

Bradford on Avon Health Centre Newsletter



July 2007

Edition 12

REPEAT PRESCRIPTIONS

Please can we remind patients that we require 48 hours to process your repeat prescriptions.

Does your repeat prescription rarely change? If the answer is yes then you may be able to transfer to the Repeat Dispensing Scheme. This means that the Practice is able to print out a batch of prescriptions which are held at the Pharmacy. You will then be able to collect your prescription directly from the pharmacy without needing to submit your repeat slip first.

Please ask the Prescriptions Clerk or your Doctor for more information.

CARERS SUPPORT WEST WILTS

Do you look after someone? A family member, friend, child or partner who needs your help because they are ill, frail or have a disability? . You matter too, so please contact:-

Carers Support West Wilts
Independent Living Centre
St George's Road
Semington
Trowbridge
BA14 6JQ
Tel: 01380 871690

CLINICAL TRIALS

We are currently recruiting for studies in Osteoarthritis and Diabetes. If you are interested in finding out more about these studies then please contact our Research Nurses Sue Matthews on 01225 860014 or Beverley Lewis-Belza on 01225 860033.

We will shortly be commencing several new studies in the areas of Hypertension, Asthma and Coronary Heart Disease.

Details of all current studies can be found on our Clinical Trials notice boards located within the waiting areas of the Health Centre.

BEATING THE BLUES

We are pleased to announce that a new Cognitive Behavioural Therapy Service, "Beating the Blues", will be available in Bradford on Avon, Trowbridge and Melksham libraries from Monday 11 June.

This service is for people suffering from mild to moderate anxiety and depression. Beating the Blues is a fully interactive computer package aimed at teaching individuals how to understand and deal with symptoms of anxiety and depression. Patients make an appointment with the librarian and choose when they wish to attend the sessions. Any patient can decide to try this out, you do not need a referral form or any paperwork from your doctor. For more information pick up a leaflet from the waiting room.

PATIENT PARTICIPATION GROUP

The date of the next meeting is our Annual General Meeting on
**Monday 17 September
@ 7pm
The Health Centre**

NEW UNIFORMS

I am sure you will agree the staff look great in their new uniforms!

RESULTS LINE NEW OPENING TIMES

The results line will now be open: 9.30 am - 12.30 & 4.00 – 5.00pm
Monday – Friday

For more information about how long it takes for a result to be available after a test please pick up a flyer from Reception.



THE HEALTH CENTRE TEAM

CONGRATULATIONS

Hayley Digby, Receptionist has passed her NVQ Level 2 in Administration & Business. She completed this three months ahead of schedule. Hayley now joins us as a full time Receptionist. Well done Hayley and welcome to our team

GOODBYE

We say goodbye to Nicky Stabbins who works as Receptionist at Green Tree Health as she is retiring. Many thanks to Nicky for her hard work.

WELCOME

We would like to welcome six new members of staff to the Health Centre:

- Michelle Coleman joined us as our new part-time Office Manager in June. She also works at Westbury Group Practice where she has been since 1994 and became their Patient Services Co-ordinator in 2001. This involves manning the admin and secretarial team, the telephone system, appointments, clinical team rotas and complaints. Michelle will duplicate that role here and will really strengthen our team to allow us to develop even further the excellent services we already provide.

Westbury and The Health Centre have shared an IT Manager for over four years and this has proved extremely successful. Plans for further shared management roles are being made and this will give greater flexibility to allow service developments across both Practices.

- Melissa James-Howe joins us as Dental Supervisor. Melissa comes from London and has previously worked as a Dental Practice Manager for almost five years. She worked as a qualified nurse and head Receptionist for eight years before becoming Dental Practice Manager and we welcome her experience and expertise in our growing dental service.
- Selina King joins us as Dental Receptionist for the summer.
- Agnieszka and Evalina join us as our cleaners from 1 July.
- Tiffany North joins us as Community Staff Nurse—Health Visitor Team.

NEIGHBOURHOOD TEAM

The Neighbourhood Team is a group of community nurses, physiotherapists, occupational therapists and support workers who will provide care and treatment for you in your home rather than a community hospital. They work with family doctors and, where appropriate, social services and mental health staff to provide you with the best treatment and care possible without you having to go to hospital. There will be 11 Neighbourhood Teams across the whole of Wiltshire and their structures are being developed to enable the new service to start in the Autumn. For more information please telephone 0845 1204338.

A NOTE FROM THE MIDWIVES

The very warm welcome back to The Health Centre has been greatly appreciated. I have a 'buddie' midwife now, Vanessa Lanham-Cook. It really is good to be seeing pregnant women and their families here again at The Health Centre and to re-establish links with co-health professionals. A real bonus is seeing mums and their babies when they return for various appointments—continuity of job satisfaction for me!