

THE BELL SURGERY

NEWSLETTER

SUMMER 2019



'The Bell Surgery is a caring, helpful & friendly practice, committed to making a difference in patient care, because **every patient matters**'

Maintaining Continuity of Care.



We've listened to your feedback and have adapted our appointment system to help maintain continuity of care for you.

When you book an appointment with us, our reception team aim, whenever possible, for you to see your own 'named GP'. This appointment is either over the telephone or face to face. It might be that you have had several consultations with another GP already and that is absolutely fine to continue to see them even if they are not your 'named GP'.

If the appointment with your own GP is not convenient for you, there is always the option to see any other GP and if they are one of our part-time GPs you can speak with their "job share" either over the telephone or face to face.

If however, you only want to see your own GP our reception team will send a message to your Doctor to advise them of this and the GP can then see if there are any other opportunities to speak to you.

In the event of an urgent need to see or speak to a Doctor you can phone up on the day and be added to our Duty Doctor's list for a call back within 2 hours. The Duty Doctor will decide with you if you need to be seen on the day and book you an appointment accordingly.

We are finding that this approach provides greater flexibility for us to be responsive to your health care needs.

If you have any feedback about your experience of booking an appointment with your own GP please contact Louise West, Practice Manager by email louise.west3@nhs.net.



Extended Access

To enhance our service to you we have increased the number of GPs offering early morning & evening appointments to fit around our patient's working day.

We offer appointments from 7.30-8.30am most Wednesday & Thursday mornings and some weekday evenings from 6.30-7.30pm.

You can book these appointments through online Patient Access and through Reception.

'Every Patient Matters'
Follow or Like Us on Facebook



Have you heard about Social Prescribing?



What is Social Prescribing?

Social Prescribing helps to link you with a range of non-medical activities, opportunities and support that can improve your health and well-being so that you can live as independently as possible.

How could this improve your health?

Having something to look forward to in your day, being active, engaging with others, learning something new and getting involved in the world around you is proven to improve your mental health and wellbeing.

Sometimes it's hard to find the motivation to arrange something yourself or it's hard to know where to start.

So if you want to be more active, meet and make new friends, help other people, re-connect and notice the world around you, **take the first step and get in touch.**

How does it work?

If you think you or someone you are close to would benefit then speak to your GP, Practice Nurse or the Reception team about being referred to **our area networker Lucy.**

Lucy will then get in touch with you to arrange a time to meet you either at home or at the surgery where you can talk to her about the sort of support, help or activities you are interested in.

Activities and support that others have found useful include:

- cream teas to pub lunches
- exercise classes to walks & talks
- cinema clubs to social afternoons
- bereavement support and befriending
- help with transport or opportunities to volunteer

Lucy will work hard to find the activity or support that works for you.

Come into the Surgery to find out more & pick up a leaflet or contact the Community Information Network directly on 01235 849445 or email socialprescribing@ageukoxfordshire.org.uk

Need to see a physio?



Healthcare Oxfordshire provides musculoskeletal (MSK) physiotherapy and podiatry services with a full range of therapists and specialists in Oxfordshire.

The right help when you need it for all your joint pain including back and neck.

Physiotherapy has been made more accessible, you no longer need to see your GP, instead you can refer yourself for treatment via their website.

Visit their website healthshareoxfordshire.org.uk where you can find useful information and advice sheets about the most common musculoskeletal problems including; back, neck, shoulder, hip, knee, ankle pain etc and links to refer yourself directly through the website.

For general enquiries telephone: 01865 238 108
email: enquiry@healthshareoxfordshire.org.uk

Patient Panel Group

Look out for our PPG's very own Newsletter coming soon.

See our website if you would like to be part of our Patient Panel Group, there are several different types of membership or please contact Janet Waters, PPG Chair, on 01491-572066 for more details.

Feedback We welcome feedback and would love to hear any positive comments you have about our team at the Surgery and areas we can improve on. Complete our [Patient Survey](#) or [Friends and Family](#) survey on our website, add a review on the [NHS Choices](#) website or just come and talk to us.



Online Patient Access

Online Services & Access to your Medical Records

Register for **Patient Access** today

- Beat the phone queue
- Online 24 hours a day
- Appointment booking
- Repeat prescriptions
- View your medical record
- Free mobile app
- **To register, just ask at reception**



Get Online!

