



Surgery Update – 26th February 2024

Surgery Closure

To continue with our ongoing staff training, the surgery will be closed on the afternoon of Wednesday 6th March 2024. We are open in the morning, so if you are unwell on the day, you can call us as you normally would in the morning.

During this time, if you need assistance for a life-threatening condition, please dial 999 to contact the ambulance service. Please note that 999 should only be called for an emergency situation. If you have a routine or non-urgent request, please telephone the surgery when we re-open at 8.30am on Thursday 7th March 2024.

Introducing Pharmacy First

Community pharmacists are now able to assess and treat patients, without the need for a GP appointment or prescription, for seven common conditions:

- sinusitis
- sore throat
- earache
- infected insect bite
- impetigo
- shingles
- uncomplicated urinary tract infections in women (under the age of 65)

Our local pharmacies are participating in this new initiative, and we value their commitment and support, helping to protect GP appointments for patients who have more complex needs.

Online Services (NHS App/Patient Access)

Online services such as the NHS App/ Patient Access gives you a simple and secure way to access a range of NHS services.

To register for an online service, you will need to download your preferred app on your smartphone or tablet using [Google play](#) or [App store](#) and follow the simple registration process. You can also access the same services in a web browser by [logging in through the NHS website](#). If you have any problems registering an account, please contact the surgery.

Once registered you can:

- view your GP health record and test results
- order repeat prescriptions and nominate a pharmacy where you would like to collect them.
- register your organ donation decision.
- choose how the NHS uses your data.
- view your NHS number ([find out what your NHS number is](#)).
- use NHS 111 online to answer questions and get instant advice or medical help near you.

Access to your prospective medical records - REMINDER

Patients who are already registered to an online service can access their prospective medical record which means you will be able to see future entries added into your GP record.

We are currently working through a large list of online service users to review and turn on their online visibility.

If you have a NHS App or Patient Access account and notice your prospective record has not been switched on yet, please email oldbridgesurgery.looe@nhs.net with your name, DOB and make a request for your prospective records access to be turned on.

Please note that we do have a long list so please allow 28 days for the changes to be made.

Report requests

Please can we remind you that requests for reports, including firearm/shotgun licence renewals and insurance claims etc, need to be submitted with at least 42 days' notice to us. Due to high demand, there is approximately up to a four-to-six-week turnaround time. Your patience and understanding is greatly appreciated.



Can't make your appointment? Don't need your appointment? **CANCEL IT!**

When a patient does not attend for their appointment and doesn't let us know, we call this a DNA.

DNA's cost the practice both time and money as unused clinical time cannot be reallocated without notice.

If you no longer need an appointment or you can't make it, please call us as soon as possible on **01503 266960**, or email us at oldbridgesurgery.looe@nhs.net

Total DNA's in January

Clinician Type	Amount of DNA's	Time Lost (Hours)
HCA	47	8 hours
Nurse	63	18 hours
Nurse Practitioner	4	1 hour
GP or Paramedic	20	5 hours
Osteopath	1	20 minutes
Total:	135	32 hours & 20 minutes



“ I really needed the appointment that you didn't turn up to...”

GP appointment?
Can't make it?
Don't need it?

CANCEL IT!

Finally, thank you for your ongoing support and we all look forward to the arrival of Spring, with brighter, warmer, days on the horizon.

Kind regards,

GP Partners
Old Bridge Surgery