

East Bridgford Medical Centre Patient Participation Group (PPG)

Welcome to Our Autumn Newsletter

Have you spotted the PPG Noticeboard?

We work on your behalf to let the practice know how the service can meet your needs, what services benefit you and your family and what you would like to see done differently. The PPG also works with the staff at the Medical Centre to publicise and inform the community of services and notify you to any changes to the way services are delivered. You can e-mail us at RUCCG.C84025@nhs.net with PPG as the subject/title of the e-mail. Please note that we are not able to support any individual complaints.

Practice Update

EBMC welcomes a new Practice Manager.

Andrew Whincup started on 7th August and comes with a wealth of experience from the business world as well as being a Practice Manager at a large practice in Suffolk.

We are now providing some additional services at the practice and these include the following:

Improving Access. EBMC is now a host practice for the Partners Health initiative for improving services allowing patients increased access to Primary Care. These are held at East Bridgford on a Monday and Thursday evening and can be accessed by both East Bridgford patients and patients from other practices in the Rushcliffe CCG area. The other host practices are Castle Healthcare Practice and Keyworth Medical Practice.

Ultrasound Service. An ultrasound clinic is now held at EBMC on average twice a month bringing this service directly in to the community rather than patients having to travel to Newark or Nottingham.

Fracture Liaison Service. EBMC provides this expanding service to the whole Rushcliffe CCG area. The service cares for patients with fragility fractures or at an elevated risk of developing osteoporosis. It also brings the service directly in to the community with both consultation and treatment taking place within the patients home. The Patient Participation Group has organised a 'Healthy Bones' event on the 30th September where Dr Stewart and Sister Rowe from the FLS team will be speaking and explaining the services as well as promoting healthy bones information.

Flu Days. Jo Bloor and the reception team would like to remind all eligible patients to book their appointments for flu jabs as soon as possible. Our flu days are being held on:

Saturday the 7th and 21st of October between 8.30am and 11.30am.

Local Update

Have you registered for our Online Services?

You can book and cancel appointments online, order repeat prescriptions, view your record or let us know about new telephone numbers. If you would like to register please bring some valid ID (e.g. driving licence, passport) to reception and we will register you straight away.

Extended GP evenings and weekend opening hours

Did you know that as Rushcliffe patients you can benefit from additional GP appointments? These appointments are available in the evenings and at weekends.

You can now book through the surgery during opening hours for appointments between 6.30pm and 8pm in the evening on weekdays and between 8.30am and 12.30pm at weekends. If you request one of the appointments outside of normal working hours, you will be offered a slot with a Rushcliffe GP, Nurse or Healthcare Assistant at one of three locations across the borough. The location will depend on the day of your appointment.

The additional evening and weekend appointments will be available at:

- East Bridgford Medical Centre
- Castle Healthcare Practice in West Bridgford
- Keyworth Medical Practice

As you may not be seeing your usual GP you will need to provide your consent for the GP you are seeing to have access to your medical records and to send information about your consultation back to your usual GP.

PLEASE NOTE THAT ALL EXTENDED HOURS APPOINTMENTS ARE PREBOOKABLE ONLY BY CONTACTING YOUR OWN GP PRACTICE.

THERE IS NO WALK IN SERVICE OFFERED IF YOU REQUIRE URGENT ASSISTANCE BEFORE 8AM OR AFTER 6.30PM PLEASE CALL 111.

PPG News

On 22nd August we held our AGM and the following officers were elected:

- Chairperson – Jackie Wheeler
- Secretary – Julie Sutherland
- Treasurer – John O’Hare

The next health event that we have in our calendar is the **Healthy Bones – Live Well** on:
30th September at 10.00am to 12.00am at the Medical Centre