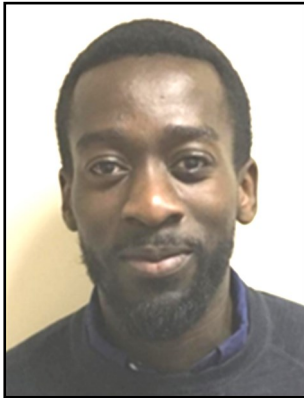


Practice News

New Staff

We are delighted to welcome 2 new members of staff to the Practice —

Dr Justin Grandison, who joined the practice as a ST3 GP and now a permanent member of the clinician team, and ...Helen Taylor, a newly qualified Nurse Practitioner. They will be working across all 3 sites and looking forward to meeting all their patients.



Flu and Covid clinics

The next round of flu and covid clinics are planned for September/October. If you are eligible you will receive an invite text. These are planned to be at our Banwell and Winscombe sites and the dates are:

Saturday 5th October Thursday 10th October
Thursday 17th October Saturday 19th October
Saturday 26th October



Parking -

Due to a number of recent accidents and to avoid congestion, we at the practice would be extremely grateful if patients could use the parking area behind the Woodborough pub or the other parking facilities in the village if they are able to, unless absolutely necessary then use the car park at the surgery.

Practice monitoring—snapshot August 2024

No. of calls received at the practice - 5470

Total number of missed appointments - 129

No. of documents processed -4295

No. of referrals processed to secondary care - 512

Handing in information

If you need to provide further information or documents to the surgery, please can we kindly ask that you include your name and date of birth so we can match these up correctly with your notes, many thanks!

Private fees

To be in-line with general practice, please note there can be fees associated with medical reports and some private letters. Please ask your GP at your consultation or details can be found on our website.

[https://
www.winscombebanwellsurgery.nhs.uk/](https://www.winscombebanwellsurgery.nhs.uk/)

AskmyGP

AskmyGP is open from 8am -12pm every day for requests and can be accessed by using the link <https://my.askmygp.uk/?c=L81021>

We ask that this is not used for repeat prescriptions as these can be requested via the Patient Access portal, NHS App or email a request to bnssg.wbfp.prescriptions.nhs.net.



Telephone and internet scams!

It has come to our attention that there seems to be an influx of scams & nuisance calls doing the rounds.



Examples of alleged calls have been from Banks, HMRC and the Royal Mail to name but a few.

If you are in any doubt, be cautious about handing over personal information (name/address etc) and/or bank account details. If you are unsure, end the call and speak to your bank or organisation directly to confirm they have tried to call you.

Other ways to get help..

Advice and guidance for many conditions and minor ailments can be sought from other places as well as your GP. It may mean that you are seen and dealt with quicker in some instances and possibly even be prescribed some medications. These include:

A local pharmacist can provide advice on minor ailments such as colds coughs, sore throats, earache and UTI's.

111 who will advise what the best way is to deal with your medical problem.

Clevedon Minor Injuries Unit is open 7 days a week, 8am to 8.30pm (check website for exclusions at Christmas and New Year). They can deal with a wide range of minor injuries, for patients over 12 months old, including wounds, burns and grazes, broken bones, sprains and bruises.

A&E at Weston General is open daily between 8am and 10pm. They can also deal with a wide range of emergency situations but do advise that patients call 111 in the first instance if their issue isn't life threatening.

