



Bramham Medical Centre

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Bramham Medical Centre
Clifford Road
Bramham
Wetherby
LS23 6RN

Bramham Medical Centre

Autumn/Winter Newsletter

Welcome to your 'New Look' Newsletter...

Produced by:

Bramham Medical Centre

Here at Bramham Medical Centre we have recently had a revamp of our logos which you may have noticed. We felt the previous logos required an update to complement our surgery.

Online Services

The surgery is online as you may be aware already. This service allows patients more convenience to online services 24 hours a day. This can be much more accommodating when you lead a very busy lifestyle like many of us do....

To access the service, is very simple, all you need to do is download the app via the preferred online app store. This is the NHS App. This can be done on your smartphone or tablet. Or you can access online services via your PC.

If you would like any further information about our online services then please contact Reception, who will get you started.

Contact Information

Phone: 01937 845 854

Fax: 01937 844 480

www.bramhammedicalcentre.nhs.uk

Patient Participant Group We want to hear from you!

If you would like to join our Patient Participant Group (PPG) we would love to hear from you, so please contact us to get involved.

Leave a Review

Please leave a review of the surgery on the NHS choices Website; this helps us understand which services are working well and which need improvement. It also helps new patients decide which surgery might suit them best.

To leave a review please visit our website and click the 'Leave a review' selection.

Patient Questionnaire

Please complete our very short patient survey questionnaire; your answers will help to improve the service. To complete this please, visit our website and follow the indicated links.



Before booking an appointment with a GP 'think';

- Can I do this myself?
- Do I need some online help?
- Could a pharmacist help me?
- For more information on self-care, please visit:

<http://www.selfcareforum.org>

NEWS UPDATE

We are surrounded by information about diseases, new drugs, health scares and the latest medical advances. We read about them in newspapers, we chat with our friends, we read about them online. It is very easy to end up confused, worried or scared.

So, where would Bramham Medical Centre advise you to look for good, impartial advice about your health and medical matters in general?

Obviously we encourage you to ask questions in your appointment, but time is limited so it makes sense to do some of your own research as well.

**Good website resources are:
NHS choices**

www.nhs.uk –

A huge database of information managed by the department of health.

www.patient.co.uk

The UK's leading independent health site, trusted by patients and health professionals. Many patient information leaflets are taken from this site.

If you do not have computer access you can come into the surgery to ask for information and we will be happy to help.

Booking Appointments

Appointments can be made for all three surgeries by telephoning 01937 845854, by calling in at the surgery or you can register for our online booking system (please see page 1 for more details).

The surgery has a procedure for people who feel their medical problem needs to be dealt with on the day.

A number of appointments are released on the same day with the duty practitioners (these are GP's and nurse practitioners). These are intended for patients with urgent problems that need to be seen on the same day.

When these appointments are filled we have a protocol to follow which allows the reception staff to add additional appointments and triage telephone calls with the clinicians.

The clinician will then contact each patient and either deal with their problem over the phone, ask them to come to surgery or arrange an appointment in the next few days as appropriate or, in some cases, ask the patient services team to contact the patient and arrange the appropriate appointment.

Any patient who feels their medical problems needs to be dealt with that day should be able to access the surgery in one of the ways above and should **NOT** be asked to ring again the following day. When booking a same day appointment the receptionist will ask you about the nature of the problem. This is so they can direct you to the

best clinician for your problem. They are not being nosy; all the staff are bound by strict confidentiality rules

If you wish to book an appointment with a specific GP for a non-urgent issue, such as a routine follow up appointment, you can book online, by phone (including the automated service) or at one of our receptions.

Appointments can be pre-booked up to four weeks in advance and are available on a first come first served basis.

Clinical staff

Doctors

Dr Steve G. Lovisetto (m)

Dr Fiona Lessels (f)

Dr Brian McGregor (m)

Advanced Nurse Practitioner

Helen Taylor (f)

Advanced Nurse Practitioner

Sister Rosie Murray (f)

Nurse Clinical Lead

Sister Julie Caskie (f)

Senior Practice Nurse

Sister Kirsteen Wilkinson (f)

Nurse

Nurse Emma Smith (f)

Health Care Assistant

Mrs Jane Harper (f)

Phlebotomist

Mrs Susan Thomas (f)

WHAT TO DO IF WE ARE CLOSED...

IN AN EMERGENCY CALL 999

111 is the NHS non-emergency number. You should call this number if you feel your problem is urgent but you do not feel that it is a medical emergency. It's fast, easy and free. When you call 111 you will speak to a highly trained advisor, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best form of medical care for you. They will arrange for you to see a GP if required

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landline and mobile phones.

You can also speak to a pharmacist at your local chemist who will be able to advise you if over the counter treatments are available or direct you elsewhere as appropriate.



