

The Gainsborough Practice

Spring Newsletter



Welcome to our spring newsletter for patients of the Gainsborough Practice.

This newsletter can also be viewed on our practice website at www.gainsborough-practice.co.uk

The newsletter gives references to where there is additional information for patients. Mostly these references are to online material, and patients can read that material by viewing the online version of the newsletter on our practice website, and following the links.

You can also use our website for online services including repeat prescription requests, appointment booking and to view your summary medical record and test results.

Practice News – annual patient survey – good results

Our annual survey was carried out between 12th to 25th February. Thanks to all our patients who responded – more than ever before this year (808). Overall the results are positive and our scores have gone up in most areas which is really pleasing.

The results and follow up actions will be discussed at our next Patient Group meeting on 20th March. The full results will be published on the practice website and on the noticeboard in the waiting room – look out for that.

Practice News – our staff

The Gainsborough Practice would like to welcome new staff to our team. Geraldine Rose will be joining the practice as a Practice Nurse in April. She will be working full time Monday to Friday. Carole Jardine has joined as the new practice secretary. Anita Bennett and Diane Wilson have joined the reception team, and we would appreciate your patience whilst they are training.

Do you know...?

Evening and weekend appointments are available to all patients.

At the Gainsborough Practice we appreciate it can be difficult to attend the surgery through working hours so we would like to highlight the appointments that are available to you.

During the week there are evening appointments to see a doctor or nurse and on Saturday mornings appointments are also available, including appointments for blood tests. Many of the routine nursing services are available such as smear tests, ear syringing, and dressings and there is also a minor illness clinic.

These appointments are made by our receptionists in the usual way; however you will be seen at Boundary House Surgery. The medical staff you see will have appropriate access to your medical records and your GP at The Gainsborough Practice will be informed of the care and treatment you receive to ensure your medical record at the practice is up to date. Please feel free to chat to us about this service if you would like more information.

Support for carers

There is a great deal of support for carers in the local area. If you are a carer please let the practice know (ask reception for a form to update your details) You can also find more about the local service to support carers provided by the Signal team at - <https://www.signal4carers.org.uk/bracknell-forest> or see their leaflet at <https://signal4carers.org.uk/images/SignalBF-flyer-Seperate.pdf>

Early diagnosis of cancer saves lives

The Gainsborough Practice is committed to the NHS targets for diagnosing cancer. Screening programmes are available free on the NHS for some patient age groups to look for early signs of possible bowel, breast and cervical cancer. If you are offered a screening test or appointment please take advantage of that.

Have you had your flu jab?

Flu jabs are still available from the practice; if you are in a risk group or you are pregnant please call Reception on 01344 428742 to book an appointment as it's still not too late!

Do you have a disability, impairment or sensory loss?

If so and you and require communication or information support needs please let the surgery know by contacting Reception on 01344 428742 or by email to BACCG.Gainsboroughpractice@nhs.net

Missing an appointment – please let us know in advance.

If for any reason you are unable or no longer wish to attend an appointment that you have booked please let us know as soon as you can – even if that's on the day.

Please call reception on 01344 428742 or go online to cancel the appointment if you booked it online. We can then offer the appointment to someone else.

Since the 1st January 2018 135 patients failed to attend appointments without informing the practice – please help us reduce that number of wasted appointments.