

QUARTERLY
NEWSLETTER
FROM YOUR
PRACTICE

BGP News

WINTER 2019/20

December & January



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Thank You!

Thank you to everyone who joined us in support of our charity this year.

Together we raised £246.88 for the United Mission to Nepal Hospitals' Endowment Trust (UMNHET). These funds will help provide medical care for those living in the poorest areas of Nepal who can't afford to pay for their own medical treatment.

For find out more about the charity visit:

umnhet.org.uk



Musculoskeletal Clinic Closure

It is with much regret that we will be closing our MSK services at the end of March 2020.

The clinic has run since 2004 and has evolved into a very successful intervention for MSK patients who may not require immediate referral to secondary care. The clinic services grew over the years and currently deals with over 1500 patients each year. However despite many attempts, we have been unable to negotiate an arrangement that would ensure the services are financially viable for the future, and therefore we have had to make the hard decision to close. Please be reassured that we will continue to maintain the normal service until the end of March 2020. New referrals after the end of February will be made to alternative service providers.

Start the New Year off on the Right Foot!

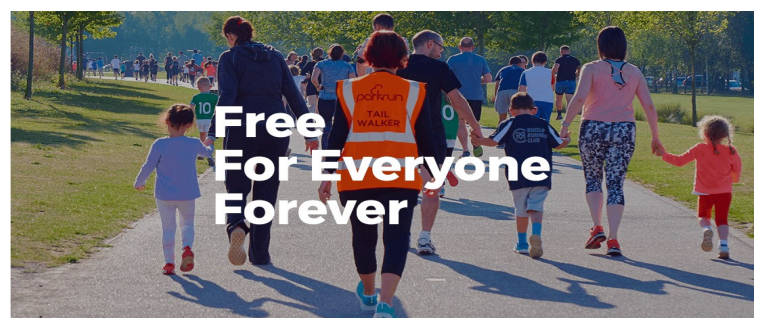
We've committed to being a Parkrun Practice. This means we have partnered with our local Parkrun events in order to encourage both staff and patients to be more fit and healthy throughout the year. Parkrun is organised by volunteers who provide free, weekly, timed 5km events on Saturday mornings. They take place in many locations across the country but local ones include; Reading Parkrun, Prospect Parkrun, Woodley Parkrun and Dinton Pastures Parkrun.

Their aim is to encourage people of **every ability** to join in; from those just starting out who walk or slow jog, to people with many years of experience. Everyone is welcome, because Parkrun understand the important relationship between exercise and better health and wellbeing.

As part of our commitment this year to being a Parkrun Practice, we will be volunteering by marshalling at one of our local Parkrun events twice a year. So why not join us by starting the new year off on the right foot—take your first step towards making 2020 a better, healthier and happier year. After all, it's often the small changes that can make the biggest differences in life.

It's free and easy to take part - just sign up on the website and bring a printed copy of your barcode. We would love to see as many of you taking part as possible.

parkrun.org.uk



brooksidegrouppractice.co.uk

A Quick Guide to the Challenges of the NHS and How We're Meeting Them.

Putting things into Context

Primary care in the UK is currently going through significant change. The growing population and declining numbers of doctors are just a couple of the factors that are causing huge challenges for the NHS. The issues surrounding the NHS are complex and will not be fixed overnight and so in the meantime it is our job to respond to, and deliver on, the challenges that we face by delivering a service that means that our patients receive the best care and advice possible with the NHS resources available to us.

Our Multi-disciplinary Team

Managing the demand on our appointments is a constant challenge and one we take very seriously. Not only is it important that we are providing the best service levels possible for our patients, but we also need to look after our clinical staff who can also suffer the consequences from circumstances beyond their control. But it's not all doom and gloom! Over the last 3 years we have sought opportunities to grow a team of specialist clinicians who are able to alleviate a significant amount of work pressure from our doctors, whilst ensuring patient care is not compromised. It means our patients are being helped by the most appropriate clinicians for their medical needs.

Our clinical team is made up of; paramedics, practice nurses, health care associates, pharmacists, phlebotomists, physicians associates and doctors. We have also more recently recruited two Health and Wellbeing Advisors who are available to any patients who feel that they need help and advice about how they can look after themselves better, without the need for medical help.

How can You Help?

Many health concerns and ailments can first be discussed with your local high street pharmacist who are available without appointments. At this time of year in particular, please speak with a pharmacist regarding cold and flu symptoms before contacting us for an appointment.

We offer a range of appointments depending on the medical need, and it's key you see the right clinician to ensure the appointments we offer are managed the best way possible for all concerned.

Routine appointments are pre-bookable with doctors, physician associates and nurses and are available online.

Routine telephone consultations are offered for routine matters. These are also bookable in advance with doctors, physician associates or nurses. Our pharmacists are also available to discuss any repeat medication queries you have.

Urgent Care appointments are available each day which are intended for patients with medically urgent issues. If you are given an UC appointment, you will be

seen by one of our health care team made up of nurses, physician associates and paramedics, supervised by a GP. **Patients are seen in order of clinical need.** If it's felt you need to be seen by your usual doctor for a routine appointment, you will be asked to rebook.

Home visits are only for patients who are registered house-bound. If there is a need for a visit, usually the patient will be called first before a paramedic visits.

When all available appointments are filled for the day, but a patient wants health advice that day, we ask them to call 111 and follow the advice they are given.

Sadly, we have **hundreds of missed appointments each month** (274 in November) which is both frustrating for us, and potentially harmful for patients with real medical needs who end up being seen later than is ideal. **It is vital that you cancel your appointment with us if it's no longer needed by contacting the surgery as soon as possible.** You can do this by using our cancellation form on our website, speaking with a member of the reception team, calling the surgery or simply texting back 'Cancel' from your appointment text reminder.

Thank you for your help as we continue to work hard to ensure our patients get the care they need, when they need it most.

"GP NUMBERS HAVE FALLEN BY ALMOST 1000 IN THE LAST 4 YEARS."

(TUC Analysis 2019)

PRACTICE INFORMATION

Opening Hours:

Brookside: Mon - Fri 8am - 6.30pm
Chalfont: Mon - Fri 8.30am - 5.30pm
Winnersh: Mon - Wed & Fri 8.30am - 12.30 & 2 - 5pm
Thurs 8.30am - 12.30pm (closed pm)

Surgery Switchboard: Mon - Fri 8am - 6.30pm

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