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St George Health Centre And Lodgeside Surgery



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Tel: 0117 961 5666

PATIENT NEWSLETTER

We announced at the end of last year that Lodgeside Surgery & St George Health Centre were to merge and form a new partnership from 1st April 2018. We wanted to give you an update on how things are progressing.

So, what's been going on? The two practices have been working hard behind the scenes to progress the merger and a great deal of work has taken place around our financial and Information Technology systems, legal frameworks, staffing and patient services.

Patients can continue to be seen at the Practice they are registered with, by the healthcare team they are familiar with.

IT IS BUSINESS AS USUAL!

We have experienced a great deal of collaboration and enthusiasm from colleagues across both practices. We have been publicising the merger since last November via notices, a patient newsletter and local press. The public were invited to provide comment by 31st January 2018; we confirm that no feedback has been received.

Our New Name – FIRECLAY HEALTH

Following suggestions from staff and the public, and a vote by all the partners, we are pleased to be able to inform you that from the 1st April 2018, we will be known as **Fireclay Health**. We will continue to use Lodgeside and St George to identify the site at which patients will be seen. This name was chosen due to the historical link with mining in the St George and Kingswood area.

New Website

We are planning to launch a new website. Pending the launch you will still be able to find both practices as usual at www.lodgeside.nhs.uk and www.stgeorgehealthcentre.nhs.uk. Thereafter you will be diverted to our new site.

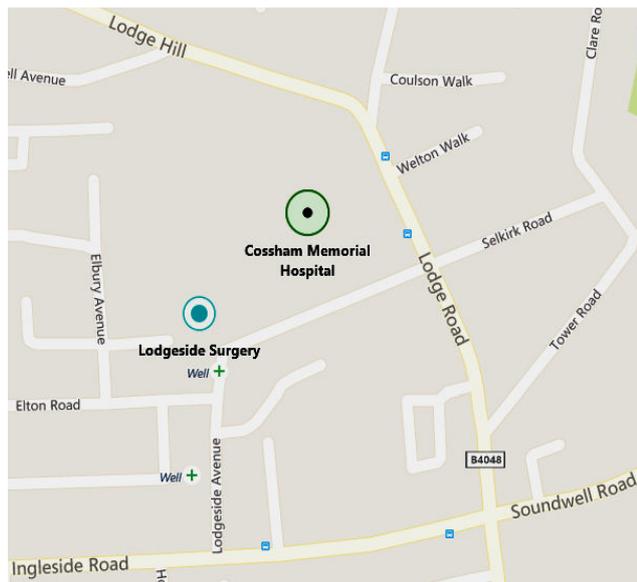
Urgent Care

From 16th April 2018, we will be providing our urgent care service across sites. The urgent care system will be based on the existing triage service to ensure that patients are seen based on clinical priority and by a doctor, nurse or service best suited to dealing with their problem. There will continue to be **urgent** care appointments at **both sites**, however, depending on the level of demand at each site, patients may need to be flexible and attend either surgery.

Where can you find us?

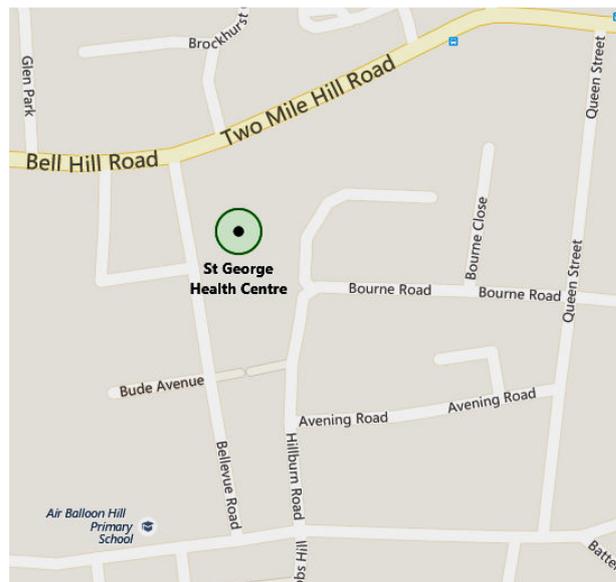
Lodgeside Surgery, Lodgeside Avenue
behind Cossham Hospital

www.lodgeside.nhs.uk



St George Health Centre, Bellevue Road
behind Enterprise Rent-A-Car on A420

www.stgeorgehealthcentre.nhs.uk



Appointments on 13th April and 16th April

Both practices use the same clinical system. Whilst we merge databases there will be a very short period of time when we will not be able to fully use our clinical systems. For this reason on the afternoon of Friday 13th April and morning of 16th April we will be offering a reduced service. Please be assured however that we will still be able to see those patients who are acutely unwell and need to access GP services. We appreciate your co-operation during this period of transition.

