**Welcome to the Spring 2019 Newsletter.**



**New University Medical Centre Website**

We were very pleased to launch our new Practice website in January 2019 at [**www.umcbath.co.uk**](http://www.umcbath.co.uk)**.**

This new enhanced version includes some notable improvements. For Example:

* Selecting a different language to view the website which we hope will be a real benefit for our international patient population.
* A guide to our appointment system to help you decide who you should see when you need an appointment
* Self-referral forms to help you get the services you need quicker
* Contacts page where you can ask us any questions or give us feedback
* Practical guides and Practice information
* …..and so much more



**Patient Participation Group**

In order to support the ongoing improvements of our services, we have in place a virtual Patient Participation group. Members of this group may be contacted by the Practice on occasion to ask for their feedback in relation to our services. Our Patient Participation group was established in 2011 and all patients registered with the University Medical Centre are welcome to join at any time.

If you would like to be involved, please contact us and we will send you the application form. Any views you give will be anonymised and this will have no effect on your medical treatment.

<http://umcbath.co.uk/practice-info/patient-participation-group/>



**Have you moved?**

If you have moved recently, we need to know your new address. Please contact the reception team to let them know or update your details using your Online Services Access.

<http://umcbath.co.uk/register-for-online-services/>

 **PRESCRIPTION NEWS**

Requests for prescriptions can be made in writing, using your repeat prescription slip, by using our online services or by calling in and completing a form in the surgery.

Your prescription will be ready for collection within 48 hours and if you wish we can pass this through to a local chemist for dispensing or collection. We have an arrangement with a local chemist where they will return the medication to the medical centre for you to collect – please let us know.

Alternatively, you may post your request with a stamped addressed envelope to the medical centre and the prescription will be posted back toyou**.**

As from 1st April 2019, prescription charges have increased to £9.00 per item.

**BEMS Improving Access service**

The Improving Access service was launched in B&NES on Monday 1st October 2018 and is available for routine appointments to be booked with GPs and Nurses via your GP Surgery if you are unable to obtain an appointment at your registered GP Practice.

Your surgery can offer you an appointment to see a GP or another healthcare professional quickly, if necessary. However, if it is more convenient, you can also book appointments in advance.

Patients in the B&NES area can also book appointments with a local GP or Nurse in the evening and at the weekend in a B&NES general practice hub, provided by an organisation called BEMS (BANES Enhanced Medical Services is a GP federation whose members are all the GP Practices in B&NES).

Ask the University Medical Centre receptionist for more details about what this service can offer or if you wish to book an appointment with the Improving Access Service.

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**REPORTING SAFEGUARDING ISSUES**

**Do you know who to report any safeguarding issues to?** If you have any concerns about the safety of any vulnerable adult or child please contact the relevant team.

The phone number for reporting adult abuse in B&NES is 0300 247 0201 where you can speak to the Virgin Care local adult safeguarding team <http://www.bathnes.gov.uk/services/care-and-support-and-you/concerned-someones-risk-harm-or-abuse>

Abuse may be physical, sexual or emotional. It could also be financial: being put under pressure to change your will or to give money or property away – call 0300 247 0201 to report abuse in B&NES <http://www.bathnes.gov.uk/services/care-and-support-and-you/concerned-someones-risk-harm-or-abuse>

Disrespect or ill treatment in an institution like a care home, sheltered housing, hospital can be organisational abuse – call 0300 247 0201 to talk to the Virgin Care Adult Safeguarding Team in B&NES <http://www.bathnes.gov.uk/services/care-and-support-and-you/concerned-someones-risk-harm-or-abuse>

Do you suspect an adult you know is being physically or emotionally abused or neglected? You can report your concerns to the B&NES Virgin Care Adult Safeguarding team’s new number on 0300 247 0201 <http://www.bathnes.gov.uk/services/care-and-support-and-you/concerned-someones-risk-harm-or-abuse>

**Health Awareness Calendar**

Did you know that there are many health related National Days?

Here are just a few that you may be interested in for May and June – just click on the link for further information

* Mental Health Awareness Week 13th-20th May

<https://www.mentalhealth.org.uk/campaigns/mental-health-awareness-week>

* ME Awareness Week 6th to 13th May

<https://www.meassociation.org.uk/get-involved/me-awareness-week/>

* Cervical Screening Awareness Week 10th – 17th June

<https://www.awarenessdays.com/awareness-days-calendar/cervical-screening-awareness-week-2019/>

* Diabetes Awareness Week 10th – 17th June

<https://www.diabetes.org.uk/get_involved/diabetes-week>

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| * Carers Week 10th – 17th June   <https://www.carersweek.org/> |  |
| * World Blood Donor Day – 14th June   <https://www.who.int/campaigns/world-blood-donor-day/2019> |

 

**If you have any feedback you wish to share with us, we would be pleased to hear from you. We welcome all feedback as this helps to drive our service forward for our patients**

<http://umcbath.co.uk/contact-us/patient-feedback/>