



# Gloucester Road Medical Centre Newsletter

May 2016

## Staff Changes

Some of our regular visitors may have noticed several new faces in our Reception Team. We are pleased to welcome Lesley Theobald, Anne Howes and Charlotte George to our team. Hilary Brahmhatt joins the team at the end of the month. Please be patient with our new team members as they learn the ropes!

We are also delighted to welcome Andrea Ball to our team as a junior Clinical Pharmacist. Andrea has many years' experience as a qualified pharmacist but is new to General Practice. She joins us as part of a national NHS pilot scheme, whereby pharmacists are being integrated into primary care teams. A key part of her role will be to resolve many of our patients' medication queries.

Dr James O'Connor joined us as a Salaried GP last May and we are pleased to announce that, as of 1st April 2016, Dr O'Connor has become a GP Partner.

We have been very lucky to have welcomed some excellent GP Trainees to the Practice. We are now able to accommodate up to 3 Trainees, as Dr Jasmin Krischer has become accredited as a GP Trainer.

Finally, Dr Michelle Jones will be returning from her maternity leave at the end of May. We'd like to take the opportunity to thank the locum GPs who have been looking after her patients in her absence.



## Private Blood Tests

To avoid any embarrassment or confusion, we would like to clarify that we are only able to undertake blood tests if they form part of a set of investigations ordered for the investigation and treatment of illnesses which is being provided under the NHS. We are not able to provide a service for any blood tests required as part of private medical treatment. Your private medical care provider should be able to provide you with information as to where you could have these done.



Alternatively, local, providers of private blood tests can be found here: <http://www.whatclinic.com/doctors/uk/bristol/blood-test>.

## View your test results (and view some of your medical record) online!

'Patient Online' is an on-going NHS England programme designed to offer and promote patients' access to their own health information.

For a long time, our patients have been able to request their repeat prescriptions and book appointments online. The most recent change to the system has been to provide access to Test Results and Coded Clinical Information.



### Test Results

This very useful new facility allows patients to view their test results online, which we hope will save them time and the need to ring us. Please ask at reception if you would like to have this access. Patients are reminded that they can always get in touch if they have any queries about their results.

Patient Online can also provide coded health information for any diagnoses or illnesses. If you would like to have this increased level of access, please ask at reception for an application form. The request will then be considered by your GP and we will contact you about it as soon as we can. Patients need to be aware that applications for access to information that may be potentially sensitive or harmful may be declined. This approach is the same as for any other request for access to medical records.

## Making the most of online resources

### Health Apps

There are a number of useful health apps :

The **HANDi App** aims to provide advice and support to parents and carers when your child is unwell. It offers simple and straightforward advice on what to do and who to contact, including illness-specific home assessment guidelines for six common childhood illnesses:

- Diarrhoea and vomiting
- High temperature
- Chesty baby (Bronchiolitis)
- Chesty child (Wheeze and Asthma)
- Abdominal pain
- Common newborn problems



Each of the six illnesses has a home care plan to help you provide the best support for your child, and give you confidence in caring for them when they are unwell.

You can download the HANDi App for Android phones at [Google Play](#) or for Apple devices at the [iPhone app store or iTunes](#), using the search term 'HANDi App'.

**PRODIGY Health** is a completely free medical app which has been designed and developed by highly experienced practicing GPs and pharmacists, to help doctors and patients. It offers totally impartial advice and guidance. There are no adverts and no pharma involvement. It is available for Android, IOS and Windows – search Prodigy Health App



**HEADSPACE**

The **Headspace App** is a useful meditation and mindfulness app to help with stress. More information can be found at : [www.headspace.com/headspace-meditation-app](http://www.headspace.com/headspace-meditation-app).

#### Forthcoming Changes

We are delighted to be able to let you know that, from the summer, we will have specially trained nurses providing a Minor Illness service to our patients. This will mean some differences in our appointment system and in how calls to the practice are handled. We will keep all of our patients fully informed as we move to make these changes.



#### Emailing the Practice

Can we please remind our patients that they cannot email their GP for a personal response. Our generic email address is for non-urgent queries only and should not be used for specific medical issues. The email account is accessed by admin staff twice a day. If you need a response from a GP, please could you call the practice or write to your GP.

If you would like to ask for medical advice online, you can make use of the e-Consult. Offering email-based consultations, this is a one-way communication tool. Anyone contacting us using this service will have a response from the most appropriate person by 6pm the next working day. To get started, please go to our website at [www.grmc.nhs.uk](http://www.grmc.nhs.uk) and click on the picture which looks like this:



Gloucester Road Medical Centre is now on Facebook— [www.facebook.com/grmc.nhs](http://www.facebook.com/grmc.nhs)

Please keep an eye on our website for up-to-date information about the practice: [www.grmc.nhs.uk](http://www.grmc.nhs.uk)