

RUSH HILL & WESTON SURGERY



PATIENT NEWSLETTER MAY 2019

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ON-LINE PRESCRIPTION REQUEST & APPOINTMENT BOOKING

The easiest way of requesting regular repeat medications and booking appointments is via our website and the Systmonline portal.

www.rushhillandwestonsurgery.co.uk

The on-line portal is available 24/7 - 7 days a week, so offers you the most flexibility when you want to book appointments or request repeat medication.

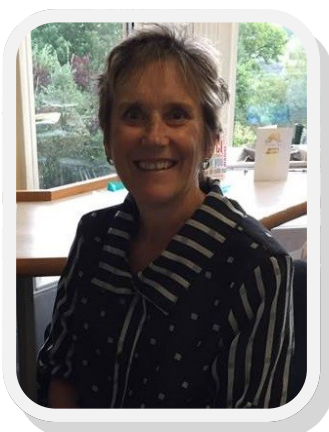
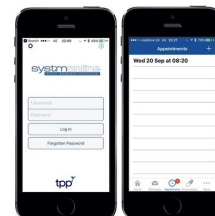
We can provide you with a user name and password to enable you to use this service. Please pop in to the surgery to collect a username and password (please bring some ID with you).

We can also text or email you a user name and password. After a few security checks, we can send you a verification email or text, and once you have followed the necessary links to verify your details, we can then email or text your user name and password.

Please remember that we are unable to accept requests for medication over the phone. Please submit your requests on-line wherever possible. If you do not have on-line access, please submit your request in writing to the practice. Thank you.

Once you have registered for an on-line account (Systmonline account), you can also download the handy App.

Parents can use on-line accounts to book appointments and request repeat medication for their children (aged under 11 years), by requesting 'proxy access'. Parents need to be registered with the practice themselves and have their own on-line account to use this functionality.



WELCOME TO DR LINDA MCHUGH

We are delighted to welcome Dr Linda McHugh to the team.

Dr McHugh is a very experienced local GP and is primarily based at Weston Surgery, with one session per week at Rush Hill.

PATIENT QUESTIONNAIRE

Thank you very much to all our patients who recently completed a practice questionnaire.

We were delighted to receive so many positive and warm comments from our patients.

In response to some of the common areas of suggestions, we are pleased to let you know the following:

We are in the process of re-decorating the waiting rooms at both practices and will be installing new patient information screens.

We offer extended hours as follows:

Weston Surgery - Early Monday am and Tuesday early evening.

Rush Hill - Monday early evening and alternate Tuesday early evening.

Furthermore, we are able to book routine GP and nurse appointments with one of the new BANES wide Improving Access Centers (see opposite for more details).



As you know, we are really pleased to be working as a network of local practices, known as Minerva Health Group.

One of the joint projects we are working on together, is around improving our prescribing processes and methods. This includes sharing a Practice Pharmacist, Clare James. Clare is seeing some patients face to face for things like medication reviews as well as on the phone.

Minerva Health Group is made up from:

| Combe Down Surgery | Grosvenor Place Surgery | Newbridge Surgery | Rush Hill & Weston Surgery | St Michaels Partnership |

WELCOME TO THE MEDICAL

We are delighted to welcome a new independent Musculoskeletal service to Rush Hill Surgery. 'The Medical' are a long established healthcare provider, providing independent specialist musculoskeletal clinics.

The Medical occupy part of the lower ground floor at Rush Hill Surgery. Access is via the rear entrance of the Rush Hill building (ramped access).

IMPROVING ACCESS CENTRE

The Improving Access (IA) service started from 1st October 2018 for most practices in B&NES. This service is for patients needing routine, bookable in advance, core primary care services. We have clinics available at each IA site and patients can book into them via their GP practice receptionists.

The service provides GP and Nurse appointments between the hours of 6.00pm and 9.00pm on weekdays, and 8.00am to 12.00pm on Saturdays and Sundays.

The staff working in the Improving Access sites will have access to your GP practice patient record if you have given permission to share this.

The service operates from three separate sites in Bath, Paulton and Keynsham. In Bath, the service runs at Oldfield and Widcombe surgeries on a three-month rotational basis. At the moment it is based at Oldfield Surgery at 45 Upper Oldfield Park. In Paulton the service runs from Elm Hayes surgery. In Keynsham it is at St Augustine's surgery, on Saturday mornings only.

50% OFF
ALL ASSESSMENTS AND TREATMENTS

The Medical are a healthcare provider, located behind the Rush Hill Surgery and are specialists in Musculoskeletal treatments such as Chiropractic, Physiotherapy, Sports Injury and specialised massage.

Don't miss out on this opportunity to ease any aches and pains or relieve stress and tension!

Limited spaces available, call to book an appointment on 01225 444 001. Quote 'AT50'

The Medical
HEALTHCARE CENTRES

www.themedical.co.uk
Terms: Available to new patients only, one per customer only. Valid until 01.04.19

The advertisement features a background image of a physiotherapist working on a patient's back. Two circular inset images show the exterior of 'The Medical' clinic building. The text is overlaid on the image in various colors and fonts.



The telephone number for the reporting abuse of adults in Changing to 0300 247 0201.

If you are concerned that someone is at risk of being abused, please call the Virgin Care Adult Safeguarding Team's new number

0300 247 0201. If anyone is in immediate danger, always call 999 and ask for the Police.

There are many different types of abuse and it can take place anywhere at any time. People can be at risk of harm or abuse if they need care and support. This includes people with a physical disability or illness, people who are elderly or frail or have sensory loss, or people living with dementia, a learning disability or a mental health need.

Abuse can be deliberate, or it can be the result of ignorance, or lack of training, knowledge or understanding. Sometimes if a person is being abused in one way they are also being abused in other ways.

Abuse may be physical, sexual or emotional. It could also be financial – you may know someone who is being put under pressure to change their will or to give money or property away. If someone is being discriminated against because of their race, sexuality or disability – that is also a form of abuse.

Domestic abuse is any kind of abuse that happens between people with an intimate or family relationship.

If someone is experiencing disrespect or ill treatment in an institution like a care home, nursing home, sheltered housing, acute hospital or in-patient setting, we call it 'organisational abuse.'

You may know someone who is being neglected. Perhaps their medical or physical needs are being ignored. Or someone you know may be neglecting themselves.

Call the Virgin Care Adult Safeguarding Team on the local rate number 0300 247 0201 where you will be connected to the local B&NES team.

PATIENT INFORMATION SCREEN

We are shortly going to be installing new patient information screens in the waiting rooms at both Rush Hill & Weston Surgery.

If you have any suggestions on information you would like to see displayed, please let us know.

FAX MACHINE SWITCH OFF

In keeping with our colleagues in secondary care health, from 1st April 2019, we are removing fax machines from the practice.

If you previously submitted medication requests to us by fax, please sign up for the on-line portal Systmonline, and request your repeat medications on line. Thank you.

DO WE HAVE YOUR UP TO DATE MOBILE PHONE NUMBER?

Please ensure we have your up to date mobile phone number.

If you are unsure if we have your up to date number, please fill in the mobile number update forms in reception and hand in to a member of the reception team. Thank you.



PATIENT PARTICIPATION GROUP RELAUNCH

We are very grateful to our patients that have supported us and contributed ideas with our email Patient Population Group.

We are keen to re-launch the group, and would like to hold some face to face meetings with the group.

If you would like to be involved in the new Patient Participation Group, please let a member of the Reception team know, or drop us an email to:

BSCCG.rushhillreception@nhs.net