

Spring Newsletter 2018



The Practice now has a new website:

www.thornburymc.co.uk

Please visit this site for all information about the
Practice

You can now book appointments and order
prescriptions online by visiting our website.
In order to fully use the online facilities please
obtain your unique password from the surgery.
Photo ID required.

Information for Parents

HEALTH VISITING TEAM

Telephone: 01274 221223

Health Visitor:
Tracey Terblanche

Community Nursery Nurses:
Karen Kaur
Emma Blakely

IMMUNISATIONS

Baby immunisations, MMR
and Preschool
immunisations can be
booked at Reception.

BABY CLINICS

Community Clinic at Barkerend Health
Centre:
Monday 9:30 – 11:30 (Bluebell building, the
health education room)

CHILDREN'S CENTRES

Tyersal 01274 668881
Gateway 01274 634800
Fagley 01274 770434
Barkerend 01274 437300

Mortimer
House 01274 262740

USEFUL NUMBERS

NHS DIRECT	111
National Childminding Association	01274 831399
BRI Accident and Emergency	01274 542200
Bradford Under 5's Association	01274 308725
Bradford Twin Club	01274 308725
Children's Information Network	01274 437503
Fire Safety	01274 385432

Measles/Child immunisations

Measles if your child has not had the MMR jab, they could be at risk of getting measles. This can be life threatening.

PLEASE GET YOUR CHILD IMMUNISED AGAINST THIS DISEASE, AND MAKE SURE ALL OTHER IMMUNISATIONS ARE UP TO DATE.

Patient Forum

Facebook link:

www.facebook.com/mc.thornbury92

Or alternatively search: Thornbury MC

Friends and Family

We would appreciate patients completing the friends and family forms held on reception as the information is very positive and a great help in maintaining the smooth running of the practice, also on our website

New Government Guidelines - General Data Protection Regulations (GDPR)

Over the next few months the practice is working towards the GDPR. Please note in order to make appointments, order prescriptions or discuss any other things relating to a patient record, staff have to be speaking to the PATIENT or have written permission to speak to a specific person. All staff are unable to discuss anything with any other family members or friends.

We are sorry for any inconvenience this may cause

Details of the new GDPR Government Guidelines can be found at www.gov.uk

Self-Care

The first point of call when feeling unwell should be the pharmacy. They can advise you on what medicines to take and if a GP appointment is required.

Walk in clinics

The practice continues the walk in clinics for urgent care between 9-10am. The next clinics are as follows:

Wednesday 4th April 2018

Wednesday 18th April 2018

Wednesday 2nd May 2018

Wednesday 16th May 2018

Wednesday 30th May 2018

Wednesday 13th June 2018

and fortnightly thereafter.

Patient Participation Group (PPG)

This is a patient led group which helps to instigate changes for the benefit of our patients and the surgery. Informal meetings take place quarterly with patient members. The next meeting is Wednesday 11th April 2018.

Attended by:-

Practice Business Manager - **Deirdre Falls**

Office Manager- **Sobia Ambreen**

Prescription Administrator - **Natasha Khatoun**

If you would be interested in joining the Patient Participation Group (PPG) please ask at reception for further details.

Visit our website for further information.

Health Champions

Practice Health Champions are patients who volunteer with their GP Practice. The Practice Health Champions work together to plan and deliver activities that will benefit the health and wellbeing of their fellow patients.

At Thornbury Practice, Health Champions currently hold fortnightly tea and coffee mornings for patients to attend during drop in clinics, **Wednesdays 10.00 - 11.30am**; they have also recently introduced knitting and craft during the coffee mornings. Champions welcome all patients to attend; they can bring their own knitting, learn to knit and start something new and share ideas.

Champions have also linked in with the local Morrison's Pharmacy who come along (when available) and offer free health checks for patients!

Champions also support and follow the National campaigns such as Bowel Screening and Self Care. Champions also support the Practice with asking

patients to complete questionnaires such as family and friends.

New Phone System

The practice now has a new phone system in place and is trying to improve patient access. There is now a queuing system and calls are directed to relevant staff members with multiple options for patients as follows:

- Press 1 for appointments.
- Press 2 for general enquiries.
- Press 3 for results.
- Press 4 for prescriptions (between 1.00pm
- 3.00pm).
- Press 5 for Home Visits.
- Press 6 if you are a health professional.
- Press 7 to speak to the medical
secretaries.

Repeat prescriptions

There are several ways of obtaining repeat prescriptions:

- Post your ticked repeat request to us with a stamped envelope for return if applicable.
- Leave your repeat counterfoil, with ticked items, in the red box in the waiting room.
- Fill in a repeat slip and place in the red box in the waiting room.
- Order prescriptions via e-mail:
Thornbury.prescriptions@bradford.nhs.uk
- Telephoning the prescription line (option 4) between 1.00pm - 3.00pm. **Please note: this facility is for elderly, disabled or housebound patients only.**
- **PRESCRIPTIONS THAT ARE DUE ON OR AROUND THE EASTER PERIOD MAY BE REQUESTED EARLIER.**

GP Online Services

Why Wait?

View existing appointments
Book a new appointment
Cancel an appointment
View your medication
Request repeat medication

24 hours a day.
7 days a week.
365 days of a year.

It's quick, easy and your information is secure.

Register for online services at our reception desk or alternatively you can find out more information by visiting [nhs.uk/GPonlineservices](https://www.nhs.uk/GPonlineservices)

Patient Zone

Yorkshire Ambulance Service has recently launched Patient Zone - an online portal designed to allow Patient Transport Service (PTS) patients to view, manage and track their transport bookings.

Patient Zone is free and easy to use and is available on PCs, tablets and smartphones allowing patients to:

- Track the arrival of your transport within a 30 minute window
- Receive notification when your transport is outside your home
- Cancel transport
- Inform us when you are ready for transport home
- Contact staff via instant messenger (IM) or email to discuss enquires

For further enquires please email:

patientzone@yas.nhs.uk or call: 01924 584222

Specialist Autism Services in Bradford

Specialist Autism Services aims to make a positive difference to people's lives, ultimately enabling them to reach their goals and fulfil their potential. If you would like to find out more about our services, arrange a visit or make a referral, please contact us on the details below.

Opening times:

Monday - Friday: 09:30 - 17:00

Thursday: 09:30 - 20:00

Address:

Specialist Autism Services

Merchants House

19 Peckover Street

Bradford

BD1 5BD

Tel: 01274 789 789

Email: info@specialistautismservices.org