

# BRANT ROAD & SPRINGCLIFFE PATIENT GROUP NEWSLETTER

## Cannot Get An Appointment

Need to see a GP, Advanced Nurse Practitioner or Nurse but are having a problem getting an appointment? Well one reason might be because some people who have made appointments just don't turn up for them, preventing others from getting an appointment. In May there were 169 missed appointments, in June it was 182 missed and in July there were 152 missed appointments.

The thing is, if you have made an appointment but find you either cannot keep it or no longer it need it then please, please, please do call reception and let them know as they can then make those appointments available to someone who does need it.



## New Opening Hours From September

From September our surgery will no longer open late on Tuesdays and Thursdays but will open late on Fridays instead. This is because our Clinical Commissioning Group is required by NHS England to provide extended hours access to GP services including evenings and weekends. It must be available to 100 per cent of its patient population and must ensure appointments are available during peak times of demand including bank holidays and across the Easter, Christmas and New Year periods.

Although our GP practice currently offers extended hours for our own registered patients, under the new proposal, the service will be delivered by a collaboration of GP practices in the area. If a patient wishes to attend an extended hours appointment,

## Want to know about our Patient Group

Our aim is to make sure services are designed and adapted to respond better to patients' needs. We try to tap into the enthusiasm and energy of our patients to make long-term improvements. We hope to develop and encourage closer relationships between staff and patients, promote patient education and improve the quality of care provided. We are always looking to identify ways of meeting patients' needs more appropriately and make sure changes make sense to those that are affected by them

However, the thing to note is that we are not a forum to voice formal complaints or grievances. Complaints need to be handled via the complaints process at the surgery. Want to know more or have some ideas of how to improve services? Then check us out on the surgery web page or drop us a line in the surgery.

they may need to travel to another local GP practice or a central GP practice hub and would not necessarily see their own GP. Not all patients can attend pre-bookable appointments during normal GP Practice hours. Extended hours will provide more opportunities for patients to attend routine appointments.

For urgent matters, patients can continue to access our GP Practice during normal hours. For evenings, weekends, and bank holidays, use the Out of Hours Services at Lincoln County Hospital via NHS 111. Pharmacies also offer health advice and treatment without an appointment.



## Brant Road & Springcliffe Merger

This year we completed the merger of the Brant Road and Springcliffe surgeries. As a result of the merger we can now offer a wider choice to patients looking for appointments so if there is not one at Brant Road there may be one available at Springcliffe. You can access these through the usual route i.e. online booking or via the receptionist.

We do have a very small number of patients who arrive for appointments at Brant Road when they should be at Springcliffe so please do make a note of where you do book your appointment.

## Do need to see a GP or the Advanced Nurse Practitioner

Patient's with an acute or short term illness or flare up of a long term illness may be given an appointment with an advanced nurse practitioner where appropriate. So when you call Reception you will be asked the nature of your call so they can ensure you see the right person, first time.

Our ANP sees same day emergency appointments so when you call for an emergency appointment you may be seen either by a Dr or ANP

So what is an advanced nurse practitioner?

Nurse practitioners are all trained specialist nurses who have undertaken additional education in order to provide advanced nursing care and to be able to prescribe. Nurse practitioners can provide treatment and advice for many problems for which you may have seen a doctor for in the past.

If your appointment is directed to a nurse practitioner they can assess and examine you, make a diagnosis and provide advice and treatment including a prescription if required. They can make referrals to hospital doctors or other health care professionals and admit patients into hospital when necessary. They work closely with your GP and liaise frequently with them about your care.

## Useful Contacts

Stroke Recovery Service - Sally Darley on 07515 596950

Bibs & Braces Baby & Toddler Group - Suzanne on 07912 384725

Butterflies Ladies Social Group - [stacey@alivechurch.org.uk](mailto:stacey@alivechurch.org.uk)

Brant Road Wednesday Club - 01522 720107

Different Strokes Exercise Group - 01673 861288 or at [mail@gordonnorris.plus.com](mailto:mail@gordonnorris.plus.com)

## Stay Fit

The surgery has now signed up to support the park run scheme the surgery. Our closest park run is at Boutham Park on Saturday mornings. You don't need to be a fit runner, you can just walk the course.



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Keep fit and stay healthy.  
<https://www.youtube.com/watch?v=HW6Sa4uk7oE&feature=youtu.be>

## Organ Donation

Have you ever thought about Organ Donation? Did you know that each year across the



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UK, more than 1,000 people donate a kidney or part of their liver while they are still alive to a relative, friend or someone they don't know.

Find out more about living donation:

[www.organdonation.nhs.uk/livingdonation](http://www.organdonation.nhs.uk/livingdonation)