

PATIENT NEWSLETTER

MARCH 2024

Practice News

Easter Bank Holiday Please note we are closed for Easter Bank Holiday between **Friday 29th March and Monday 1st April**. Please leave plenty of time to reorder your prescriptions should you need them during these dates. Happy Easter!

Staff updates



We are very pleased to welcome Dr Osborne who joined the practice in January this year, who is covering Dr Blackwell's maternity leave. Dr Osborne has been working in general practice for 6 ½ years and has currently been covering both Winscombe and Banwell sites.

On behalf of the practice we would also like to hugely congratulate Dr Blackwell on the birth of her daughter!



Armed Forces Accredited Practice



RCGP Royal College of General Practitioners NHS

Armed Forces veteran friendly accredited GP practice

We are an Armed Forces veteran friendly accredited GP practice.

This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.

If you are ex-forces, please let your GP know to help ensure you are getting the best possible care.

To find out more, ask your nurse or GP.

We are now an Armed Forces Veteran Friendly Accredited practice and you may have seen the online questionnaire we recently sent to complete and return if this is relevant to you. There are approximately 2.4 million veterans in the UK, making up around 5% of the population. This is being rolled out nationally with its main purpose to ensure that ex-forces patients receive the best care and treatment available. Further information can be found by visiting the below website or contacting the surgery direct. <https://www.nhs.uk/nhs-services/armed-forces-community/>

168 Locking Parklands

Clinics have been well under way at our Locking Parklands site. Please check when booking as there may be sooner appointments available for routine tests.

Should you need to rely on public transport, there is a bus stop a few yards away from the main entrance.

Medication supplies

We've been made aware of several patients keeping excessive quantities of their medications - this presents a safety risk and is also a poor use of NHS resources. *Please only order medication when you are running low and ensure your pharmacy is made aware if you have excess stock to prevent automatic reordering on your behalf.



Please note it is important to safely dispose of medication especially if out of date and to keep away from children.

Medications can be disposed of by returning to the supplier.

Any queries should be directed to your local pharmacy who should be able to advise on the best way of doing this.

Staff Achievements

We would like to extend further congratulations to our Advanced Nurse Practitioner Alex who has passed another module in her Masters in Advanced Practice, hoping to fully complete within 18 months. Well done Alex!



Patient feedback

We were delighted to recently receive some encouraging and positive feedback from our patients:

- *Very good service from the GP, I felt like he listened to me and provided a good service.*
- *A big thank you to everybody at the Winscombe practise you do a great job always ready to help and very friendly.*
- *Skilled, personable practitioner. Very sensible advice for asthma management. Thank you*

Practice monitoring between January and February 2024:

No. of documents processed:
8,468

No. of referrals processed to secondary care:
913

No. of new patients to the practice:
381

No. of GP and nurse appointments:
4582

No. of those not attending their appointment:
308

Community

Age UK help

Did you know that Age UK offer a free information and advice service for many different subjects including Money and legal matters, health and wellbeing, care and support? Their telephone lines are open between 8am and 7pm 365 days a year! For information visit their website: <https://www.ageuk.org.uk/>




Location of Defibrillators

- Sandford Primary School - Greenhill Rd
- Railway Inn - Station Rd, Sandford
- Thatchers Offices - Station Rd, Sandford
- Winscombe Community Centre - Sandford Rd
- Winscombe Recreation Ground - Cricket Club
- Winscombe Rugby Club - Longfield
- Sidcot Arms - A38 Bridgwater Rd

Local Defibrillators

Winscombe and Sandford Parish Council Clerk have put together a list of local defibrillators in the local area. Hopefully these won't be needed but may be worth taking a note.

Mental health

During difficult times we may need someone to talk to. There are a number of organisations out there who may just be a listening ear or if needed, provide ongoing support. You should be able to find further details online but here are a few useful suggestions.



mind
0300 123 3393
Helpline
mind.org.uk

shout 85258
Text SHOUT to 85258
24/7 text service
giveusashout.org

SAMARITANS
116 123
24/7 helpline
samaritans.org

young MINDS
Text YM to 85258
24/7 text service
youngminds.org.uk

CALM
0800 58 58 58
Helpline for men
thecalmzone.net

PYPYRUS
0800 068 4141
Under 35s Helpline
papyrus-uk.org



Do more with the NHS App!

- Order repeat prescriptions
- Book appointments
- View your records
- And much more...

NHS App

NHS App - Wait times

Another reason to download the NHS app! It now has a new feature where you can now see an approximate wait time for your hospital appointment. The app can be downloaded via Playstore for android phones or AppStore for iphones. Unfortunately, a lot of services are running behind but it's a good source to check that you are on the waiting list and how long you potentially may have to wait.

Pharmacy First

Pharmacy First was launched in January of this year with the aim to give patients quick and accessible care and treatment for a number of minor ailments and illnesses including:

- Sinusitis
- Sore throat
- Earache
- Infected insect bite
- Impetigo (a bacterial skin infection)
- Shingles
- Uncomplicated urinary tract infections in women.

To access these services by walking into your local pharmacy, virtual assistant where available, or signposted by your GP and NHS 111.



Join your **Patient Participation Group**

PPGs represent patients and provide feedback on GP practices, helping to drive change



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