

The Gainsborough Practice

Summer Newsletter



Welcome to our summer 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.

Practice News – feedback from the annual patient survey

Thank you to all patients that took part in this survey. The information has been very helpful and we would like to give you some feedback on issues raised.

It was highlighted that patients and clinicians would like you to get the most out of your appointments. A way for this to happen would be for patients to clearly tell the doctor or nurse the problem they would like to discuss at the start of the consultation. Sometimes patients have complex problems and by thinking about the issue that you would really like to address can help to make the consultation more effective. Trying to deal with multiple problems is often a cause for clinicians to run late so identifying the main issue and then booking further appointments to follow-up with other problems is recommended. Also utilising NHS Choices website is a great way for patients to find advice about many health related problems.

We would also like to promote the use of the blood pressure machine in the reception area. This is already used by many patients who may need to monitor their blood pressure or by patients who have not had their blood pressure checked recently. We would like to encourage more patients to use this machine. The results can be kept for your own records, or you can hand the result to the nurse or doctor that you are seeing, or you can hand the results to the receptionists and your blood pressure will be recorded in your records. If your blood pressure needs further review you will hear from us. Taking your own blood pressure will also allow you more time for discussion during your consultation.

Practice News – our staff

The Gainsborough Practice would like to welcome new staff to our team. Dr Simon Maret has joined the practice and will be working Tuesdays and Fridays. Dr Maret has been a locum GP here so many of you may have already met him. Karen Young has also joined the reception team, she will be working the afternoon shift Monday to Friday.

Do you know...?

People who live in the Bracknell Forest area who want to stop smoking can visit <http://health.bracknell-forest.gov.uk/stop-smoking/> to find information on how to stop smoking and register for support services.

Staff Training

Have you noticed that the surgery is closed one afternoon each month? The CCG invests in the education for all general practice staff ensuring we are all up to date and skilled with the right way to treat and refer our patients. The Gainsborough Practice will be closed from 12.30 on 5th June and 5th July. These dates are clearly displayed in the practice to ensure all patients are aware. If urgent help is required during this time please call 111.

Do you have a disability, impairment or sensory loss?

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

Have you registered online with us yet?

Already 1382 of our patients have registered to use our online services. Once you have registered you can logon securely to your online services including repeat prescription requests, appointment booking and to view your summary medical record and test results.

To register just visit reception with proof of your identity (such as a passport, driving licence or other) and ask for the form and what to do next.

Are you interested in local healthcare matters? - Join our Patient Group

We have an active Patient Group, and would welcome a few more patients to participate and come to our committee meetings – for more see <https://www.gainsborough-practice.co.uk/about-us/patient-group/>

Our next meeting will be held on Tuesday 3rd July 2018 from 6.15pm at the Practice. If you would like to participate and be invited please email us as described on the website, and we will arrange for you to be contacted by the Patient Group.