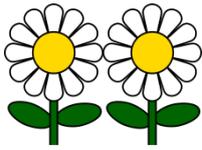


NEWBRIDGE SURGERY



SPRING NEWSLETTER 2017



askmyGP



STARTING WEDNESDAY 3RD MAY

We need to ensure we are able to continue offering you the excellent service you are used to in an efficient and safe way, so we are introducing a new service "askmyGP" which will be available on our website from the 3rd May.

With askmyGP you can message us at any time day or night, for administrative or medical/health problems.

There's no need to book ahead.

You will receive a prompt response during normal working hours. Should you have a health problem that the GP feels they need to see you for you will be invited to attend at a time that is convenient to you.

You can let us know when and how it is best to get back to you.

If you don't have access to the internet or are unable to use askmyGP, you can still contact the surgery and if it is regarding a medical problem a GP will always call you back as they can often help over the telephone. This will ensure a quick and efficient response to your problem. If they feel they need to see you, for example you need to be examined, they will invite you to attend later that day or when convenient.

We hope this new system will be beneficial to all our patients ensuring swift and appropriate care.

For more information collect a leaflet at reception or go to our website:

www.newbridgesurgerybath.co.uk



Please remember that we are unfortunately unable to prescribe your antihistamines. Please go to your nearest Chemist where a Pharmacist can help you purchase over the counter remedies. If you require more information leaflets are available at reception.

How can we help?

Thank you for your patience and understanding when the Receptionists and Secretarial staff ask you for more information over the telephone. It has been most helpful to ensure you have the right help with the right person at the right time.

CONGRATULATIONS to Dr Jenna Powell who had a bonny baby girl on the 4th February!



GLUTEN FREE FOODS

We are no longer able to issue Gluten Free foods on prescription. If you require more information, leaflets are available at reception.

Community Care Update

Sirona are passing the reins to Virgin Care from the 1st April 2017. For many of our patients there will be very little difference. If you have questions please go to www.yourcareyourway.org



Please ensure you complete the Friends and Family Test available both Online and to collect at Reception. Tell us your thoughts and leave feedback so we can understand your thoughts and improve the service.



MOVING HOUSE.....



Please ensure you keep us up to date with your address, telephone number and email details. Please note that if you move outside of our boundary you will need to re-register at a surgery closer to your new home. This is so you can continue to receive the full level of service you are entitled to i.e. home visits and community care.



PLEASE ALLOW **72 HOURS** FOR ALL PRESCRIPTION REQUESTS

Phoning or asking at the desk does not mean you will get your prescription sooner. You can order repeat medication and medication that you have had previously, which is not on repeat via our website.

