

NIGHTINGALE VALLEY PRACTICE

www.nightingalevalleypractice.co.uk

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

Winter 2015/16



*Branch Surgery:
Riverside Surgery
Wyatt's View, St Anne's Park
Bristol BS4 4WW
Tel: 0117 9720386
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All staff at Nightingale Valley Practice would like to wish our patients a very Merry Christmas and Happy New Year!

Our Christmas/New Year opening times are now available on our website. If you have any ideas for our newsletter, please contact us via our website or our Facebook page.

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 to view our website to sign up!

CQC Visit



The practice was inspected by the Care Quality Commission (CQC) on Thursday 26th November. We would like to thank the patients that came to speak to the inspectors on the day and who filled in feedback cards. The report should be available on the CQC website within the next few weeks. To find out more about the CQC and why they inspect services, please visit their website

Are your Records Up to Date?

Are all your records with the Surgery up to date? Do you have a new mobile number? Have you moved house? Have you got a new email account? Please let the Surgery know if there has been a change.

Text Santa Christmas Jumper Day!

Our staff will be taking part in the Text Santa Christmas Jumper Day on Friday 18th December in aid of Save the Children, Macmillan Cancer Support and Make-A-Wish UK. We will have collection points at Brooklea so please feel free to donate.



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.

Text Message Reminders

We now have the facility to text our patients with reminders of their appointments. The service has been very useful and has reduced the number of unattended appointments.

Please let reception know your mobile number to sign up to this service.

Brooklea Television

We now have a TV in the reception area at Brooklea which is shared with Birchwood practice. It currently shows NHS wide adverts but will soon show adverts that are important to our local area.

Seasonal Vaccinations



We still have appointments available for those eligible for NHS seasonal vaccinations. These include influenza (for adults and children), pneumococcal and shingles. You can find out if you are eligible by looking at the NHS website or by talking to our practice staff. Please contact our reception to book your appointment. We will not be sending out reminder letters this year.