

# BANCROFT MEDICAL CENTRE

## PATIENT PARTICIPATION GROUP NEWSLETTER

July 2018

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### MERGER UPDATE

The merger between Orford Lodge Surgery and Courtenay House Surgery continues with good progress; the contracts were signed with NHS England on the 30th of April 2018. Both sites still hold their separate contracts with the NHS, though they will now operate under the business name of Bancroft Medical Centre. We hope the full merger will take place in October when both practice patients lists will be merged together. We will continue to keep you updated throughout the merger process.

### DEFIBRILLATOR TRAINING

Defibrillator training is being offered to any of our patients who would like to attend. The training is being run by a well known local PPG member, Maggie Hackney, who created the Hitchin AED scheme. The dates are provisionally scheduled for Wednesday 19th September and Wednesday 26th September, both starting at 7pm at Courtenay House. The course will cover how to use the AED, how to recognise a cardiac arrest, dealing with chest pain, what to do to assist an unconscious person and what you should do while waiting for an AED and Emergency Services .

If you would like to attend please register your interest by emailing

[Jolene.weston@nhs.net](mailto:Jolene.weston@nhs.net)

### RECRUITMENT UPDATE

Due to the retirement of Dr Holt and Dr Greenish, we are continuing to recruit doctors to our practice and hope the merger will affect this positively. We will have two new Advanced Nurse Practitioners joining the team at the end of July. Linda Duffield and Jane Morton will join Rebecca Standard-Vass, the existing ANP based at Orford Lodge Surgery. ANP 's are experienced clinicians who can triage, diagnose and treat conditions that you may expect to see a GP for. Their only restrictions are in seeing , children under 2 and pregnant ladies as these require more specialized knowledge.

### EXTENDED HOURS

To offer our patients better choice for appointments times, extended hours will now be available at Orford Lodge Surgery. Patients can now book an appointment on Tuesday between 7am and 8am, Wednesday between 6pm and 7.30pm and Saturday morning once a month, usually on the last Saturday of every month. Patients should continue to call the surgery they are registered with to book these appointments as normal, though all will attend at Orford Lodge Surgery

## PATIENT SATISFACTION SURVEY

Orford Lodge Surgery are currently undertaking a Patient Satisfaction Survey and would appreciate you taking the time to complete it. It is available for completion on our website under Practice Information or can be completed in the surgery via electronic or paper forms.

### AAA (Abdominal Aortic Aneurysm)

#### SCREENING

The programme aims to reduce aneurysm –related mortality through early detection, appropriate monitoring and treatment. The screening is a simple non-invasive ultrasound scan that only takes a few minutes. It is offered free of charge by the NHS to all males 65 or over in our area during the year of their 65th birthday. Gentleman already over the age of 65 can self-refer using the website or the contact number below . For further information on this programme please visit their website [www.nhs.uk/ae](http://www.nhs.uk/ae) or contact on 01727 897719



Please keep us up to date with any new contact details. By providing us with your mobile number, you will be able to receive a text reminder for any appointments made



If you are collecting a prescription on behalf of someone else we must have their consent, please ask for a form from the front desk or ask them to write to us giving consent to collect on their behalf. This also includes any other paperwork that may be collected like "Fit to work" notes



## JOIN OUR PPG

We want to ensure that patients at Bancroft Medical Centre have the best possible services and the practice would like to listen to the views of patients so that they can take account of their feedback. We want to ensure that we represent the views of all patients who are willing to contribute their ideas and comments so that changes and improvements can be made.

If you are interested in joining this group please give your contact details to a member of staff at the reception desk. One of our members will then contact you to discuss further if you wish. By registering as a member you will receive a copy of the agenda and minutes of the



### TEST RESULTS

To obtain test results you can check your online account. If you do not have an online account please ask at reception. If you do not want an online account or would like results by phone please phone at the following times.

#### Orford Lodge Surgery

After 10.30am

#### Courtenay House Surgery

After 2pm