



PRACTICE NEWS:

We say goodbye to Dr Ranjani Thambu at the end of January who is retiring. We wish Dr Thambu a happy and relaxing retirement.

HAVE YOU SEEN OUR NEW WEBSITE?

www.bosmerepractice.co.uk

Bosmere Medical Practice invested in a new 'digital practice' website in September 2017. The idea behind this website is that our patients are able to communicate with us in the exact same way as they would over the phone or at the reception desk. This should improve patient access and communication.

WHAT IS A DIGITAL PRACTICE?

The idea of having a digital practice website means patients should be able to make the same enquiries online, just as they would on the phone or at the practice reception.

WHAT'S NEW?

- Request continuation sick certificates/fit notes
- Track referrals or find useful links to self-refer yourself to other NHS services
- Request blood test results
- Update your personal details
- Submit queries about your current medication and request repeat prescriptions
- Ask the nurse a question, for example: Complete a travel questionnaire to see what jabs you need if you're going abroad.

You are also able to submit your blood pressure readings, smoking status, height, weight and BMI which we will add to your medical records.

There is a 'common illness room' where you will find useful information on minor illnesses and ailments and how to self-manage them at home and whether you should seek advice from a pharmacist or a GP.

The website is designed to reduce pressure on the practice phone lines. We have noticed that our lines are particularly busy at 8:00am and 13:30pm when appointments are released. Patients are more than welcome to continue calling the

practice with general enquires but we would advise you to use the website in the first instance.

PATIENT SURVEY 2018

We have now launched our 2018 patient survey. You can complete this survey online or paper copies are available at the practice reception. We value patient feedback and hope our patients will be able to provide us with constructive feedback, as we are constantly looking at ways to improve all aspects of patient care that we provide.

www.bosmerepractice.co.uk/practice_news/patient-survey-2018

Closing date: Wednesday, February 28th 2018

BLOOD TEST RESULTS

Please note from February 1st we will **not** give out blood results over the phones until after 10am. Alternatively you can request your results via our website. This should reduce call volumes when appointments are released at 8am.

Please note our telephone system will be upgraded on February 6th 2018. Please bear with us during this period but this should help us deal with the high volume of calls in a more efficient way.



CERVICAL SCREENINGS

Ladies, when was the last time you had a cervical screening (previously known as a smear test)?

A cervical screening is a method of detecting abnormal cells on the cervix. Detecting and removing abnormal cervical cells can prevent [cervical cancer](#).

How often should you have a cervical screening?

- **aged 25 to 49** – every 3 years
- **aged 50 to 64** – every 5 years
- **over 65** – only women who haven't been screened since age 50 or those who have recently had abnormal tests

Screening is carried out by the practice nurse and you can ask to have a female doctor or nurse. If possible, try to book an appointment during the middle of your menstrual cycle (usually 14 days from the start of your last period), as this can ensure a better sample of cells is taken.

If you think you're due a cervical screening test, please contact the practice on 02392 476 941.