

Redgate and Somerset Bridge Medical  
Centre

# Patient Group News



Summer 2014 - Issue 4



## Inside this issue:

- New Enhanced Services
- Carers Drop-in
- Healthy Lifestyle Event
- Appointments Online
- Stay Safe in the Sun
- New to the Team

### NEW ENHANCED SERVICES

#### Avoiding Unplanned Admissions and Named GP for Patients Aged Over 75

The Practice is taking part in a National Enhanced Service which aims to reduce the number of unplanned hospital admissions.

The Practice is in the process of sending letters to patients who have been identified as potentially requiring a higher level of care and who may be at risk of a future unplanned admission. The letters will provide the patient with a named accountable GP and a designated care co-ordinator at the Practice, along with an explanation of the additional service.

In addition, as part of our commitment to more personalised care for patients with long term health conditions, all patients aged 75 and over will have a named GP. This is in line with new government regulations.

We'll be working hard to ensure all relevant patients are contacted shortly. This may mean we write to you to let you know the name of your named GP, or may mean we tell you at your next appointment. In some cases, this information may be passed to you with your next prescription.

**HOWEVER**, you can still see the GP of your choice whenever you need to see a doctor- you don't have to see your named GP if you prefer not to.



### NATIONAL CARERS WEEK 9—14TH JUNE 2014

On 11th June, in support of National Carers Week we held our first Carers Drop-in Event at Redgate. Known patient Carers were invited along for the afternoon to meet other carers and Amanda Stone of Compass Carers. We plan to hold further Drop-in Events at both practices during the course of the year.

If you are a carer and would like to find out more information about carer support services, please contact the surgery and ask to speak to Allison Scott our Carers Champion.

*'Carers are people of any age who provide unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.'*

*Carers Trust*

### HEALTHY LIFESTYLE EVENT

Members of our Patient Participation Group are helping us host a Healthy Lifestyle Open Day at the practice in early Autumn. The event will be an opportunity for patients and their carers to drop-in and speak to staff and health advisers about all aspects of healthy living including healthy meal planning, exercise, smoking, NHS Health Checks.

We are running this event on a Saturday to coincide with the launch of our Flu Clinics. Further details about the event will feature in our next newsletter.

### APPOINTMENTS ONLINE

Our Online Appointments service has become very popular. It enables patients to book routine appointments with any of our GPs. To sign up to the service simply visit our website:-

[www.redgatemedicalcentre.co.uk](http://www.redgatemedicalcentre.co.uk) or [www.somersetbridgemc.co.uk](http://www.somersetbridgemc.co.uk)

Alternatively our reception staff will be happy to sign you up and provide you with your username and password.

### Patient Group Meeting

#### Dates in 2014

29TH JANUARY

12TH MARCH

30TH APRIL

4TH JUNE

20TH AUGUST

8TH OCTOBER

19TH NOVEMBER

17TH DECEMBER

Venue:

**Redgate Medical Centre**

Time:

**10.30—11.30 am**

All patients are welcome to attend.

### STAYING SAFE IN THE SUN THIS SUMMER



It's important to protect you and your children's skin in the sun to avoid sunburn and heat exhaustion.

- Always use sunscreen with a sun protection factor (SPF) of at least 15.
- Don't spend any longer in the sun than you would without sunscreen
- Even "waterproof" sunscreens should be reapplied after going in the water.
- Painkillers, such as paracetamol or ibuprofen, will ease the pain by helping to reduce inflammation caused by sunburn. Sponge sore skin with cool water, then apply soothing after sun or calamine lotion
- If you have lots of moles or freckles, you need to take extra care. Avoid getting caught out by sunburn. Keep an eye out for changes to your skin and report these to your doctor without delay.

### NEW TO THE TEAM

We recently welcomed Lorraine Tilsley, Advanced Nurse Practitioner to our team. Lorraine is a very experienced Nurse Practitioner who works alongside our GPs on our Same Day Access Clinic. She is able to see and treat a wide range of common illnesses and prescribe medicines.

**NEW**

BRIDGWATER COMMUNITY HOSPITAL IS

# OPENING



30 APRIL 2014

If you have a forthcoming appointment at Bridgewater Hospital it will be at the NEW hospital site. Please don't go to the old site.

#### NEW ADDRESS

**Bridgewater Community Hospital  
Bower Lane  
Bridgewater  
Somerset  
TA6 4GU**

**Tel: 01278 436555**

**Minor Injuries Unit opening times: 7 am - 10.30 pm daily**