

# BEVERSBROOK MEDICAL CENTRE



## NEWSLETTER

Winter 2016



### Alone for Christmas?

If you are spending Christmas day alone this year you might be interested in attending the Mayor's Christmas Lunch in Calne Town Hall. Invitations are available for those who otherwise might be on their own on Christmas Day (singles and couples) and for young families on low income. Volunteers are also needed to help on the day with transport and with serving lunch. For more information please contact Stan Woods on 07979 652783 or e-mail him at [cdlc@calnexion.org.uk](mailto:cdlc@calnexion.org.uk)

### HAVE YOUR SAY!

We are currently inviting patients to join BMC PRG our virtual patient reference group. Members are canvassed via e-mail so there is no need to make time for meetings. Please see Reception for more details.

### DOWNLOAD THE APP

SystemOnline, our online patient system is now available as an app for iPhones, iPads and other devices running the iOS operating system. The app is listed on the App Store and is free to download. To download the app, search for "SystemOnline" in the Apple App store. If you are not registered for SystemOnline please speak to Reception.

### FLU SEASON

Don't forget to book your appointment with the nurse to have your flu vaccination, if you are eligible. Flu clinic appointments are available throughout the week but if you are already visiting the doctor or nurse, there is no need to book a second appointment. Just mention to your clinician that you would also like a flu jab whilst you are visiting. Please speak to Reception to check your eligibility if you are unsure.

### Free Service from

### Wiltshire Fire and Rescue

Wiltshire Fire and Rescue Service are offering a free Home Safety Check, during which they will visit your home and install a free smoke alarm if you need one. Safety Advisors will be visiting the Surgery waiting room over the coming months to speak to patients who may benefit from a home visit, but if you are interested in the meantime please contact **0800 038 2323** or visit their website at [www.dwfire.org.uk/safety](http://www.dwfire.org.uk/safety)

### Fitness and Friendship Club

There is a new Fitness and Friendship Club being held from Thursday 3<sup>rd</sup> November between 2.00 pm and 4.00 pm at Beversbrook Sports Facility.

The club is open for all who want to improve their fitness and make friends at the same time, this inclusive club will encourage members to be physically, mentally and socially active. The first taster session is FREE and subsequent sessions are charged at a subsidised price of only £3 per session. For more information call 01249 814191.

### Extended Hours Clinics

*For the convenience of our Patients we are now able to offer early morning doctor and nurse appointments on Mondays from 7.00 am. We also offer evening telephone consultations with a GP on Tuesday and Thursdays. Should you find it difficult to attend during normal opening times please speak to Reception about the availability of these appointments.*

### CARERS REGISTER

*If you look after a friend, relative, child or partner who has a disability or illness then you are a carer and may benefit from registering on our Carer's Register. Patient's on the register are offered support and advice and are invited to Carer's Support Clinics where there is the opportunity to meet with representatives from Carer's Support and Citizens Advice. If you feel you could benefit from being a member of the Carer's Register please ask Reception for more details or call 01249 821831 and ask for Mel Hayward.*

## Test Results

Just a reminder that we cannot give out test results over the phone until after 2.00 pm. Patients who are signed up for System Online can check their own test results, with the exception of patients who have INR testing. In some instances the doctor will text you should they feel it is appropriate, please ensure that your mobile number is updated on your records by checking with Reception or updating your details through System Online. If you are not signed up for System Online please speak to Reception or call us on 01249 821831 and ask to speak Jack Tavener.

## Your Feedback Matters

We are always keen to hear from our patients about how the Surgery is performing, good or bad, as this helps us to maintain good quality of care and service for you. If you attend an appointment with a GP or Nurse you may receive a text asking you to complete a survey via [iwantgreatcare.com](http://iwantgreatcare.com). This patient feedback relates to your most recent contact with the Practice and your comments make a real difference to our team. You can complete the survey for every visit as the system wants to particularly pick up where you may have a different experience.

The site provides the opportunities to leave feedback for individual doctors or for the Surgery as a whole. You can also complete this survey in Clinic and can collect a paper copy from Reception. If you have any comments or suggestions for improvement or would like to make a formal complaint please speak to Reception or e-mail our Managing Partner, Mrs Emmy Butcher at [emmybutcher@nhs.net](mailto:emmybutcher@nhs.net).

## Breastfeeding Welcome

BMC are a Breastfeeding Welcome Surgery, this means that we fully support breastfeeding Mums who are welcome to breastfeed their babies here anywhere in the Surgery.

Should you require a glass of water whilst you are feeding we would be happy to provide this. We may also be able to provide a separate room if you would prefer privacy – please speak to our Receptionist who will be able to assist you.

Unfortunately, we do not have the facilities to warm bottles.

## Find us on Facebook

Keep up with all the news and goings on at the Surgery through our Facebook page. [www.facebook.com/beversbrook](http://www.facebook.com/beversbrook)



## No Worries

**Beversbrook Medical Centre is a No Worries Practice, providing a confidential sexual health service for all young people (including those who are not registered patients) aged between 13-24 years of age. If you would like to speak to a trained clinician in confidence about your sexual health please ask Reception for a No Worries appointment**

## BMC Supporting Charities

There is nothing the BMC team like more than cake! Some of our talented team members like baking cakes and biscuits and all of the team love eating them. We have combined this love of cake and an excuse to dress up to hold several coffee mornings to raise money for various charities and have raised over £250 over the past few months.

We all dressed in denim to support Jeans for Genes, joined the World's Biggest Coffee morning with our patient Carers for Macmillan Cancer Research and more recently got involved in Wear it Pink day to raise funds for breast cancer awareness.

Pictures of these events are available on our Facebook page, including staff members with pink hair and our very own Alex Carpenter in a lovely pink dress!

If you have any ideas for future charity events please let us know

## Hello - Goodbye

We are very sad to be saying goodbye to Lead Nurse Emma Scott and our HCA Carys Devore, who will both be leaving the Beversbrook team in November – we wish them both every success for the future and will miss them terribly.

We say hello to Hannah Waters, who joined us in September as our new Triage Nurse. Hannah has fitted in with the Beversbrook Team very quickly and she reports that she has received the warmest of welcomes from staff and patients alike.