



Welcome

Welcome to the first edition of the Berrycroft Community Health Centre Patient Newsletter. We will be sharing a quarterly patient newsletter with all patients to keep you up to date with what is happening here at Berrycroft, and to raise awareness of health and wellbeing issues.

Armed Forces Veterans

We are very pleased to announce that we have recently been awarded, Armed Forces Veteran Friendly Accreditation by the Royal College of General Practitioners.

Please see our website for further details.



Armed Forces veteran friendly accredited GP practice

PHARMACY FIRST INITIATIVE

Think Pharmacy First

Did you know, you can now get treatment, and medication if necessary, for seven common conditions directly from your local pharmacy, without the need to contact your GP practice for an appointment or prescription?

98% of local pharmacies have registered to provide this service to our community; with the aim to give patients quick and accessible care whilst also easing the pressure on GP services.

The pharmacy first scheme can help you with the seven common ailments shown on the poster on the right.

NHS
Providing NHS services

Most pharmacies can help you with **seven common conditions** without needing a GP appointment

- Sinusitis
- Sore throat
- Earache (children)
- Infected insect bite
- Impetigo
- Shingles
- Urinary tract infection (women)

Ask your pharmacy for more information about this free NHS service

Visit your Pharmacy First!

CANCER SPOTLIGHT - PROSTATE CANCER

- March is Prostate Cancer Awareness Month In the UK; 1 in 8 men are diagnosed with Prostate Cancer each year.
- It is much more common in Black men, where the rate is double this - 1 in 4.
- Although these are usually caused by benign (non-cancerous) prostate conditions, people may notice difficulty urinating; in particular needing to pee often at night, have difficulty starting the flow of urine, or feeling that they have not fully emptied the bladder.
- If you are over 50, you can request a blood test to check your prostate specific antigen (PSA) levels. This test can help diagnose prostate problems, including prostate cancer. This is not a perfect test, so it is important you understand the pros and cons before deciding to have it.

More information: <https://tinyurl.com/3jarc679>

- In particular, the practice and our PCN are keen to offer PSA blood tests to those patients who have a family history of Prostate cancer. If this applies to you, please call to arrange a blood test.

If you want to check your risk of Prostate Cancer you can do this on the Prostate Cancer UK website: <https://tinyurl.com/mreyeu2>

Patient Survey February 2024

Thank you for your feedback which is invaluable to help us to improve our services for you. Full survey results can be viewed on our website in the [Patient Leaflets & Newsletters](#) section.

We are actively reviewing your comments and have begun to implement positive changes to address some of the points raised. Please see initial feedback below.

Responses received 1,185

You said	We Did
You asked to be able to communicate with us through the website.	We added forms for repeat prescription requests, changes of personal details, cancelling appointments, providing feedback, requesting medical records and fit notes.
Some of you were not aware of our website.	This can be found at berrycroftcommunityhealthcentre.co.uk
You asked for more appointments.	Our team are working hard to increase appointments. To explain the challenges that we currently face, along with many surgeries throughout the country, please see our 'I can't get a doctor's appointment' statement on the website and in the health centre.
Some of you were not aware of the Ask First app or NHS 111 online	Both of these can be used to check symptoms and guide you towards appropriate healthcare options.

Managing Patient Expectations

We have a limited number of daily appointments to manage availability effectively. Appointments are released at 8am and assigned by our clinicians based on medical urgency. You may be contacted via phone, text, or offered an in-person appointment. Additionally, pre-bookable telephone appointments are available up to 4 weeks in advance.

Our patient services team handles enquiries courteously and efficiently. Regrettably, a few patients have shown abusive behaviour, both over the phone and in-person. We prioritise the well-being of both our staff and patients and have implemented a zero-tolerance policy towards such behaviour.

Opening Times & Contact Details

The main telephone lines are open 8am to 6pm, Monday to Friday.

The surgery doors are open 8am to 6.30pm, Monday to Friday.

We also provide enhanced access services, 7am—8am Monday to Friday; and 6.30pm to 8pm Wednesday and Thursday evening.

Telephone Number:
01296 310940

Email Address:
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Website:
www.berrycroftcommunityhealthcentre.co.uk