

# The Banks and Bearwood Medical Practice Newsletter

01202 593444

## Welcome to the Practice

Dear Patients

Welcome to this Practice Newsletter and on behalf of all of us, may I wish you a very Happy New Year of 2019.

Here at The Banks and Bearwood Medical Practice, we have a great team dedicated to providing you, our patients, with the best care possible.

We offer a range of services all the way from immunisation to clinics for chronic diseases and everything in between.

Our 9 GPs are supported by dedicated professional nurses and healthcare assistants, a Health Coach and our backbone, the Reception and Administration Team.

The receptionists are our first point of contact with

you and are here to make things run smoothly for The Practice and its patients alike. We do appreciate your cooperation with our receptionists when you telephone or visit us.

Sometimes, things may run a little behind time. It's seldom anybody's fault but I like to think that our patients understand that an earlier appointment may have taken a little longer than normal. After all, if it were you needing more time, wouldn't you hope that the next patient would be as understanding?

Finally, may I ask you, if you find you no longer need an appointment, to please phone us and cancel? Missed appointments are a bugbear for medical practices as they



Dr Clare Davies  
Senior GP Partner

cost money. Even if you call us only an hour before, we can usually slot in another patient.

Many of our patients use our appointment text reminder service. Just make sure we have your current mobile number and we will send you a reminder text which also includes a facility to cancel your appointment if you no longer need it.

Thank you and best wishes for 2019.

## Don't Shoot The Messenger

Please be considerate of our staff when you visit or telephone the Practice.

We try to make your experience at Banks and Bearwood as pleasant as possible. Nevertheless, with over 9,400 patients, it isn't always possible to offer you an immediate appointment.

In an attempt to make the best use of our resources, if you request an appointment with one of our GPs, your first contact with them will now be a telephone call. During the telephone consultation the GP will take a history and decide on the most appropriate way to help you.

Full details are available on our website, or ask at reception for more information.

We always do our best to help you. Please help us by remembering that we make every effort within our means to provide the care you need in timely fashion.

Thank you.

Winter Edition  
January 2019

### Features for you:

- *How you can help the Practice*
- *Winter warmer tips*
- *Health Coaching for you*
- *Season's eatings*
- *Practice Champions*
- *Local clubs and activities*
- *Registering for Online Services*

### Inside this issue:

*Making the Most of Winter Vegetables* P2

*Go Online!* P2

*Health Coaching* P2

*Keeping Warm in Winter* P3

*Development of Canford Paddock* P3

*What's On Around Here?* P3

*Practice Champions* P4

## Making the Most of Winter Vegetables

Do you grow your own vegetables? Well done if you do! Even if you don't have the time, the space or the inclination to garden, you can still take advantage of the abundant fruits and vegetables available in the winter.

Fair enough, you will have to do a little preparation, but it's well worth spending a few minutes in the kitchen to make really outstanding, healthy and comforting food.

If you have a mixture of vegetables not quite sufficient to make whole portions for a meal, soup is a great way of using them up. So-called ugly and knobbly veg are now offered in many supermarkets quite cheaply and they are spot on for making a filling winter soup or stew. Cut them up and

cook in some stock until all the veg are tender, then mash or blend the soup to the consistency you prefer.

Coleslaw is another way of using up a few carrots, some cabbage and an onion. Cut them up as finely as you like, add a little vinaigrette or mayo and off you go. No additives required!

Don't dismiss the humble cabbage - the beautiful January King or Savoy make a wonderful accompaniment to a meal. Just as a suggestion, try adding a knob of butter and a few caraway seeds to your cooked and drained cabbage for a real taste sensation.

Leeks, parsnips and potatoes are also good, either as a side dish or as the main ingredient of a hearty meal.



Eat well - eat healthy  
- eat seasonal!

Have you ever tried varying mashed potatoes by mashing parsnips in with them? Or, mix potatoes with cooked cauliflower florets to top a cottage pie.

Roasted winter vegetables are becoming a favourite, simple dish. Pop them into the oven with some garlic and wait till the delicious aroma fills your kitchen.

Bon Appetit!

## Go Online!

Did you know that The Banks and Bearwood Practice offers services that you can access online?

Repeat prescriptions may be ordered online and patients can request a telephone appointment with a GP using our online system.

To use our online system, all you have to do is register and you will be provided with an ID and access code which will be issued to you by Reception. Once you have your ID and code,

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*Registering for our online services is very straightforward. Please ask at Reception if you need any assistance.*

please keep them safely for your security and privacy.

When you register to use the online

system we will ask you to bring in a form of photo ID, such as a passport or driver's licence. There is a short form to complete which can be downloaded from our website and filled in before coming to the surgery with your photo ID if you wish.

Please note, you are welcome to drop in a written prescription request or telephone to make an appointment just as before.

Thank you.

## Health Coaching

Banks and Bearwood Medical Practice has a dedicated Health Coach who visits the Practice each week.

The Coach can help to support you in many ways and has a wealth of experience in helping patients to feel more confident in coping with health conditions.

Our Health Coach is at the Practice on Thursdays each week and you are welcome to ask your GP or any other

member of the team to refer you for an appointment.

Appointments with the Coach can be up to 45 minutes long, giving you plenty of time to discuss any concerns you have and for her to help you find solutions to the emotional and practical issues involved in dealing with your condition.

Please ask for more information about our Health Coaching service.



