



### What's been happening at the Practice...

- We are pleased to announce our new telephone system, which will reduce call holding times and make it easier to get through to us.
- Over £300 raised at our family fun day! Charity to be officially announced soon...
- New 'Care Navigation' staff training, to help staff make sure you get the correct service and type of appointment when you book in. You can find out more about Care Navigation by picking up a leaflet at reception.
- Happy to report back that our latest waiting room video, soothing and relaxing nature shots, has been a hit.
- New, colourful seat covers in reception, giving the whole room a fresh feel.
- We understand you are busy, which is why we are proud to offer 'Extended Access Appointments' offering late evening appointments (6.30pm – 9.30pm) and weekend appointments at any of the three locations across Bradford: Shipley Medical Practice, Picton Medical Centre, The Ridge Medical Practice. Ask about this when booking your next appointment if it makes life easier for you.

### Latest News

The flu vaccination is available through the practice. Contact us for information about dates and times of flu clinics. Groups eligible for the adult flu vaccination include:

- Those aged 65 years and over
- Those with a diagnosis of heart, kidney, liver, spleen or neurological disease
- Those with diabetes
- Those with asthma or COPD
- Those who are on medication or any other treatment that can cause suppression of the immune system.
- Pregnant women
- Those living in a long-stay care home or other similar care facility
- Those who are the main carers for others
- Those with a BMI over 40

*(This list is isn't definitive. It's always an issue of clinical judgment and the doctor may offer the flu vaccination to other individuals)*

### Patient Participation Group

The PPG is a selection of patients and practice staff who meet on a regular basis to think of ways to make a positive contribution to the services and facilities offered by the practice to our patients. The group is chaired by Mr Ian Jefferson who is also one of the longest registered patients of the practice.

If you would like to be part of our PPG, please contact our PPG Secretary **Musrat Hussain** on 01274 662233 or email the practice on [bradfordmoorpractice@bradford.nhs.uk](mailto:bradfordmoorpractice@bradford.nhs.uk).

The next PPG meeting is planned for Wednesday 19<sup>th</sup> December 2018 at 1pm at the practice.

We also invite any ideas and suggestions (ideally in writing) to improve our practice and the services provided even if you do not have the time to attend the PPG meeting.

## Online GP Services

Did you know you can access the following services online...?

- **Book** and **cancel** appointments
- Request repeat **prescriptions**
- **View your** medications, allergies and immunisation records.

To sign up, please speak to one of our receptionists.

### Happy with Our Service?

Please tell us what you think by visiting The NHS Choices Website and leaving us a review.

**Complaints?** The surgery tries to work hand in hand with our patients, if however, you feel the need to raise a complaint or make a suggestion, please ask to speak with the practice manager Shaheen Hussain or any of the other members the practice team. Thank you!

Getting angry or impatient either in the surgery or on the telephone is unhelpful for both you, the patient, and the receptionist. We are all trying our best to help you. All of our telephone calls are recorded and can be listened to if there are concerns. Let's show each other respect 😊.

### Non-attendance for appointments

**58 appointments were missed in October.**

**That is approximately 11 hours of doctor & nurse time wasted**

Every month, many hours of doctor and nurse appointments are wasted simply because patients have failed to turn up or cancel in advance.

**Please ensure you contact us if you are unable to attend for your appointment.**

## Latest News

- Pharmacies - your local pharmacist is qualified to offer advice on health issues and medication as well as treat headaches, an upset stomach and other common illnesses.
- NHS 111 - a free phone service that is available 24 hours a day, 365 days a year. It offers a one-stop number for patients with urgent, but not life-threatening symptoms.

### COUGHS & COLDS

Main Symptoms

- Sore throat
- Blocked or runny nose
- Sneezing
- Cough

**Unfortunately, there is no specific treatment for the common cold, but you can relieve the symptoms by...**

1. Resting, drinking plenty of fluids and eating healthily.
2. Taking over-the-counter medicines to reduce fever or discomfort.
3. Using decongestant sprays or tablets to relieve a blocked nose.
4. Trying remedies such as gargling with salt water and sucking menthol sweets.

**Always speak to your pharmacist for advice if you are unsure which over the counter medications would be best for you.**

### All the best, Amy!

As some of you will be aware, **Amy McMahon** our reception manager, went on maternity leave on the 2<sup>nd</sup> of November. Jamila Khan will be taking over the role until Amy is back from maternity leave.

**We wish Amy all the best!**