

SPRING

Newsletter

2019



The Practice now has a new website:

www.thornburymc.co.uk

Please visit this site for all information about the
Practice

Patient Forum

Facebook link: www.facebook.com/mc.thornbury92

Or alternatively search: Thornbury MC

Follow us on Twitter : @ThornburyMedCtr

ACWY VACCINATION

The practice is now offering meningitis vaccination for Hajj/ Umrah. A certificate will be provided in the appointment. This service is available for everyone. Please contact reception for further details.

Measles/Child immunisations

If your child has not had the MMR jab, they could be at risk of getting measles. This can be life threatening.

PLEASE GET YOUR CHILD IMMUNISED
AGAINST THIS DISEASE, AND MAKE SURE
ALL OTHER IMMUNISATIONS ARE UP TO
DATE.

Royal College of General Practitioners
Research and Surveillance Centre



Royal College of
General Practitioners

We are pleased to inform our patients that we have joined the Royal College of General Practitioners Research and Surveillance Centre.

The practice is one of over 400 practices in England contributing pseudonymised data for national research and surveillance. Providing pseudonymised data does not affect patients, their care or privacy, however if you no longer wish to allow your information to be used, please speak to your GP.

More information regarding this can be found on <http://www.rcgp.org.uk/rsc>

CARE NAVIGATION

Thornbury Medical Centre has initiated Care Navigation to the practice in December 2018. When patients contact the practice, they may be asked a few brief questions by the reception team that will help them to direct patients to the most appropriate service to meet their needs. This could be a service offered at the practice or offered elsewhere such as Locala, My Wellbeing College, Community Services, Pharmacy etc.

Any information shared with a member of the reception team will be strictly confidential.

New Government Guidelines - General Data Protection Regulations (GDPR)

GDPR has come in to effect from May 2018. Please note in order to pick up prescriptions, enquire about appointment times or discuss any other things relating to a patient record, staff have to be speaking to the PATIENT or have written permission to speak to a specific person. All staff are unable to discuss anything with any other family members or friends. Please ask at Reception for the Practice GDPR consent form. This must be filled out and signed by the patient.

SMOKING CLINICS

Thornbury Medical Centre has commenced in-house smoking cessation clinic.

The purpose of the clinic is to offer support and appropriate advice to those who are ready to quit smoking.

The designated smoking cessation advisors are Donna Taylor and Diane Wood and they are suitably trained and are responsible for co-ordinating the service.

Please contact reception for further information.

Extended Access Service-Information for Patients

This practice is part of the extended access service which provides GP, Physiotherapy, Nurse and health care assistant appointments from the following locations (hubs) across Bradford:

- 1) North hub: Shipley Medical Practice,
Alexandra Road, Shipley, Bradford,
BD18 3EG
- 2) Central hub: Picton Medical Centre,
Westbourne Green Community Health
Care Centre, Manningham, Bradford,
BD8 8RA
- 3) South hub: The Ridge Medical Practice,
Cousen Road, Bradford, BD7 3JX

**As a patient registered with this practice
you have access to the following:**

Weekday appointment

Evening appointments (6.30pm - 9.30pm) at any
of the three hubs to see one of the following,
Subject to availability:

- GP
- Physiotherapist
- Nurse
- Health care assistant
- Voluntary sector services

Weekend appointments

Weekend appointments are available with a GP
from 10.00am - 1.00pm on Saturdays and
Sundays from the central hub, subject to
availability.

CARERS

If you look after someone or someone looks after you- this is for you.

Please let us know if you are a carer or if someone cares for you, so this information can be added to your medical record.

Thornbury Medical Centre offers free annual Health Checks and free Flu Vaccinations to all.

Carers- please speak to the receptionists for further information

Carers Resource provides support for carers, no matter what their age, race, religion or needs.

For further information please contact Carers Resource on 01274 449660.

Address: 15 Park View court, St Pauls Road,
Shipley BD18 3D2

Walk in clinics

The practice continues the walk in clinics for urgent care between 9-10am. The next clinics are as follows:

Wednesday 13th March 2019

Wednesday 10th April 2019

Wednesday 24th April 2019

Wednesday 8th May 2019

Wednesday 22nd May 2019

Wednesday 5th June 2019

Wednesday 19th June 2019

Wednesday 3rd July 2019

and fortnightly thereafter.

