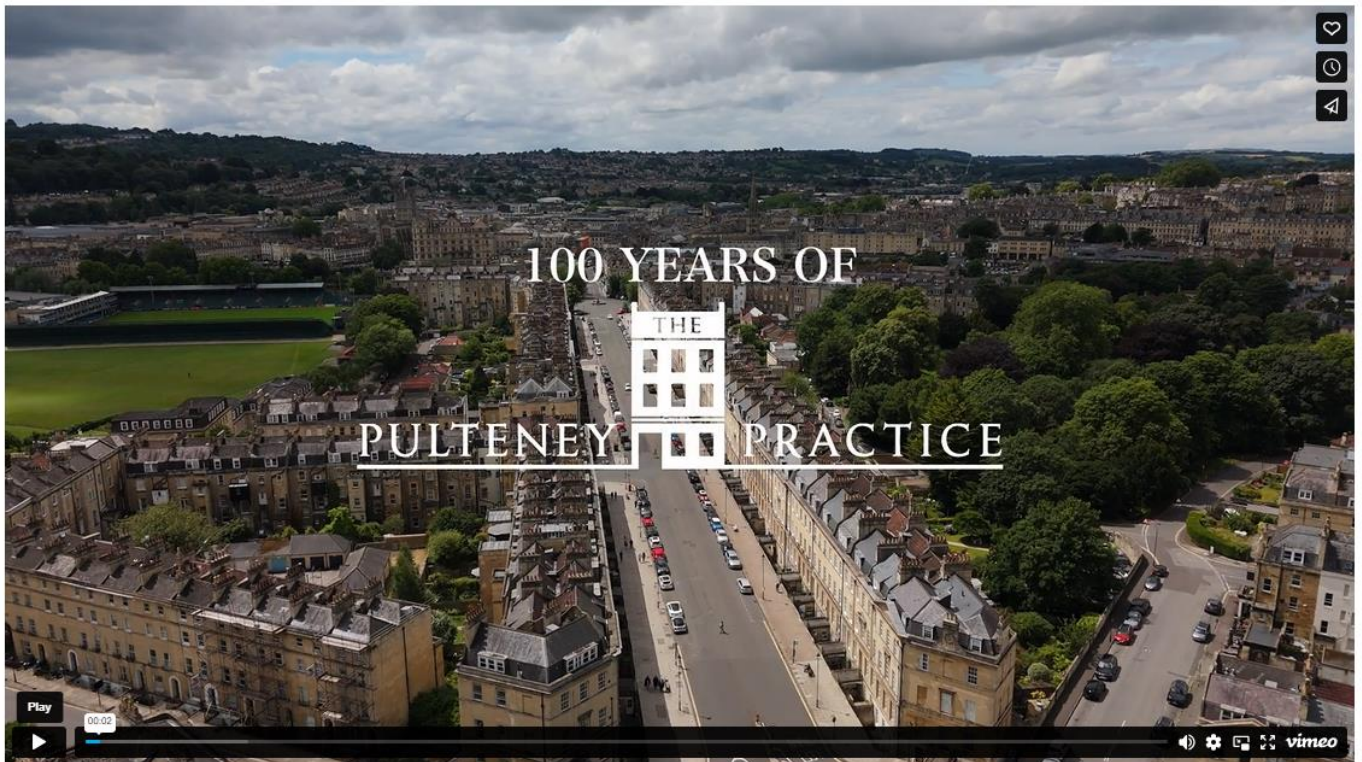


Pulteney Practice Newsletter

Autumn-Winter 2024/25

Celebrating 100 years of the Pulteney Practice



We welcome new patients to join us!
Register with us today using the link on our website

Out of area patients welcome, as well as all Bath residents

<http://Pulteney.co.uk>

Watch our celebratory videos

Doctors update

The Pulteney Practice is an accredited Veteran Friendly Practice



Being accredited means that we can now better identify and treat Veterans and refer you to dedicated NHS services.

To be considered a 'veteran', you only need to have served one day in the UK forces. Please let reception know if you qualify.

Dr Jon Brunskill and Dr Damian Gardner-Thorpe with patient Stan Ford (famous D-Day Veteran) outside the surgery.

Training update

The Pulteney Practice is a Training Practice; we love hosting fully qualified doctors at various stages of their post-graduate training as they bring so much enthusiasm and new ideas.

Dr Preetika Gurung completed her placement with us in August.
Dr Rebecca Butler remains with us until her placement ends in the New Year.

Dr Rosie Huxley completed her GP training here in 2023, then stayed on for 12 months as part of a supportive 'newly qualified GP scheme'. She will soon be moving on to the next exciting stage in her life - a new baby.



GP Educator, Dr Katy Gillham with pregnant Dr Rosie Huxley.

Nursing update

New baby health checks and vaccinations



All babies registered with us are warmly welcomed to attend for a health check with a GP when they are between 6 and 8 weeks old. This is called the newborn baby check. It is an important landmark for parents and allows time not only for physical examination but also for questions to be answered.

Baby Mary-Claire with proud parents Darren and Sophie at their 7-week baby check.

Vaccination starts when babies are 8 weeks old and follows the national screening programme. Vaccination protects babies against fatal illnesses including meningitis, pneumonia, tetanus and polio. Once babies reach a year of age they are offered protection against measles, mumps and rubella (MMR).

