

# Patient Newsletter

## Bramhall Health Centre

March/April

### Surgery Opening Hours:

Monday – 8am – 6:30pm

Tuesday – 8am – 6:30pm

Wednesday – 8am – 6:30pm

Thursday – 8am – 6:30pm

Friday – 8am – 6:30pm

Saturday – Closed (unless offered an appointment)

Sunday – Closed

(we do offer some nurse appointments from 7:30am, please use the side door for these appointments)

**Please note our phone lines close at 6pm**

### Contact details:

**Tel: 01619835850**

Option 1 & 6 – Reception

Option 2 – prescriptions (open 9:30am-1pm and 2pm-4pm)

Option 3 – secretaries (Open 10am-1pm and 2pm-4pm)

Option 4 – Test results (After 2pm)

Option 5 – medical form/admin (closes at 1:30pm)

### Please Can I?

**A few gentle guidelines as we try to adapt to the new normal**

**Can I** have a Face-to-face appointment with my GP? – Yes, Face to face appointments are available after a triage conversation with the clinician. We have a limited number of face-to-face appointments that the reception team can book directly into (subject to availability) Our appointment system is under constant review.

**Can I** book an appointment online? Yes, we have just added a limited amount of telephone appointments for you to book via patient access.

**Can I** come without a mask? No, Masks are required at all times unless exempt, this will be reviewed with NHS Guidelines for GP Practices.

**Can I** sit where I want in the waiting room? No, please observe social distancing and seating guidelines.

Thank you for your Co-operation that protects us all.



### **Don't let Measles, Mumps and Rubella into your child's world**

Contact your GP to book their first or second dose of the MMR Vaccine



### Signposting

Bramhall Health Centre has implemented a signposting service, which is operated by our trained staff. We have provided training for our staff to ask appropriate questions in relation to your call in order to allocate you to the most suitable clinician or alternative service.

Reception staff are working under GP instructions and are bound by the same code of confidentiality as the clinical staff.

For example, if you have an eye problem you may be signposted to the optician, if you have a mouth problem you may be signposted to the dentist.



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## Zero Tolerance Policy

Bramhall Health Centre has a zero-tolerance policy to all forms of abuse against our staff.

All our calls are recorded, and any abuse of our staff will be reported and could result in your removal from our practice list.

This could include swearing, insults, persistent or unrealistic demands that cause stress to staff. Patients' requests will be met wherever possible, and explanations given where they cannot.

## Online consultations

Our online consultation service can be accessed through our website ([www.bramhallhealthcentre.co.uk](http://www.bramhallhealthcentre.co.uk)) this is to be used for non-urgent request and advice. We will aim to respond to your query within 2 working days.

## Meet the Team



Hello, I am Casey. I am the Reception Manager. I have been with the health centre almost a year now. I am married and a mum to my beautiful little boy who is 3 years old and an amazing stepson who is 6yrs old. In my spare time I enjoy a day out with my family and a good series to watch.

## *Sorry your leaving!*

We have said Goodbye to one of our practice nursing team Zoe and we wish her all the best.

We are losing one of our GPs, Dr James Liptrot. His last day is March 25<sup>th</sup>. James is setting off on a new venture in the Lake District. We wish him well and all the best for the future.

## *Have your say*

We would love to hear your ideas, if you have any suggestions that you think could improve Bramhall Health Centre, please let us know!

## The PPG

The PPG (Patient Participation Group) is a group of patients, carers and GP staff who meet to discuss practice issues and patient experience to help improve service.

Over the past couple of years due to Covid the PPG has been stepped down as we have been unable to meet up due to covid restrictions.

The good news is we are looking at organising a meet up for the PPG very soon, if you wish to join the PPG please email us and let us know.

## Waiting for a hospital appointment

**If you are waiting for a hospital appointment, your GP practice cannot speed this up**

If your condition is worsening please discuss this with your specialist so they can decide if you need to be seen sooner

You can also contact the hospital Patient Advice and Liaison Service (PALS)



## Our Waiting Room

We are currently in the process of updating our waiting room, please bear with us if you see any work going on. In the very near future there will be a blood pressure machine where patients can take their own blood pressure and report it to reception. We will continue to update you on the progress of this.

## A little insight into our calls

Our current average wait time is under 5 minutes.

In February we received **6,630 calls** (includes all departments) the percentage answered in **under 5 minutes is 65%**.

We have experienced have a high amount of staff sickness recently which may mean your wait time has been higher. Our staff are working hard to ensure your call is answered in a timely manner.

## Do you know the symptoms of ovarian cancer?

