

# SPRING NEWSLETTER

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Welcome to our Spring Newsletter,

Thankfully the weather is now warming up and the sun is beginning to shine. Spring is such a beautiful season, flowers are beginning to bloom and we have longer days to look forward to.

In this newsletter we take a look at DNAs (did not attend appointments) and the impact it has on general practice and how we can try to prevent them.

April was bowel cancer screening month so we have some information regarding this too.

Sadly, Dr Qureshi left the practice at the end of March. We are very sorry to lose him and wish him well.

Welcome to:

Dr Charlotte Murray - GP Trainee

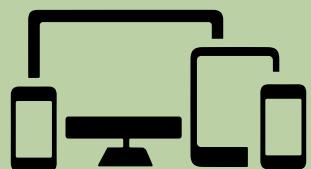
Nidhi Chodankor - General Practice Assistant

Katie Wells - Nurse

Darcie Cormack - Nurse

**Before contacting the surgery  
Please explore the helpful websites listed below that  
could assist you:**

- The NHS website: [www.nhs.uk](http://www.nhs.uk)
- 111 online: [111.nhs.uk](http://111.nhs.uk)
- Mental health support: [www.nhs.uk/every-mind-matters](http://www.nhs.uk/every-mind-matters)
- Find a pharmacy: [www.nhs.uk/service-search/pharmacy/find-a-pharmacy](http://www.nhs.uk/service-search/pharmacy/find-a-pharmacy)
- Advice for parents of children and young people: [what0-18.nhs.uk/](http://what0-18.nhs.uk/)



## Bowel Cancer Screening

*all  
about*

NHS



### **The most important post you'll receive**

Bowel cancer screening is offered to everyone aged 50 - 74 every two years with a home faecal immunochemical test (FIT kit) arriving to you in the post. You will first receive a letter inviting you to take part and the kit will be sent out separately.

The kit can be completed in the privacy of your own bathroom using the simple step by step instructions on the box.

You only need to collect one tiny sample of poo using the plastic stick provided, pop it into the sample bottle and post it for free, to be tested.

### How does the test work?

The test works by checking for tiny traces of blood, which may not be visible to the naked eye. You'll usually get the results of your bowel cancer home screening test within two weeks after sending your sample. If something is found, you will be invited to have further tests, usually at the hospital.

### Has your GP requested a test for you recently?

Please ensure you call us, or preferably look on the NHS app for your result, which will show with the doctor's comments.

If you have been asked to book a follow up, please book this appointment with your usual GP or the requesting doctor. You may be contacted about your results if they are sufficiently abnormal to require urgent action.

Blood test results usually take up to 5 days to come back (although some more specialised tests can take longer), whilst x-ray results take up to 2 weeks.

The results of any tests requested by hospital doctors are not sent to us and we would ask that you contact the relevant consultant's secretary for the results of these rather than the surgery, as we will be unable to help.

NEW

### TELEPHONE CALL BACK FEATURE

We now have a new feature on our telephone system where we can call you back rather than you waiting on the telephone, in a queue, to speak to a receptionist.

You will still be in a queue, but when you get to the top of the queue, the system will automatically call you back and you will be able to speak to the receptionist.

## Introduction to 'Did not Attend' Appointments

'Did not Attend' (DNA) is when the patient does not turn up for a pre-booked appointment and does not contact the surgery in advance to cancel/change an appointment. Many valuable appointment slots are missed every month because of DNAs.

Patients failing to attend appointments is a huge and avoidable waste of GP and Nurse appointments. Every year on average over **3,000** appointments are lost at the practice due to patients who 'did not attend'. This is equivalent to us losing over **2** hours of GP and Nurse clinics each day, by the end of a month that is an average of **40** hrs and over a year **480** hours!

We will be contacting patients who have missed an appointment within the last 3 months to ask the reasons if there are any changes we can make to help.

### What can you do to help?

If you cannot attend an appointment for any reason, please inform us as soon as possible in order for us to give the appointment slot to someone else.

To Cancel Your Appointment:

- use your NHS Account (through the NHS website or NHS App)
- phone us on 01305 774411 or 01305 813040 Monday to Friday from 8.30am
- reply CANCEL to your appointment reminder text message

LETTERS  
RECEIVED

### APRIL STATISTICS

7227

REFERRALS

585

VISITS

223

APPOINTMENTS  
ATTENDED

7327

**"Tutors were very professional and knowledgeable"**

**"Enjoyed the cheese scones, fishcakes and pizza. Staff were lovely and friendly"**

**"An informative, interesting and well presented demo including cooking the food "**

**"learnt some great recipes, tips and techniques in a friendly and supportive environment "**



**The Bridges Medical Practice  
Patient Participation Group  
brings you**

# **fun, free cooking sessions**

## **for adult beginners and improvers**

- Learn how to cook healthy meals from scratch
- Gain new skills in a friendly, supportive environment

**The 6-week course starts  
Friday 30th May, 11am - 1pm at  
the Salvation Army Hall  
(Westham Road)**

For more details or to book a place please contact:  
e: [w&p.pcn@dorsetgp.nhs.uk](mailto:w&p.pcn@dorsetgp.nhs.uk)  
t: 01305 234090



**\*\*\* A special thanks to Ian Urmston from Salvation Army for use of their hall \*\*\***

Last month, some of our fabulous staff decided to lace up their trainers and tackle the Weymouth Parkrun! This weekly sprint-fest happens every Saturday at 9:00 am in the delightful Lodmoor Country Park.

