

Montpelier Health Centre, Bath Buildings, Montpelier, Bristol BS6 5PT – Tel: 0117 9426811



## Welcome to our **SUMMER** Newsletter!

### Hello and Goodbye!

We have welcomed several new members to the MHC team over the past few months:

*Russell, Jack - Reception*  
*Rebecca – PA to the Practice Manager*  
*Irena, Sandra, Ashley – Admin Team*



### Period Poverty Period Poverty

Period poverty is still a massive issue in the UK for girls and women of all ages. 'No More Taboo' is a charity leading the movement to end this.

Shockingly, they found that 48% of women interviewed said they could not afford sanitary products. We want to be a part of making sanitary products more accessible to those in need and are currently running a campaign to give our female patients free access to sanitary products if they are unable to afford to buy them. Please see the display on the front desk which gives further details on how to access this service.



### Bristol 4YP Project

Montpelier Health Centre is pleased to be part of the Bristol 4YP Project. 4YP is a way for young people between 13-19 years to find **free and confidential** help and advice on a variety of health issues relating to young people.

You can come on your own or with a parent/friend/carer and do not have to be registered with our practice to use this service.

Visit <http://www.4ypbristol.co.uk> for information about the services that are offered.

### Blood Tests at Montpelier Health Centre

We are unable to offer blood tests in our Open Surgery sessions unless your GP has written in your notes that this is an urgent request. We offer routine blood tests usually within a couple of weeks.

If we are unable to offer a time that is convenient to you then you are welcome to attend the Walk In Phlebotomy Clinic held every day at the BRI. Written details as below are available from the Reception desk.

**Walk In Service for GP Patients**  
**Location: A40-Level 4 BRI**  
**Monday to Friday – 8.30am-5.30pm**  
**Tel: 0117 3420370**

**On arrival, enter through the double doors and take a ticket – wait for your number to be called.**

**Proceed to blood room where your bloods requested by your GP will be available on screen and will be taken. Your GP will then be able to access these results in the usual manner.**

Please note that this service is only available for blood tests requested by your GP. You will not be seen unless the request has been made on line from the surgery.



### **Montpelier Health Centre Patient Participation Group**

We have a face-to-face Patient Participation Group who meet two or three times a year. We work with this group to gain patient views on everything from the service we provide, to our opening times. It is important that our PPG members come from as broad a spectrum as possible to obtain truly representative input. We particularly need young people and people from non-British ethnic groups to join us. Why not complete a form in Reception or on line and come and join us. We'd love you to be part of our Group!

### **Collecting prescriptions on behalf of someone else.....**

Please note that in order to comply with the new General Data Protection Regulations it is now no longer possible for someone else to collect a prescription from the surgery on your behalf, without your **written consent** to do so.

This does not apply to pharmacies collection prescriptions, for which we have already obtained your consent.

### **Citizens Advice Bureau**

A CAB adviser is available to see clients at Montpelier Health Centre on a Saturday morning once a month. Please ask for more details at Reception. The next dates are:

Saturday 20<sup>th</sup> July  
Saturday 1<sup>st</sup> August

Appointments are limited so we advise you to book early in order to secure an appointment.

### **Health Visitor for Older People**

We are also holding regular Saturday morning clinics run by the Health Visitor for Older People. Please enquire at Reception for further details.

### **Have you missed your appointment today?**

There were **200** missed appointments in MAY. Appointments not attended (DNA's) have a marked adverse impact on the number of appointments available for patients. Please ensure you contact us in good time to cancel your appointment if you cannot make it or no longer require it. We can then ensure it is released to another patient.

As part of our new Health Care Navigation we are following up DNA patients each day, with a telephone call to ensure that all is well and that patients are aware that they have missed a booked appointment at the practice.

### **Patient Feedback**

Your feedback is very important to us. It helps us to understand what we do well, and what things we can do better. There are a number of ways you can give us your feedback:

- Speak with our reception team or any member of staff
- Go to [www.nhs.uk](http://www.nhs.uk) **NHS Choices** and leave your comments
- Visit our Facebook page – Montpelier Health Centre
- Leave a comment on our website, [www.montpelierhealthcentre.nhs.net](http://www.montpelierhealthcentre.nhs.net)
- Complete the Friends & Family Test Survey, found in our waiting room.

### **Street Link**

Street Link exists to help end rough sleeping by enabling members of the public to connect people sleeping rough with the local services that can support them.

If you are concerned about someone sleeping rough in Bristol (or anywhere else in England or Wales), you can use this website to send an alert to Street Link

**[www.streetlink.org.uk](http://www.streetlink.org.uk)**

The details you provide are sent to the local authority or outreach service for the area in which you have seen the person, to help them find the individual and connect them to support.