Patient Access



Patients at Lodgeside Surgery who use Patient Access to order prescriptions and book appointments will need to **re-register** after the 16th April – St George Health Centre patients will continue to be able to use Patient Access after this date if registered to do so. We plan to make the re-registering process as hassle free as possible; instructions will be added to our new website in due course.

Together we are committed to delivering exceptional patient care and working together to build a better future for all.

Long Term Condition Health Reviews

From 1st April 2018 all annual reviews for Long Term Conditions e.g. Diabetes, asthma, mental health, learning difficulties etc. will take place in the month of your birthday. This will make it easier for you to remember when to book your review.

Please contact us in the month before your birth each year to book for review

If this results in a significantly shorter or longer gap than usual from your last review, please contact us for further guidance on when to book.

Our receptionists will be able to advise you what appointments are needed for the long term conditions you have. You may need to see more than one clinician – we will combine appointments where we can.

You will be advised at your annual review to book additional appointments if your condition needs further management.

Why Do Receptionists Need To Ask the Reason For My Call?

Receptionists have been trained to ask the reason for an appointment so that they can help you access the care you need. As a practice, we have access to a range of services; staff have been trained to ask questions to ensure you are seen as quickly as possible by the most appropriate healthcare professional. It also helps doctors and nurses prepare for their consultation with you.

Please remember that all members of the practice are bound by confidentiality rules and understand that the information they deal with is strictly confidential. You can ask to speak to a receptionist privately away from the reception desk if you feel you will be overheard.

Patient Participation Group

Fireclay Health will have a PPG which will evolve from the existing St George PPG. St George PPG is made up of two groups; one virtual which the practice communicates with via email and one which meets face to face regularly. PPG members are patients who use the practice and want to ensure the highest possible standards of care and support for all patients; they raise questions, look at audit results, review patient feedback and act as a sounding board for new ideas. We have recently welcomed new members to the group from Lodgeside Surgery and would encourage more participants to come forward from both practices.

If you feel you could give up a few hours over the year to join us then please send an email to stgeorge.healthcentre@nhs.net for more information.

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Patient Participation Group Update by Jo Williams, St George Health Centre

As a member of the St George Health Centre Patient Participation Group, I met individually with both Practice Managers: Kathryn Thompson at Lodgeside and Susan Fowler at St George. I wanted to get an understanding of their role and how the practices work.

I was really pleased to hear that they have been working closely together over several years. Kathryn and Sue clearly feel that they and the organisations they work for, share the same core aims and values. The practices already have staff who work across sites. This is a clear indication that working relationships and practice links already exist and will make the merger process easier.

Managers are both very proud of their staff teams. They refer to a low staff sickness record, regular staff meetings, staff involvement in the wider healthcare arena and an environment in which staff want to continue to learn and develop for the benefit of patient care. As a merged organisation they are thinking carefully about the future and plan to take on and train a greater variety of clinical staff; being a larger organisation will give them the opportunity to do this.

The managers are positive about the government's move to encourage practices to work together to share good practice and resources – the merger is in part a result of this experience. Much of the new funding for GP practices is provided to work in this way.

It was good to visit Lodgeside – I didn't realise it was so close to St George Health Centre! It was also good to see that both practices are positive, forward thinking and enthusiastic about merging to provide a quality local health service whilst being clear that they wish to retain an individual character and connection to their patients.

Ordering Repeat Prescriptions



If you are on repeat medication you can order your prescription in the following ways:

1. Online using EMIS Patient Access (You need to bring ID to reception to register for on line access). If you have requested a prescription online, please check back to ensure that it has been accepted, as requests are sometimes rejected
2. At reception front desk - bring your prescription slip or complete a Medication Request form
3. Post the prescription slip to the surgery

Please allow at least two working days for your prescription request to be processed. This is only for the prescription – further time will need to be allowed for the medication to be dispensed by a pharmacy.

Please note that the doctors in this practice do not prescribe:

- antibiotics for infections which usually get better on their own, such as colds and flu
- medicines and products which can easily be bought without a prescription (more details are available on our website)

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