



New Telephone System!

Our new telephone system goes live!

We are pleased to inform you that our much awaited new telephone system finally went live at the end of November. We have also increased the number of incoming lines and hope this considerably improves the telephone access to the surgery.

Please accept our apologies if you have had trouble getting through to the surgery recently – we hope you notice a difference.

Please use **01283 563451** (previously the appointments line) to ring the surgery, whatever the reason for your call. (Our old enquiry line number still gets through to the surgery but we won't be using different numbers for

different things anymore). Up to 6 calls can be answered or queued at a time and callers will hear the engaged tone if the 6 lines are busy. We hope this keeps the wait time to a minimum as we are conscious calls are charged whilst in the queue.

Please help us to help you when calling the surgery

When you ring the surgery you will notice Dr Georgiou has recorded a new message advising that the reception team will be asking patients for further information in order to help them deal with the call in the most appropriate way. This is known as 'active signposting' and is being introduced in other local surgeries too.

The doctors would like to assure you that all our receptionists are bound by strict confidentiality rules and they would appreciate your co-operation in providing information when asked to do so by a receptionist.



Message from our Clinical Pharmacist

Hi! My name is Manzar. I'm a Clinical Pharmacist and I'm delighted to join the ever growing multi-disciplinary team at Bridge Surgery. As a registered professional and a prescriber, I can provide expert advice on medicines as well as prescribe medications. I can manage long term conditions and ensure patients are taking medications that are working for them. I can also help patients make changes to their lifestyle to best manage their medical conditions. If patients are experiencing side effects of medications, I can help by making changes to the medicine or changing how much they are taking. Patients who are on multiple medications can also seek advice from me as I can ensure they are all working well together. I also conduct medication reviews with patients and health checks such as measure blood pressure and arrange required blood tests. I also do other admin duties for the surgery such as process discharge letters to ensure a patient's medication list is up to date and sign repeat medication prescriptions. NB Patients still have to attend their community pharmacy to collect any prescribed medications.

Extended Access

Following a National Government initiative from 1st September 2018 extra appointments will be offered across the whole of East Staffordshire, including evening and weekend appointments. Additionally a new online digital service will be available on Sunday mornings where appointments will be offered with a GP via the Q Doctor smartphone App. All practices across East Staffordshire are participating in this extended access.

Online Services

Would you like to make your next GP appointment, order your repeat prescription or look at a summary or a 'detailed coded' version of your medical records online? Pre-bookable and on-the-day GP appointments are available to book online with the on-the-day appointments released at 8.00am.

Please pick up an information leaflet and application form available from reception or on www.bridgesurgery.net. Once you have completed this form you will need to visit the practice in person with documents to verify your identity.

Locum GP's

We are still trying to recruit a Salaried GP to replace Dr Pidsley but in the meantime have the following Locum GP's working at the surgery on an ad hoc basis:

Dr M Masaud

Dr T Ajmal

Dr M Thanneemalai (known as Dr Meenal)

Dr J Khan

Dr S Saeed

Dr D Chinnachamy (known as Dr Deepa)

GP Trainee News

Dr McCaul is our latest GP Trainee and is with us until next August.

General Data Protection Regulation (GDPR)

Please see our Patient Privacy Policy available on www.bridgesurgery.net or from reception.

FLU - it's too big to ignore

Vaccination is the most effective way to prevent flu. Although anyone can catch flu, certain people are at greater risk from the implications of flu, as their body may not be able to fight the virus. If you are pregnant, 65 years or over, morbidly obese, suffer from severe asthma, chronic liver disease, diabetes or immunosuppression, have a heart, kidney or lung condition, have suffered a stroke or transient ischaemic attack, you are considered at greater risk from flu and the implications could be serious.

We are also offering flu vaccinations to children aged 2 - 3 years (born between 01/09/14 - 31/08/16) who are given a nasal spray.

If you are eligible for a flu vaccination, please book your appointment now!

Message from Dr Pidsley

I would like to extend a really big thank you to all those patients who expressed best wishes, donated to St Giles, sent cards and attended the Saturday morning event at the surgery. It has been a very uplifting few weeks and incredibly affirming to know that I have been able to help in many different ways over 33 years since first starting as a GP at Bridge surgery.

A cheque for £933.00 has been sent to St Giles.

It has been a privilege to be involved in so many people's lives, especially at times of difficulty and loss. There have been many challenges but disappointments have been greatly outweighed by the kind of success that is achieved by patient and Doctor working together.

I am confident that my colleagues who continue will provide an outstanding service to you, and wish you all the very best.

Kind Regards Charles Pidsley

