



Bursledon Surgery

practice newsletter

December 2017

We'd like to wish all our patients and their families a very merry Christmas and a happy and healthy New Year, from everyone at Bursledon Surgery

What a year 2017 has been for Bursledon Surgery!

April saw Dr. Jonathan joining us as a GP as well as us passing our CQC inspection; taking us from Inadequate and Special Measures, straight up to Good. This was an amazing achievement and testament to how hard all the staff and our supporters worked to get us through a particularly tough time.

We were sad to wave goodbye to some much loved faces this year, but we have continued to go from strength to strength as we recruit a new team, dedicated to your health and wellbeing. One of the biggest changes was the promotion of our Deputy Practice Manager, Daniel Ferrett to Practice Manager in July. Daniel has worked tirelessly to ensure we are complying with all the various regulations as well as supporting and mentoring our teams and his work has definitely paid off.

We hope you all have a peaceful and enjoyable Christmas, surrounded by your loved ones and remember, stay healthy!

From Dr. Ding and everyone at Bursledon Surgery.

ESP Extended Hours Hub

In October, the Eastleigh Southern Parishes Network (ESPN) that Bursledon Surgery is a part of, launched an extended hours service offering patients appointments from 18.30 – 20.30 during the week, 09.00 – 17.00 on a Saturday and 09.00 – 13.00 on a Sunday.

Whilst we had a soft launch of this service due to needing to iron out the cracks, it has proven extremely popular and means those patients who can't attend during the day have an opportunity to see a GP or Nurse at a more convenient time.

The Hub is based at Hedge End Medical Centre and is open to all patients of the 5 ESPN practices. Please note however, this **is not** a walk-in service and you must book an appointment via your home surgery to be seen there.

If you would like more information, please speak to the Patient Services Team next time you are in the surgery.

Christmas/New Year Opening Hours

Monday 18th – Friday 22nd December

Normal opening times

Monday 25th December

CLOSED

Tuesday 26th December

CLOSED

Wednesday 27th – Friday 29th December

Normal opening times

Monday 1st January 2017

CLOSED

If you require medical assistance whilst the surgery is closed, please dial 111.

If you have a medical emergency, please dial 999

Patient Details

Did you know, when people change their telephone number, they generally forget to tell their surgery? This means that we can't get in touch with them about test results or appointments. It also means they won't get the appointment reminder texts.

Next time you're in the surgery, please check we have your correct contact details.

Prescriptions

Always allow 48 hours or 2 working days for your repeat prescription to be processed.



The local pharmacies provide a prescription collection and delivery service. Please enquire at reception for more information about this service. We also have an EPS system so your prescriptions can be sent directly to your chosen pharmacist.

Please note the reception staff are not able to take requests over the telephone.

ANY PRESCRIPTIONS FOR OVER THE CHRISTMAS PERIOD SHOULD BE SUBMITTED TO US BY TUESDAY 19TH DECEMBER

Flu Season

If you are 65 years or older, have a chronic condition such as heart disease, diabetes or have a respiratory or an auto immune condition you are eligible for a flu vaccination.

If you are unsure if you are eligible or want to book an appointment, pop in and see the Patient Services Team team or give us a call on 023 8040 4671



Feedback

We always welcome any comments about the services we provide and any suggestions of improvements we could make to the services or practice. You can do this by emailing the Management Team on Bursledon.Manager@nhs.net, using the online feedback form on our website or completing one from reception.

Please remember, in line with the rest of the NHS we operate a policy of Zero Tolerance. This applies to both verbal and physical abuse towards our staff.