*It's OK, our coach doesn't shout at you*

## Keeping Warm in Winter

So far this winter we haven't seen any extremely low temperatures but the outlook for the UK suggests a really cold February.

Among the most vulnerable people in cold weather are the elderly, those with long-term conditions, disabled patients and pregnant women, all of whom may be less mobile.

The increasing cost of keeping our homes warm is a concern to all of us and the following ideas are intended to help you cope with the need to keep as cosy and comfortable as possible.

**Wear** several thin layers rather than one thick one. The layers will trap warm air close to your body. Socks and gloves are invaluable.

**Close** curtains and blinds at night and keep doors and windows closed as much as possible to preserve heat in your home.

Try to be as **active** as possible, even if you have mobility issues.

Have **hot food and drinks** whenever you can.

Keep a **blanket** or throw in your living room ready to pop over your knees or shoulders when you feel chilly. Fleece is a great material for these as it's lightweight as well as being cosy.

When you go **outdoors**, make sure to wrap up warm: hats, gloves and scarves will all help. Fashion is not so important when your health is at stake!



Finally, if you are lucky enough not to be at risk, please think about any of your neighbours who might need a helping hand.

Pop round or give them a quick phone call just to be sure they are OK.

Thank you.

## Development of Canford Paddock Site

The Practice is aware that there is considerable concern about how Bearwood residents might be impacted by the development of the Canford Paddock site and proposed development on the other side of Magna Road. We have heard worries about how this could affect your medical care.

We have been aware of possible development at these sites, near to the Bearwood Medical Practice site, for close to two years. We have voiced

*"We will work closely with the CCG and local practices to ensure that we are able to meet the needs of an increased population."*

our concern about whether the implications for provision of medical care to an increased population had been considered. These concerns have been listened to, and we have been talking to the CCG (Dorset Clinical Commissioning Group) to help plan for the future.

With an increase in patient numbers, comes an eventual increase in funding that would allow us to employ additional staff.

We understand that any building will come in phases, which also helps to stagger the impact on medical service provision. Please be assured that we will work closely with the CCG and local practices to ensure that we are able to meet the needs of an increased population.

## What's On Around Here?

The Bearwood Community Centre offers an enormous range of activities for people of all ages.

If you are looking for exercise, the Centre offers classes in badminton, yoga, dance, martial arts and table tennis as well as cardio-fit.

For something a bit different, there is U3A opera singing, genealogy and even ukulele.



Various clubs and societies meet here regularly, including Rainbows, Brownies and Guides as well as clubs for gardeners, slimmers and the over 55s.

The Community Centre also hosts occasional events, such as the Macmillan Coffee Morning in September each year.

If you are arranging your own event, there are several spaces available to hire.

Please see the Community Centre website for a contact form.

[bearwoodcommunitycentre.co.uk](http://bearwoodcommunitycentre.co.uk)



**Woo-woo! Railway Club**  
every 2nd Saturday in the month from 10-4

01202 593444

[bearwoodmedicalpractice.co.uk](http://bearwoodmedicalpractice.co.uk)

**Our surgery addresses:**

The Banks Medical Centre  
272 Wimborne Road  
Bournemouth  
BH3 7AT

Bearwood Medical Centre  
Knights Road  
Bournemouth  
BH11 9ST



Providing NHS services

**Surgery Opening Hours:**

**Monday**  
08.00am - 6.00pm  
**Tuesday**  
08.00am - 8.30pm  
**Wednesday**  
08.00am - 6.00pm  
**Thursday**  
08.00am - 6.00pm  
**Friday**  
08.00am - 6.00pm  
**Saturday**  
Closed  
**Sunday**  
Closed

## Equipment Fund Donations

We have recently been able to purchase a new Doppler machine for the Practice which measures a patient's brachial ankle pressure.

This diagnostic assessment is very important in the treatment of patients with leg ulcers and venous insufficiency. The new machine can undertake these assessments much more quickly than our previous machine, freeing up valuable nurse time.

We were able to purchase the new machine due to a generous bequest

from the late Mr Roy Cuff and donations from the family and friends of the late Mr Richard Gilbert Johnson.

We have also received a most welcome donation from Mr William Woods.

We would like to extend our grateful thanks for these kind donations which have brought benefit to patients at the Practice.

## Banks and Bearwood Practice Health Champions

Who are we?

We are a group of volunteers working with The Banks and Bearwood Medical Practice trying to identify areas of need in our community which we could possibly help with. We hope this will ultimately contribute to the **well-being of our neighbourhood**.

For example, if you:

- have caring responsibilities
- are or know someone who is undergoing cancer treatment
- are going through bereavement
- are finding being a new parent a challenge

we can be here for you to help you cope.

We are not medical professionals, but we have experienced many of the trials of life and can understand how big a struggle you may be facing.

We do understand the difference it can make to talk things over with someone who has been there, done that and wears the t-shirt.

If something seems too simple to ask the doctor, such as where is the best place to park when you go for chemo, we can offer you good suggestions.

If you are learning to cook for a young family, or if you have lost your wife or husband and can't be bothered just for one, have a chat with us, we'll be glad to offer you help and ideas.

Please help us to help you, by telling us what you need.

Contact us via the surgery or come along to our Coffee get-together. It's FREE!



Join us for a cuppa and a chat on the third Wednesday of the month, from 10 - 12 in the front lounge at the Bearwood Community Centre.

Everybody's welcome and we're looking for new recruits!

Next dates: 20 February and 20 March. See you there!

*Altogether Better*