



# Bridge Street Medical Practice

## PRACTICE NEWS

**Dr Peter Cannon** has now left the practice to begin work in the private sector. Dr Cannon has been a valued GP and Partner for 26 years and we wish him well in his future endeavours.

**Dr Mitum Chauhan** will leave the practice in August 2019. We would like to thank Dr Chauhan and wish him well for the future.

**Dr Sarah Eveson** will become the Senior GP Partner from 1<sup>st</sup> of September 2019.

**Dr Mala Jivanji**, who has completed her final year of training with the Practice, will join us as a Partner from August 2019

**Dr Daniel Jones** will be joining the Practice in October 2019 as a GP

**Dr Glenn Andrews and Dr Syed Naqvi** will return to the Practice to complete their final year of training from August 2019.

**Dr Rachel Giles** will join the Practice for four months from August 2019

From September 2019, our clinical and management teams will consist of:

- **Dr Sarah Eveson**, Senior Partner
- **Dr Satbir Jassal**, Partner
- **Dr Leslie Borrill**, Partner
- **Dr Mala Jivanji**, Partner
- **Dr Daniel Jones**, General Practitioner
- **Dr Soorayah Jaunbocus**, Registrar
- **Dr Glenn Andrews**, Registrar
- **Dr Syed Naqvi**, Registrar
- **Dr Rachel Giles**, FY2 Doctor
- **Azeem Climie**, Practice Manager
- **Tara Tomkins**, Deputy Practice Manager

## PLEASE VISIT OUR WEBSITE!

Please ask at reception for a User name and Password log on Online at: [www.bsmp.co.uk](http://www.bsmp.co.uk)

Book & cancel doctor's appointments online

Change and update your personal details online

Order repeat prescriptions online

Information on service the practice provide

The website is also updated with national health information to keep you up to date.

The Practice's online services will soon be available via the NHS App. Further information is available at <https://www.nhs.uk/apps-library/nhs-app/>

## Nurses News

We are also delighted to announce that **Yolanta Gackowska** joins us as a Practice Nurse from August 2019!

Our Nursing team now consists of:

- **Sister Victoria Goldstein** who is now our lead Practice Nurse.
- **Nurse Marjan Esmaeilian**
- **Nurse Yolanta Gackowska**
- **Health Care Assistant Kirsty Bott**
- **Health Care Assistant Amanda Morris**

## Reception Update

We would like to welcome 2 new receptionists who have recently joined our practice – Holly, who has rejoined the team and Kerry, who joined the practice in July.

## Patient Participation Group News

The Patient Participation Group (PPG) is an important partner group to the Practice.

The PPG is made up of patients of the practice, just like you and act as critical friends for the surgery. Currently it meets about once a month to consider, discuss, inform and activate issues relating to both the Practice and the NHS nationally.

Delegates meet with other local PPGs to exchange views and receive information useful to this Practice. In recent times considerable input was made to the design, build and completion of the practice refurbishment.

The PPG supports and helps the surgery in many ways. For example, periodically surveys are carried out on various subjects and the results passed to the management for consideration.

Currently new members are invited to join the group especially from those of diverse backgrounds and interests. Please consider joining us, age and ethnicity is no barrier.

Anyone interested should contact reception and will be made most welcome.

## Special Points of Interest

Bridge Street Medical Practice no longer offers a specialist drug and alcohol service.

The Friends and Family Test (FFT) was created to help service providers and commissioners understand whether their patients are happy with the service provided, or where improvements are needed. It is a quick and anonymous way to give your views after receiving care or treatment across the NHS. The Family and friends survey can be completed in reception as well as on our website.

We really do appreciate all feedback from our patients. Please take time to contact us via;

Comments box in reception

NHS Choices and Google Reviews

## Flu Jabs

We will announce dates for Flu Jab clinics in the near future. Over 65's flu jabs will be available after mid-September 2019 whilst under 65's will be available from mid October 2019

## Changes to Repeat Prescriptions

West Leicestershire Clinical Commissioning Group has announced that from 30th June 2019, repeat prescriptions can only be ordered from your GP practice and not via high street or internet pharmacies. Exemptions may be made however, for qualifying patients who will experience difficulty in ordering their repeat prescriptions directly with the practice. An exemption request form can be requested from your practice or from your pharmacy.

**Please think ahead if you are taking regular medication. Remember to request a repeat prescription in good time as it will take a minimum of 72 hours to fulfil a repeat prescription request.**

## Help us to help you

### APPOINTMENTS

Please keep the appointment you have made, or cancel it well in advance to allow other people to be seen. This also applies to hospital appointments as well as to appointments at the surgery.

**Last month we recorded 83 GP appointments and 101 nurse appointments where patients did not attend or cancel their appointments.**

Failed appointments cause waste and loss to NHS services and contribute to difficulties for others in getting appointments

As appointments are only 10 minutes long, we ask that only one problem is presented per appointment.

Appointments are for one patient only. It is unfair on other patients to delay the doctor with other family members who have not made an appointment.

Please call for visits between 8:30am and 10:30 am whenever possible.