National Survey

You may receive a GP patient survey by post. Please ensure it is completed to help improve services provided at Thornbury MC. If you require any assistance please contact the surgery on 01274 662441.

Friends and Family

We would appreciate patients completing the friends and family forms held on reception as the information is very positive and a great help in maintaining the smooth running of the practice, also available on our website

Local Patient Survey

We value your commitment to continuous quality improvement. We would like to know how you feel about the service we provide so we can make sure we are meeting your needs. All responses will be kept confidential and anonymous. Please ask at Reception for a survey. Thank you for your time.

Patient Participation Group (PPG)

This is a patient led group which helps to instigate changes for the benefit of our patients and the surgery. Informal meetings take place quarterly with patient members. The next meeting is Wednesday 10th April 2019 at 1.30pm.

Attended by:-

Assistant Practice Manager- Sobia Ambreen
Reception Team Leader - Natasha Khatoon

If you would be interested in joining the Patient Participation Group (PPG) please ask at reception for further details.

Visit our website for further information.

Health Champions

Practice Health Champions are patients who volunteer with their GP Practice. The Practice Health Champions work together to plan and deliver activities that will benefit the health and wellbeing of their fellow patients.

At Thornbury Practice, Health Champions currently hold fortnightly tea and coffee mornings for patients to attend during drop in clinics, **Wednesdays 10.00 - 11.30am**; they have also recent introduced knitting and craft held **fortnightly on Thursdays** through the month. Champions welcome all patients to attend; they can bring their own knitting, learn to knit and start something new and share ideas.

Knit and Natter Dates:

7th March 2019 2pm-4pm
21st March 2019 2pm-4pm
4th April 2019 2pm-4pm
18th April 2019 2pm-4pm
2nd May 2019 2pm-4pm
16th May 2019 2pm-4pm

Champions have also linked in with the local Morrison's Pharmacy who come along (when available) and offer free health checks for patients!

Champions also support and follow the National campaigns such as Bowel Screening and Self Care. Champions also support the Practice with asking patients to complete questionnaires such as family and friends.

New Phone System

The practice now has a new phone system in place and is trying to improve patient access. There is now a queuing system and calls are directed to relevant staff members with multiple options for patients as follows:

- Press 1 for appointments.
- Press 2 for general enquiries.
- Press 3 for results.
- Press 4 for prescriptions (between 1.00pm - 3.00pm).
- Press 5 for Home Visits.
- Press 6 if you are a health professional.
- Press 7 to speak to the medical secretaries.

Repeat prescriptions

There are several ways of obtaining repeat prescriptions:

- Post your ticked repeat request to us with a stamped envelope for return if applicable.
- Leave your repeat counterfoil, with ticked items, in the red box in the waiting room.
- Fill in a repeat slip and place in the red box in the waiting room.
- Order prescriptions via e-mail:
Thornbury.prescriptions@bradford.nhs.uk
- Telephoning the prescription line (option 4) between 1.00pm - 3.00pm. **Please note: this facility is for elderly, disabled or housebound patients only.**

GP Online Services

Why Wait?

You can now book appointments, order repeat prescriptions and even access your GP records online. It's quick, easy and your information is secure.

Register for online services at our reception desk or alternatively you can find out more information by visiting [nhs.uk/GPonlineservices](https://www.nhs.uk/GPonlineservices)

In order to use the online facilities please obtain your unique password from the surgery. Photo ID required.

Information for Parents

HEALTH VISITING TEAM

Telephone: 01274 221223

Health Visitor:
Tracey Terblanche

Community Nursery Nurses:
Karen Kaur
Emma Blakely

IMMUNISATIONS

Baby immunisations, MMR and Preschool immunisations can be booked at Reception.

BABY CLINICS

Community Clinic at Barkerend Health Centre:
Monday 9:30 – 11:30 (Bluebell building, the health education room)

CHILDREN'S CENTRES

Tyersal 01274 668881
Gateway 01274 634800
Fagley 01274 770434
Barkerend 01274 437300

Mortimer House 01274 262740

USEFUL NUMBERS

NHS DIRECT	111
National Childminding Association	01274 831399
BRI Accident and Emergency	01274 542200
Bradford Under 5's Association	01274 308725
Bradford Twin Club	01274 308725
Children's Information Network	01274 437503
Fire Safety	01274 385432