Patient Feedback

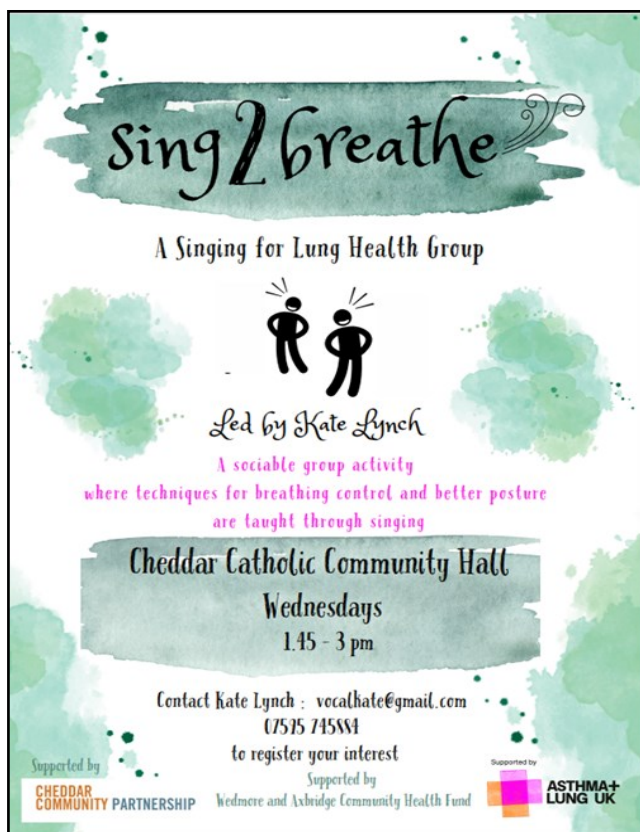
- *Very pleased with quick efficient response.*
- *Thank you so much, excellent service.*
- *Very pleased with the service today. Thank you.*



Sing2breathe is a sociable group activity where techniques for breathing control and improved posture are taught through singing. It is not about being a great singer – the aim is to help you breathe better. The sessions involve :

- Physical warm ups and posture awareness
- Breathing exercises
- Vocal exercises (also including rhythm and pitch games)
- Songs
- Singing allows the breath to deepen
- Engaging abdominal muscles and releasing tension in upper body
- awareness of body/posture
- Mood boosting
- Socialising
- Distract from breathlessness
- Help with sputum clearance
- Have positive impact on physical activity levels, social interaction, mood and mental health

Contact: 07595 745884 or email vocalkate@gmail.com.



Sing2breathe
A Singing for Lung Health Group

Led by Kate Lynch
A sociable group activity where techniques for breathing control and better posture are taught through singing

Cheddar Catholic Community Hall
Wednesdays
1.45 - 3 pm

Contact Kate Lynch : vocalkate@gmail.com
07595 745884
to register your interest

Supported by
CHEDDAR COMMUNITY PARTNERSHIP
Supported by
Wedmore and Axbridge Community Health Fund
Supported by
ASTHMA+ LUNG UK



Steps to Get Active
Parkinson's Exercise Class

Do you have Parkinson's disease?
Exercise is Proven to Help!

Balance, Co-ordination, Gait, Flexibility but also Depression, Constipation, Sleep and Memory.

Free 10-week course, with the opportunity to continue

Fridays 10.30 – 11.30am
Starting Friday 10 May 2024

Venue: Sandford Station, Sandford, BS25 5AA

To book a place email: info@neurogroupeexercise.com
Or call: Rowan - 07518 964332 / Amanda - 07917 116154



Alzheimer's Society
Together we are help & hope for everyone living with dementia

Do you worry about your memory?

There are many possible causes of memory loss. For example:

- Sleep problems
- Dementia
- Alcohol
- Infections
- Stress

What can you do?
Make an appointment with your GP to discuss your symptoms.

If you are diagnosed with dementia, you will be referred to a North Somerset Dementia Advisor
The service will support you, your family and anyone who cares for you.

alzheimers.org.uk

Become a member of University Hospitals Bristol and Weston NHS Foundation Trust

Becoming a member of University Hospitals Bristol and Weston NHS Foundation Trust is a great way to support, find out more or get involved in the work of our hospitals. Anyone can become a member if you are over seven and live in England or Wales and you can be involved as much or as little as you like. You could have the opportunity to share your thoughts and ideas about the way we deliver care to the people of Bristol, North Somerset and South Gloucestershire. It is free to become a member and you can opt out any time. Find out more and join as a member by visiting our become a member page on our website. <https://www.uhbw.nhs.uk/p/working-with-us/become-a-member-of->

ZERO TOLERANCE POLICY

Please can we remind patients that, whilst all the staff at the practice appreciate the difficulties faced by patients, this practice supports the Government's NHS zero tolerance zone campaign. We ask that you treat your GP and practice staff properly and with respect as you would expect us to - without violence or abuse. Thank you.



Join the Patient Participation Group

The local Patient Participation Group meet quarterly with the aim to provide a link between patients and the staff at the Surgery. If you would like to be involved in any way, please submit your interest by email for the attention of the Practice Manager -

bnssg.winscombebanwellsurgery@nhs.net

