



Gloucester Road Medical Centre Newsletter



❄️ Winter 2019 ❄️

LATEST NEWS

Back in the summer, we wrote to inform you of the local surgery closures and of the plan for some of these patients to be relocated to this surgery. The transfer process was completed by the beginning of October, with quite a number of patients being automatically allocated to a practice to ensure that all would have access to a local GP. You may be interested to note that around 1,000 patients joined us from the Northville surgery and the remaining 4,200 from the Bishopston practice. This represents one third of the total (15,000). This now takes our list size from 15,000 to 20,300, making us one of the very largest in the area. There were 6 local practices who agreed to take in the majority of these patients. We at GRMC agreed to accept the highest number of them as we were the closest.

However, as part of this agreement with the CCG, we understood we would be able to seek approval for NHS funding to develop our existing premises. As you would expect, we are now utilising every last bit of space here in order to provide sufficient services for everyone. Our full planning application is currently being considered by Bristol City Council and we hope for a favourable outcome by the end of the year. Apart from extending the front porch to increase the size of the waiting area and using a small part of our access around the back of the building, the extra space will come from building within our existing foot-print. We are aware that a few of our residents have expressed their concerns about these building plans and its impact on the local community. Certainly, every consideration will be taken to try to minimise disruption, for example, we hope that our GP and nurse telephone triage and same day services will assist patients by not having to make unnecessary visits to the surgery.

Our recruitment drive has been very successful; we have 3 extra GPs, 1 additional nurse and HCA – with our existing nurses also working more hours. We have also appointed additional admin and reception team members to manage the increase in workload.

We have introduced extra phone lines to deal with patient calls and aim to manage enquiries at the front desk as quickly as we can. Please do try to be patient with our staff, as they are dealing with many patients that are new to the practice and who are trying to learn their way around our services.

GRMC wins GP Practice of the Year Award!

We were delighted to learn that Gloucester Road Medical Centre had won the GP Practice of the Year Award at the Bristol and Bath Health and Care Awards 2019, sponsored by Care UK, Emerson's Green Treatment Centre.

Our very kind nominee commented that 'The level of care and support shown throughout this practice goes above and beyond any practice many have ever dealt with. During the month, you only have to call and will receive a call back usually within a mere 15 minutes. You will be offered a same day appointment or a home visit for those who find it too difficult to step into a busy practice environment.'



Several of us enjoyed attending the award ceremony in Bath and we came away with this trophy. We have had significant challenges to overcome in recent months and the staff have all been working very hard to adapt to and overcome these difficulties, so the public recognition and the accolade that this award has brought to us is particularly well timed and very well received. It has boosted our morale enormously and we shall take pride in displaying the trophy and creating a display of photographs for staff and patients to enjoy in the weeks to come.

A few words from our Patient Participation Group (PPG) Chair - Mr James Magness

The Patient Participation Group (PPG) is a small group of patients who meet quarterly with the practice management to be updated on issues affecting the surgery. The PPG sets the agenda for the meetings ensuring that issues we feel important for patients are heard and considered. At our meeting held on 14th October, we were updated at length on how the practice has responded to the 'tsunami' that has hit us and here, I must congratulate the clinical and administration staff who have had to deal with a massive increase to their workload. We were told of the hiring of new staff necessary to deal with the extra patients and the plans to extend the building to ensure enough consulting rooms are available for those staff.

I am confident that the practice will do all in their power to ensure that the high standards of care we have been used to will be maintained over the next 18 months, until the building work is completed and then on into the future.

The PPG is open to any patient who would like to be involved and new members are always welcome.

Our Appointments

We hope that our new patients are settling in ok and are getting to grips with our systems at GRMC. We thought it might be useful to add in a small summary of our appointment arrangements:

Routine appointments can be booked from 3 days forward and up to 4 weeks in advance. We offer the majority of our appointments from 8.30 in the morning, throughout the day and late evening appointments to 6.30pm and run a Saturday morning surgery. We do also offer some pre-bookable slots from 7.30-8am and up to 8pm. Please note that all of these routine appointments will need to be booked as we do not offer a walk-in service.

Patients requesting a same-day appointment or urgent assistance on the day will be offered a telephone call-back by the Urgent Care Doctor or Urgent Care Nurse and may be offered a face-to-face appointment, if needed, following telephone assessment. When contacting the practice to make an appointment, the receptionist will ask you for details about the problem or need you have. Any information that you can give is important, as it helps us to direct you to the most appropriate clinician or service and will always be treated in the strictest of confidence.

For internet booking, you first need to be registered to use our Internet Service to book appointments online. For registration for all online services, please bring photo ID into the practice. Please see our website for more details.

If you need us in an emergency during our opening hours please call us on 0117 949 7774. If you need help outside our usual opening hours, please dial 111 for the out of hours service. Calls to this number are free from both landline and mobile phones.

Self-Care Awareness Week 18-24th November



National Self-Care Awareness Week focuses on establishing support for self-care across communities, families and generations. Empowering individuals to self-care has many benefits for their short term and long term health and this is important since people are living

longer. In the North and West Bristol locality, we have all chosen this year to raise awareness of men's mental health, encouraging men to talk about their mental health with a friend, relative, or colleague, and visit their GP if they're struggling. **It's ok to not be ok.**

Our campaign includes a display board and leaflets with information, posts and links on Facebook and on our website (www.grmc.nhs.uk). We do hope that you will find the information both interesting and helpful.



Clinical Staff Changes

We are pleased to inform you that we have several new GPs at GRMC - Dr Oliver Marshall joined us on the 1st August and is offering 6 sessions, Dr Geeta Iyer joined us from the Bishopston practice this month and is providing 4 sessions and Dr Ruth Gillam starts on the 2nd December, providing 5 sessions.

Practice Nurse, Sr Emma Andrews, and Healthcare Assistant, Lucy Watts, both joined us in September.

The Accessible Information Standard aims to make sure that people who have a disability, impairment or sensory loss get information that they can access and understand. Please let us know if you require any of our information in an alternative format.