If you register for Patient Access you can use lots of online services safely and securely online to help you manage your own healthcare 24 hours a day, 7 days a week.

These include:

- Booking & Cancelling Appointments
- Ordering Repeat Prescriptions
- Keeping your contact details up to date
- Viewing your own medical records with summary information of your previous medical history and other coded information, medications, immunisations, allergies and test results.

We already have 30% of our patients have already registered for online access.



Bell Surgery Clinics

We run several clinics to enhance your Health Care at the Bell Surgery, see the list below, ask at Reception or go to our website www.thebellsurgery.co.uk for further information.

- Diabetes
- COPD
- NHS Health Checks
- Baby Clinic
- Well Woman
- Joint Injections
- Flu Clinics
- Travel Vaccinations

For our patient's convenience we also have other clinics running at the Surgery including; Talking Space, the Adult Mental Health team & Diabetic Eye Screening Clinics.

NEW! Proxy Access

Proxy Access launched in May 2019, you can now book appointments or order medication online for your child or 'cared for' relative.

Access to your medical records

If you have a long-term condition, being able to see your medical records might help you to manage your health care. You can apply for access to your medical records and your GP will review application before granting access, this may take up to 10 working days.

You can find out more information on our website by reading the [Patient Online Records Access Information Leaflet](#).

Ask at Reception or see our website for the [Patient Online Access Registration Form](#) and further details of how to register for any of our online services.

Townlands Services

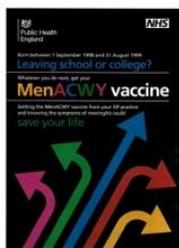
We are very lucky as a Community to have Townlands right on our doorstep, here are some of the services they offer:

- RBH Outpatients - including Audiology, Ophthalmology, Cardiology etc
- X-ray Department
- Rapid Access Care Unit (RACU)
- Minor Injuries Unit
- Out of Hours GP service - call 111 for an appointment.
- Physical Disability Physio Service
- Podiatry
- Community Nutrition & Dietetics
- Speech & language Therapy
- Health Visitors
- District Nursing
- Healthshare Musculoskeletal Assessment & Therapy services



MenACWY Vaccination Programme

Teenagers and "fresher" students going to university for the first time are advised to have the MenACWY vaccination.



The vaccine protects against four different strains of meningococcal bacteria that cause meningitis and blood poisoning (septicaemia): A, C, W and Y.

Schoolchildren aged 13 to 14 (school year 9) are offered the MenACWY vaccine in school as part of the routine adolescent schools programme.

Older teenagers born between September 1st 1988 and August 31st 1999 are advised to have the vaccination at their GP Surgery.

In addition, anyone born on or after September 1st 1996 who missed their routine school vaccination in school years 9 and 10 or the catch-up MenACWY vaccination can get the vaccine from their GP up to their 25th birthday.

Students going to university or college for the first time, including overseas and mature students, who have not yet had the MenACWY vaccine remain eligible up to their 25th birthday.

We will be inviting any patient who is eligible and did not receive the vaccination in Year 9.

If you think you are eligible and do not receive an invitation please contact the Surgery to have the MenACWY vaccine before starting university or college. If that's not possible, ensure that you have it as soon as you can after you arrive.

Off to University?



If your child is heading off to University, they don't have to change their GP to where they move to. They can stay as a patient with us and then register as a temporary patient if they need to see a GP while they are away. We can send Repeat Prescriptions electronically for collection at a pharmacy of their choice.

Bell Surgery Health Talks



With the support of our PPG we are continuing to run our series of free educational health talks. The Maurice Tate room at Townlands Memorial Hospital has been packed for all the talks in the series so far. Recent talks on Neurology in April and Respiratory in June have had glowing feedback.

With a break over the summer our series of talks continues in the Autumn as per the schedule below:

Tuesday 10th September Local Health Care NHS long Term Plan and changes locally - RBH & Primary care (GP Services) - Dr Ed Capo-Bianco, Dr Chris Langley & Dr Toni Chan (tbc)

Tuesday 19th November - Breast Awareness (Breast cancer, reconstruction (immediate & delayed), breast reduction, mastopexy and augmentation) - Dr Brendan Smith

Future Talks to be confirmed, include, the annual Carers talk and more talks in our Life Planning series.

