



Bridge Surgery Newsletter

Welcome to Bridge Surgery's second Newsletter.

We would like to ensure that all patients have the opportunity to feedback on our services and our Patient Participation Group will play a fundamental role in achieving this for you.

Online access

We have seen an increase in activity with Online access, it really does make it easier for you as a patient to book appointments, order repeat medication and view test results quickly and easily.

When we talk about online it is about how we can make your journey easier and ensure you are booked in with the appropriate clinician or if one of our admin team can help you. This just ensures our clinicians have the most appropriate list and able to help patients that need to speak to a GP.

Our team are actively encouraging all patients to sign up to the NHS App or systmonline, they can help you in surgery or over the phone. Please speak to a member of our reception team for help online access via the [NHS App](#).

Website

As you are aware we had moved to a new website over the last few months and have tried to make it as user friendly as possible for you all.

We have a new feature which some patients have already used but we would encourage other patients to use, it is on the front screen under 'Contact us online' This is where you can contact us for Test results, sick notes, referral/letter queries, medication and if you are unsure of a category admin (miscellaneous) and one of our team will contact you back within 2 working days. We would encourage you to start using this as this would save you having to call the surgery.

We encourage you all to visit the website.

In this issue

Appointments

The Team (roles)

Patient Participation
Group

Feedback from
patients

Website

Charity work

Contact Details for the practice.

Telephone

01283 563451

Email Address

Bridgesurgery-burton@nhs.uk

However, for admin related queries you can contact the practice through our website.



Appointments

Just a gentle reminder to all patients if you have a Telephone Consultation booked with a member of our clinical team, you will not be called at the exact time that it states, the clinician will call you back either in the morning or afternoon depending on when your appointment is booked for.

As online booking appointments do increase you may find a receptionist may call you in the morning, if the reason you have put in is deemed more appropriate to be dealt with by another clinician e.g. Advanced Nurse Practitioner, Pharmacist etc this then frees up the GP's to be able to deal with the more complicated health issues.

Please visit our website for information on appointments.

If you have any further questions, please contact a member of our reception team will be more than happy to help.

Feedback

We receive feedback from you as patients through a number of avenues and we would like to take this opportunity to respond to some of the feedback that we have received.

Car Park - We have received feedback about our car park not being big enough for when you arrive for your appointment, we are lucky to have a car park facility for our service as some surgeries don't or have very little. As we have increased our workforce and with more face-to-face appointments that does come with more cars in our car park. There is unfortunately nothing we can do about our car park.

Face to face appointments – We have received lots of feedback about offering more face to face appointments with our clinicians and we are pleased to say we do offer a number of face to face appointments on a daily basis with our clinicians this is around half of our appointments.

Answering phones - Our receptionists answer the phones as quickly as possible in the morning and we do have a number of patients phoning through in the morning it can vary on a day-to-day basis but within the first 30 minutes in the morning we can range from 50 – 80 calls answered in this time. Our receptionists do their best to ensure you are dealt with as quickly as possible.

The Team

We would like to welcome to our team as a Salaried GP Dr Calapaci who joined us, a lot of patients will already know Dr Calapaci from when she was training with us. We have also had 2 new receptionists join our front of house team called Jayne and Stephen, we look forward to working with them.

Advanced Nurse Practitioner

Hello, can we introduce ourselves, we are Sarah Mullis and Sarah Toon. We are advanced nurse practitioners (ANP), to explain this title we are nurses who have undertaken lots of additional training at masters level. We are able to prescribe, assess, diagnose and treat both new acute problems and acute issues within existing conditions. Mainly we are seeing people with on the day acute problems, though Sarah Mullis, with training in women's health, can manage advise and fit contraceptive devices, as well as other women's health issues.

We have both been performing this role for over 15 years but are aware this is a new role at Bridge Surgery. We are another role supporting the team within the NHS and are here to help ensure our patients are seen quickly and by the most appropriate clinician as possible.

Pharmacist

Hello, can we introduce ourselves, we are Mitesh Ravji, Khalil Akbar and Rachel Carpenter we are the Pharmacists at Bridge Surgery our role is that we work as part of a multidisciplinary team within a GP practice providing medicines management especially for patients with long term conditions such as high blood pressure, diabetes, asthma/COPD. We will provide a person-centred approach to medication reviews to proactively manage patients with



polypharmacy (multiple medicines) to ensure you are on the most effective, safe, and up to date treatment. Our team will support patients through their care pathway by effective communication with multiple organisations to manage medication related queries, medication shortages and ensuring patients get the best outcome from their medication.

Pharmacist Technician

GP practice technicians work within a multidisciplinary team within a GP practice and support the delivery of safe, effective and efficient systems for medicine optimisation, repeat prescribing, reducing medicine waste and maximising patient outcomes. Pharmacy technicians tend to be strong at following procedures and offering solutions for specific medication related problems. They can conduct simple medication reviews, and screen patients to identify those who require a GP, pharmacist or practice nurse review.

Patient Participation Group

At Bridge Surgery we have a group called a Patient Participation Group (PPG) and this is made up of patients at Bridge Surgery who come together once every 3 months with some of the practice team to discuss changes at the practice, feedback on any issues we need to address and inform you as patients with these changes. With that in mind we have been discussing how you as patients can interact with the group. We have decided to start with some drop-in sessions for you to come and speak with your PPG to discuss the changes in the practice and if you had anything you would like to discuss. The PPG will be able to help and support you but also if they are unsure, they can liaise/discuss with someone at the Practice for further support/conclusions. The drop-in sessions will be held once a month in the first instance, but if demand is great, we will consider increasing the sessions. Please keep an eye on our website for updates on dates and times of the drop-in sessions.

The PPG Group look forward to seeing you.

Charity Work

The year so far has started with another Charity event which was for Red nose day and as a surgery we did a guess how many items were in a hamper. Thank you to all that took part and congratulations to the patient that won the hamper 😊 We raised a total of **£150**.