DO WE HAVE YOUR UP TO DATE PHONE NUMBER AND EMAIL ADDRESS?



Cut Out and Keep Contact Details



Bramham Medical Centre
Telephone: 01937 845 854

Fax: 01937 844 480

Website:
www.bramhammedicalcentre.nhs.uk

Bramham Medical Centre

Clifford Road, Bramham, Wetherby LS23 6RN

The NHS is moving more towards electronic communication and in line with this we are developing different ways of communicating with you. Please ensure that we have your correct contact details on our records.

To change your contact details please speak to a member of reception staff or complete the form below and hand in at the surgery.

FLU VACCINATION

Stay well this winter and have the flu jab

Having a flu jab can help prevent you catching flu and passing it on to other people.

Don't wait until there is a flu outbreak this winter, get your flu jab now.

You may be entitled to a free flu vaccine, ask at reception to see if you are eligible.

STAYWELL THISWINTER

nhs.uk/staywell

Lorna Cousins, Nurse



STAY WELL THIS WINTER



Cold weather can make some health problems worse and even lead to serious complications, especially if you are 65 or older, or if you have a long-term health condition.

Who's most at risk from cold weather?

Some people are more vulnerable to the effects of cold weather. This includes (including others):

- People aged 65 and older
- Babies and children under the age of 5

Get advice if you feel unwell

If you are 65 or over, or in another other at-risk groups, see a pharmacist as soon as you feel unwell, even if it's just a cough or a cold. Pharmacists can give you treatment advice for a range of minor illnesses. They will also tell you if you need to see a doctor. The sooner you get advice, the sooner you are likely to get better.

Further advice is available here:

<https://www.nhs.uk/live-well/healthy-body/keep-warm-keep-well/>

PRACTICE MANAGER

Our Practice Manager, **Stephanie Drury**, is responsible for the overall smooth running of the practice. We aim to provide a high standard of care and are always interested to hear ways you think it could be improved.

COMPLAINTS & COMPLIMENTS

The surgery is always striving to improve, we hope you will receive the best care but sometimes things don't go as you would like. If this happens we want to know about your experience and will help you through the complaints process.

Our Complaints Manager at the surgery is **Pauline Tidswell**.

If you would like to speak to her directly then contact the surgery or if you prefer you can have a face-to-face meeting or put your issue in writing. Our complaints Manager follows up every complaint with you.

Making Bramham a Dementia Friendly Community

Bramham Parish Council have organised a series of dementia awareness sessions for village residents as part of a push towards building a dementia friendly community in Bramham, The sessions have been run with the help of a trained "dementia champion" from WiSE and in collaboration with the GP surgery who are fully behind the initiative and will continue into 2020. It is the first step in raising awareness of the condition across our community.

The Parish Council are hoping to extend the sessions to local businesses, the school and community groups in future, and then maybe build on that to:

- a. encourage local buy in to the Herbert Protocol ...which is an initiative introduced by West Yorkshire Police to encourages carers to compile useful information which could be used in the event of a vulnerable person going missing. Carers, family members and friends can complete, in advance, a form recording all vital details, such as medication required, mobile numbers, places previously located, a photograph etc. In the event of your family member or friend going missing, the form can be easily sent or handed to the police to reduce the time taken in gathering this information.
- b. consider introducing a "Safe Places" scheme in the village. Safe Places is a national scheme to encourage businesses and services to provide initial support to anyone who feels lost and vulnerable when out and about in their community. A Safe Place is indicated by a sticker displayed prominently in the window of each business or service that has agreed to take on this role

The aim is not only to improve the understanding of the condition in the village, but also improve local access to support and services.

Specific and tailored sessions can be arranged for particular groups, and the Alzheimer's Society also have some teaching packs and other resources to help engage with children on the subject of dementia and can run sessions to introduce the subject of dementia to children in a gentle way. <https://kids.alzheimersresearchuk.org/young-kids/>

If you are interested in attending an awareness session, please contact Pete Dunn from the Parish Council at: petedunn58@gmail.com .

Together we can make Bramham a Dementia Friendly Community.

Don't let those that forget, become the forgotten!





UPDATING YOUR CONTACT DETAILS

If you have any details you wish to change on your records then please complete the below and hand into our Reception

Update Patient Contact Details

Name _____ Date of Birth _____

Please complete the details below to update our records

Address:

_____ Post Code: _____

Home Phone Number: _____

Mobile Phone Number: _____

Email Address: _____

Please tick if you consent for the surgery to contact you by the following methods:

Mobile Phone

Email

Please visit our website for details about how we use your data.

Please circle which is your preferred method of contact from the surgery for routine things:

Email

Text Message

Letter

Telephone Call

