

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

WINTER

Newsletter 2018/2019



The Practice now has a new website:

www.thornburymc.co.uk

Please visit this site for all information about the
Practice

Patient Forum

Facebook link: www.facebook.com/mc.thornbury92

Or alternatively search: Thornbury MC

Flu Season

The 2018/2019 flu season is now in progress.

Appointments are available to book in the surgery and online. There will also be Walk in clinics for patients to attend. Please ask at reception for more information.

If you suffer from any chronic illnesses such as COPD, Asthma, Diabetes, have any Heart related problems, are pregnant or over 65 years, you are eligible for the Flu Vaccination.

Measles/Child immunisations

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.

Why Wait?

Book your appointment online

You can now book appointments, order repeat prescriptions and even access your GP records online. 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)

In order to use the online facilities please obtain your unique password from the surgery. Photo ID required.

Care Navigation

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.**

Thornbury Medical Centre will be initiating Care Navigation to the practice shortly.

When patients contact the practice, they may be asked a few brief questions by the reception team that will help them to direct patients to the most appropriate service to meet their needs. This could be a service offered at the practice or offered elsewhere such as wellbeing, community services, Pharmacy etc.

Any information shared with a member of the reception team will be strictly confidential.

GP Online Services

Extended Access Service-Information for Patients

This practice is part of the extended access service which provides GP, Physiotherapy, Nurse and health care assistant appointments from the following locations (hubs) across Bradford:

- 1) North hub: Shipley Medical Practice,
Alexandra Road, Shipley, Bradford,
BD18 3EG
- 2) Central hub: Picton Medical Centre,
Westbourne Green Community Health
Care Centre, Manningham, Bradford,
BD8 8RA
- 3) South hub: The Ridge Medical Practice,
Cousen Road, Bradford, BD7 3JX

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

Knit and Natter Dates:

13th December 2018 2pm-4pm

27th December 2018 2pm-4pm

10th January 2019 2pm-4pm

24th January 2019 2pm-4pm

7th February 2019 2pm-4pm

21st February 2019 2pm-4pm

7th March 2019 2pm-4pm

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

As a patient registered with this practice you have access to the following:

Weekday appointment

Evening appointments (6.30pm - 9.30pm) at any of the three hubs to see one of the following,

Subject to availability:

- GP
- Physiotherapist
- Nurse
- Health care assistant
- Voluntary sector services

Weekend appointments

Weekend appointments are available with a GP from 10.00am - 1.00pm on Saturdays and Sundays from the central hub, subject to availability.

New Government Guidelines - General Data Protection Guidelines (GDPR)

Over the next few months, the Practice is working towards the GDPR. Please note in order to pick up prescriptions, enquire about appointment times 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.

Please ask at Reception for the Practice consent form. This must be filled out and signed by the patient.

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 held **fortnightly on Thursdays** through the month. Champions welcome all patients to attend; they can bring their own knitting, learn to knit and start something new and share ideas.

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 16th January 2019 at 1.30pm.

Attended by:-

Practice Business Manager - Deirdre Falls

Office Manager- Sobia Ambreen

Prescription Administrator - Natasha Khatoon

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.

Carers

If you look after someone or someone looks after you- this is for you.

Please let us know if you are a carer or if someone cares for you, so this information can be added to your medical record.

Thornbury Medical Centre offers free annual Health checks and free flu vaccinations.

To all carers-please speak to the receptionists for further information

Carers resource provides support for carers, no matter what their age, race, religion or needs.

For further information please contact carer resource on 01274 449660.

Address: 15 Park View court, St Pauls Road,
ShIPLEY BD18 3D2

Walk in clinics

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

Wednesday 12th December 2018

Wednesday 2nd January 2019

Wednesday 2nd January 2019

Wednesday 16th January 2019

Wednesday 30th January 2019

Wednesday 13th February 2019

Wednesday 27th February 2019

Wednesday 13th March 2019

and fortnightly thereafter.

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

Local Patient Survey

We value your commitment to continuous quality improvement. We would like to know how you feel about the service we provide so we can make sure we are meeting your needs. All responses will be kept confidential and anonymous. Please ask at Reception for a survey. Thank you for your time.