

Cadbury Heath Health Centre   
Parkwall Road

Bristol BS30 8HS Telephone 0117 980 5700

Fax: 0117 980 5701

**Cadbury Heath Healthcare Spring Newsletter 2019**

**Christmas 2018**

We were delighted that during the festive period we had a visit from the Cadbury Heath Choir who entertained our patients with traditional Christmas songs.

We were also overwhelmed by the number of gifts that the practice received from patients; they were greatly appreciated by all of the staff – thank you.

**New Year – Staff Changes**

The winter months have seen some staff changes our Business Support Manager left to take up a new role and we wish her luck with this, we are however delighted to report that we have appointed two new part time Business Support Managers: Vickie Phillips and Lisa Duggan. Our nurse Sarah Williams has also left us for pastures new at the end of February; we wish her luck in her new role. We have already appointed a number of new front-line members of staff ensuring we provide an efficient patient experience. We have a GP trainee working in the practice currently Dr Vanessa Hayter who joined us in February 2019 and will be with us until August 2019. Dr Kirstin Hogg has completed her four month training post in general practice and will be leaving to continue with her hospital training posts on 2 April 2019. Dr Lucy Webb will be joining us 3 April 2019 until August 2019 for her GP training post. As a practice we support all five years of medical students from Bristol University and physicians associates. Our trainees and students will consult and join our GP’s in surgery. You will always be asked if you are happy to have a student present if they are observing the GP.

Dr Ann Sephton will retire from our practice in May 2019 (her last working day will be 09/05/2019), she has worked at the practice for 29 years and has been an integral part of the team here and will be missed not only by staff but patients too. We wish her well in her retirement.

**Minor Illnesses/Self Care**

As the weather improves and the pollen count rises we know lots of patients begin to experience hay fever and allergy symptoms. Don’t forget your community pharmacies have lots of experience to provide advice regarding medication to self-care and manage these symptoms and are available 7-days a week without needing an appointment. Lots of hay fever products are available over the counter – we request you consider trying these first before requesting items on prescription where possible. Your local pharmacists can also help with self-care management of coughs, colds and other minor illnesses and ailments and NHS choices can provide lots of helpful information to keep you well.​

**Couch to 1K/2K**

Our ‘Couch to 1K’ walking group started in October 2018 and they have now worked their way up to 2K. The walkers meet here at the practice every Tuesday ready to start at 12.30pm, the walks take in the local area and always finish either here at the practice or at the Juice Office for tea or coffee. If you would like to join them, please just turn up on a Tuesday in comfortable footwear and weather appropriate clothing.

**Patient Collaboration Portal**

The area of our website that allows patients to communicate specific medical and administrative updates with us is back. Amongst other things, it allows people to complete asthma questionnaires online, order sick / fit note **extensions**, and supply their home blood pressure readings.

Please visit [www.cadburyheathhealthcare.co.uk/pcp](http://www.cadburyheathhealthcare.co.uk/pcp) for more information.

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**General Data Protection Regulation (GDPR) – Patient Consent**

Currently we contact patients via text messages to provide appointment reminders and update patients on upcoming medical campaigns (e.g. the seasonal influenza vaccine season). If you are a patient already receiving text messages from us, you should have already been asked by text to provide explicit consent to continue this service. If you receive such a consent request, please follow the instructions to either continue or halt your text reminders. Due to the legal changes required under GDPR, unless we have your consent, we will no longer be able to send you texts after May 25th.

If you don’t currently receive texts at all and would like to, or, if you did not so far receive a consent text, please advise a member of the reception team and we can update your details.

Text messages will include:

* Automated appointment reminders.
* “We have tried to contact you – please call us back” notifications.
* Invites to annual reviews.
* Asthma questionnaires.
* Flu season invites.
* Blood test results (this is an effort that is gradually being scaled up.)

However, please note that for patients who have signed their mobile number up to multiple persons, for example, if a mother and a teenage child have the same registered mobile number, we will not be able to continue the above service after May 25th under the new regulation! If you believe you may be in this situation, please inform a member of the reception team who will pass your details to our Business Support Manager you will then be contacted about what we can do to re-enable your text messages from the surgery.

**Online Access**

We offer a service for patients that enables them to order repeat prescriptions and book appointments online. In order to access this service please ask our reception team for an online access form and please note we ask for two forms of identification for this service, one with proof of address and one with a photo.



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**Telephone Data Update**Our phones are busiest on Mondays; the volume of calls made to the surgery is typically 50% higher than any other day, with the morning being the busiest time. In order to spread workload and provide a smoother and more accessible experience for all patients, we would therefore ask patients to avoid contacting the surgery on Monday morning unless absolutely necessary.

**Tuesday Evening Clinics**Cadbury Heath Healthcare has partnered with **OneCare Consortium** and other local practices to provide more late evening appointments. These extra appointments and telephone consultations are on Tuesdays from 6:30 pm to 8:00 pm, and can be booked subject to availability, with our reception team on the usual number, **0117 980 5700**. If you wish to cancel or query one of these appointments after normal surgery hours and during the extended clinic, please instead call **07708 479057**.

**Prescribing guidelines**

For safety reasons we are unable to take prescription requests over the telephone. It is practice policy to issue prescriptions within 48 working hours of receiving the original request, as shown in the timetable below.

|  |  |  |  |
| --- | --- | --- | --- |
| **Prescription request received (AM)** | **Prescription ready for collection** | **Prescription request received (PM)** | **Prescription ready for collection** |
| Monday before 2pm | Wednesday after 2pm | Monday after 2pm | Thursday after 2pm |
| Tuesday before 2pm | Thursday after 2pm | Tuesday after 2pm | Friday after 2pm |
| Wednesday before 2pm | Friday after 2pm | Wednesday after 2pm | Monday after 2pm |
| Thursday before 2pm | Monday after 2pm | Thursday after 2pm | Tuesday after 2pm |
| Friday before 2pm | Tuesday after 2pm | Friday after 2pm | Wednesday after 2pm |

Patients requesting prescriptions with less than 48 working hours’ notice will impact upon the service we are able to deliver to other patients.



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