RSV (respiratory syncytial virus) vaccination is offered to all adults aged 75-79, as well as pregnant women.

Shingles vaccination is offered to all adults aged 70-79 and for those 65-year-olds who were born between September 1959 - August 1960.

Adult health checks and blood testing



Five yearly health checks are restarting in October for all adults aged 40-74.

Adults with long-term conditions such as diabetes, hypertension, heart disease are invited for health checks annually.

Jackie Coles, our Health Care Assistant, taking blood from patient Keir Mobbs.

Prescribing Team Update

Asthma & COPD (Chronic Obstructive Pulmonary Disease)



An asthma review is a yearly check up with your GP, Nurse or Pharmacist to see how you are managing with your asthma. An asthma review may take anything from a couple of minutes to half an hour in complex cases. During your review we may carry out breathing tests like peak flow or FeNO where you can see the results straight away.

Maxine Wan, our Clinical Pharmacist, performing lung function testing on patient Ben Hall.

We also check your inhaler technique to maximise the benefits from your treatment, update your asthma action plan and reauthorise your medications. COPD reviews are similar although treatment is slightly different.

Hormone Replacement Therapy (HRT)

We fully support enabling choice for women during their peri and postmenopausal years regarding the option of using HRT. Consultations and prescriptions can be arranged with Deirdre McKiernan our in-house Clinical Pharmacist as well as our GPs. We offer NHS funded **Mirena coil fitting** by Dr Jamila Rews-Ryden as well as the full range of HRT products, with no age limit.

Deirdre McKiernan, our Senior Clinical Pharmacist, with Dr Louise Newson, menopause specialist (from ITV's This Morning programme) at Women's Health Symposium 2024, Royal College of Obstetricians & Gynaecologists.

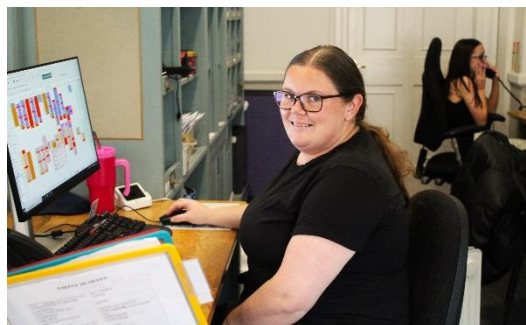


Reception Update

Not able to get an appointment with us?

We have over 1000 missed appointments so far this year. That is 1000 appointments we could have offered other patients!

During the period between Jan 1st and June 30th we had 727 missed appointments. This was 196 hours of appointments or the equivalent to the Surgery closing its doors for an entire month. Whilst there were several types of appointments missed ranging from blood tests, cervical smears and vaccinations, hundreds of the appointments were to see GPs face to face.



Health care navigators Laura & Bethany



Reception Manager Caroline

We implore all patients who don't need their booked appointment to cancel it to enable us to offer it to someone else. Even if you cancel one hour before your appointment it can usually be repurposed for someone else, who may be having an emergency. You don't need to phone us to cancel:

Canceling Appointments Online

1. Go to our website: www.pulteney.co.uk
2. Click the systemconnect link on the homepage
3. Select Admin request > other admin request > continue > complete the online questionnaire stating the time and date of the appointment and that you want to cancel it.
4. You will receive confirmation that your appointment has been cancelled once your request has been processed.

systemconnect
powered by systemone

Canceling Appointments via Android & IOS devices

1. Log into your App (SystemOne, NHS, Airmid)
2. Select Appointments > cancel this appointment > confirm the appointment you are cancelling.

Patient compliments and thanks

Sent: 16 July 2024

Hello, I have been registered with you since moving to Bath in 2016. Every time I needed the surgery (which, to be fair, is quite a lot) the whole team has gone above and beyond to provide, care, help and support. Dr Gillham has been brilliant helping me with recurring UTIs and Jenny Standing will probably remain the only person who can get blood out of my stubborn tiny veins. I'm moving away from the area but I just wanted to say how impressed I am with the level of care and thank you to you all.

Sent: 08 August 2024

We hear so many negative comments about the current situation in General Practice. I can only say how much I appreciate all aspects of the service that the Pulteney Practice provides,

Thank you

It was a week ago today that I had an appointment with Jennifer Standing at Bathampton. The review (of a recent blood test) was conducted professionally with empathy and engagement. Thank you.



Practice Manager Chris Clapp with Mark from AMS Electrics who is rewiring all the cables at our Great Pulteney Street Premises.

*Chris Clapp, Esq.
The Pulteney Practice
Manager.* 3rd June '24.

*Dear Mr. Clapp,
My husband & I would like to commend Dr. Rebecca Button who, we believe, you & your patients at The Pulteney Practice are very fortunate indeed to have worked with you now.
She is far and away the most caring and professional doctor either of us have experienced during our years with the practice. She oversees the follow through, she makes contacts on patients behalf, she genuinely cares about her patients.*



Management Update

Premises refurbishment

We continue making rapid progress with our premises upgrades. A massive thank you to staff who continue to provide top quality of care despite the building works and room relocations.