated Appointment System

Due to an increase in demand, since Monday 4<sup>th</sup> April 2016 we updated the appointment system for urgent same day contact.

All urgent same day appointment requests will be triaged by telephone first. When contacting us, the receptionist will ask you for further details to ensure the appropriate clinician contacts you.

Routine appointments are available to book up to 4 weeks in advance either by contacting the receptionist or by booking an appointment online (ask for details).

Using this method, we have been able to manage patient expectations and have increased how many patients we can talk to. We will be advertising a patient survey shortly so that we can collect your feedback and make sure the appointment system works for both patients and the clinicians at the practice.

### Register for Online Services



Patient Access is a convenient and quick way to book appointments with your GP, order repeat prescriptions and view your medications and allergies over the internet. Please contact reception or view our website to sign up!

### Minor Ailments Scheme



Your pharmacist can now offer NHS treatment for the following conditions:-

Athlete's foot; Cold sores;  
Diarrhoea; Haemorrhoids (piles);  
Hay fever; Head lice; Insect bites and stings; Threadworm;  
Thrush; Warts and verrucae

A variety of treatments are offered free of charge to those who normally qualify for free prescriptions. If you contact us about one of these conditions, we will usually signpost you to the pharmacy.

### Citizen's Advice Bureau

We will be having Sylvia from the Citizen's Advice Bureau available for drop in sessions to offer benefits advice to our patients.

Sylvia will be with us most Tuesday afternoons at Brooklea 14.30-17.30. We will publish dates via Facebook at a later date.

### Over the Counter Medication

It costs the NHS three times more to prescribe some medicines than it does for you to buy them over the counter. Examples of medication includes:- Paracetamol; cough mixture; acne creams; ibuprofen; bandages; diarrhoea treatment; travel medicines. Patients are only entitled to medicines where the prescriber feels it is necessary.



### Patient Participation Group

The Patient Participation Group (PPG) is a group of volunteer patients and practice staff who engage and discuss current topics to improve our services and patient experience.

We are always keen to hear from patients who would be willing to devote a little time to help the PPG. If you are interested in being part of the PPG, please complete the PPG form on our website or ask reception for a copy.

Details of events organised by the PPG will be displayed on the practice notice board in the waiting room, on our website and on Facebook. Copies of the latest PPG minutes are also available on our website.

We also have feedback cards in the surgery if you would like to provide any comments and/or recommendations about your experience.

### Unattended Appointments

In May, a massive 212 patients did not turn up for their appointments! Please let us know if you are unable to attend your appointment so that it can be offered to someone who needs it. We will be actively monitoring this and will be sending letters to frequent non-attenders.

We have the facility to text our patients with reminders of their appointments. You can also reply via text message to cancel your appointment. Please let reception know your mobile number to sign up to this service.

### Team Update



We have a new receptionist, Shantell, who started with us mid-May. You'll be hearing and seeing her when you contact the surgery!

Dr Rotchell is leaving us in June to have her second baby and will be back in summer 2017. We are currently looking to recruit cover for this time.