

PATIENT NEWSLETTER

SUMMER 2024

Practice News

New telephone system

On Thursday 30th May our new telephone system went live! This is with a view to improve patient experience, ensure that you get to the correct department and cut down on waiting times which is currently, on average, 2 minutes and taken 2,828 calls by mid June.

The following 5 options are available:

- * **Option 1** - Reception team for appointment enquiries
- * **Option 2** - Prescription queries (lines open at 11am)
- * **Option 3** - Test results (lines open at 11am)
- * **Option 4** - Secretaries for queries regarding recent referrals that have been submitted. (lines open from 9 – 2pm)
- * **Option 5** - General enquiries.



We appreciate your patience and support during the transition period. If you do happen to chose the incorrect option its not a problem! We can transfer you to the best department for your query.

Staff updates



- We were delighted to welcome a new GP, Dr Elizabeth Puntis, in April. Dr Puntis works Monday, Tuesday and Thursday and has been carrying out clinics across all our 3 sites.
- We are also looking forward to welcoming Helen, a newly qualified nurse Practitioner, at the beginning of July.



International Nurses Day

On May 12th we celebrated International Nurses Day which acknowledges the contribution, commitment and vital roles that nurses play. To honour our nurses and Health Care Associates, Alex, our Advanced Nurse Practitioner, arranged a photo shoot to show our appreciation of all their hard work!



Pharmacy First

Did you know that your pharmacy can provide help and assistance with 7 common conditions? You can be referred via your GP or a quicker option may be to self-refer.




These are:

| | |
|---|-------------------|
| Acute otitis media* (Inner ear infection) | 1 to 17 years |
| Impetigo | 1 year and over |
| Infected insect bites | 1 year and over |
| Shingles | 18 years and over |
| Sinusitis | 12 years and over |
| Sore throat | 5 years and over |
| Uncomplicated urinary tract infections | Women 16-64 years |

* Distance selling pharmacies will not complete consultations for acute otitis media.

Community

There are many services, help and support in the community covering all kinds of topics. Here are just a few that have been recently advertised in the local area.




citizens advice North Somerset **is in Winscombe**

Find us at **Thatchers Cider Company Offices, alternating Tuesdays**
10am – 1pm
Thatchers Cider Company Ltd, Myrtle Farm, Sandford, BS25 5RA

To book an appointment:
Complete our online referral form (nscab.org.uk/get-advice)
Call 0808 278 7973

Alternatively, speak to a member of the team at the above location.




* The Citizens Advice Bureau are holding satellite advice clinics including the Parish Council office at Thatcher's Cider in Sandford on alternate Tuesdays between 10am and 1pm and Banwell Youth & Community Centre on **alternate** Tuesdays 10am – 1pm. They can provide advice around money/debt issues and welfare benefits. You can contact them via their advice line, email, online or post.



Sirona Care & Health **BRISTOL after stroke** supporting and rebuilding lives in your area **Stroke Association**

Carers Support Sessions



Do you care for someone after their stroke?

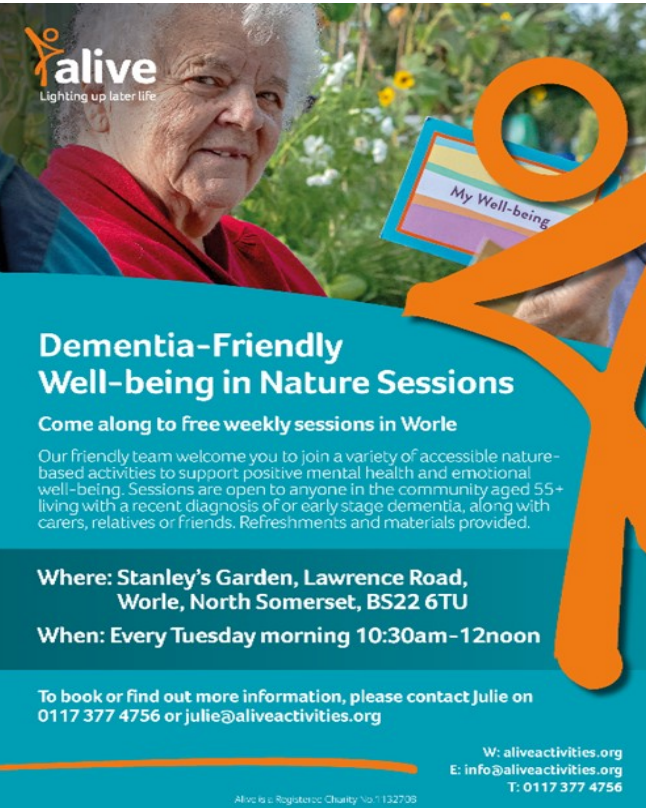
Come and meet other carers to access social support, develop self-care skills and talk to stroke healthcare professionals to understand more about the impact of stroke.

You can be as involved as you like (come along and get stuck in, or just sit back and listen).

Redcliffe Bay Hall, Newhaven Road, Portishead, BS20 8LH

1pm to 2.30pm
3rd Wednesday of the month

If you would like to attend in Portishead please email: northsomerset@stroke.org.uk or call 01275 401042



alive Lighting up later life

Dementia-Friendly Well-being in Nature Sessions

Come along to free weekly sessions in Worle

Our friendly team welcome you to join a variety of accessible nature-based activities to support positive mental health and emotional well-being. Sessions are open to anyone in the community aged 55+ living with a recent diagnosis of or early stage dementia, along with carers, relatives or friends. Refreshments and materials provided.

Where: Stanley's Garden, Lawrence Road, Worle, North Somerset, BS22 6TU

When: Every Tuesday morning 10:30am-12noon

To book or find out more information, please contact Julie on 0117 377 4756 or julie@aliveactivities.org

W: aliveactivities.org
E: info@aliveactivities.org
T: 0117 377 4756

Alive is a Registered Charity No 1132708

A new support group is running in Portishead every 3rd Wednesday of the month, 1pm to 2.30pm, for carers and family of stroke survivors. See contact details for further information.

Practice monitoring between March and April:

Number of documents processed –

8074

Number of referrals processed to secondary care – 946

Number of new patients – 288

Total number of patients at the Practice - 10,997



Patient feedback

Thank you to all our wonderful patients who took the time to provide positive feedback -

- *Really good service. Thank you.*
- *Great being able to get a face to face appointment*
- *Very good surgery and always helpful.*



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