



PATIENT NEWSLETTER

DECEMBER 2023

We would like to wish all our patients a very Merry Christmas and a safe, healthy New Year!

Practice News

Staff updates



We said goodbye and good luck to one of our longest standing receptionists, Angela, who retired at the end of November. The staff had a small gathering to wish her well and show their appreciation of her time at the practice. On behalf of the practice and patients, we wish her all the best for the future and a long happy and healthy retirement.

In October and November, we were very pleased to welcome 2 new receptionists –Vicky and Tracey, who have lots of experience within the NHS and have already fitted in well with the team.

We also said farewell to Dr Nowak who was with us for a short time but will still be missed by the practice and patients.

168 Parklands Medical Centre

The grand opening of 168 Parklands Medical Centre took place on 7th December with a small ceremony held by Pier Group colleagues and our MP, John Penrose. Appointments for our patients are due to be available week commencing 8th January 2024.



Covid & Flu clinics

Another round of successful Covid and flu clinics were held during September and October, where a total of 3,924 patients were vaccinated. A big thank you to all of those involved to make it a success.



Practice Achievements



We are delighted to announce a number of awards and achievements this quarter.

The first award goes to our wonderful, longstanding ANP, Alex Harris, who was presented with the Queens Nursing award in early December this year. This is in recognition of working with the community and for leadership. All the practice would like to say a huge well done Alex!



We are also pleased to announce that our trainee nurse, Katie Parkhouse, qualified as a nurse associate, after 2 years of hard studying and carrying out clinics at the practice.



Lastly, the practice won the "4'ward Facing" category at the Pier annual conference in October. This is for "recognition for the entire team, being inspirational, willing to step up and do what needs to be done!"

Well done everyone!



Patient feedback

We were very pleased to receive some encouraging and positive feedback from our patients, which we really appreciate!

- *Very easy to use system. Very simple to send in messages and wait for a reply.*
- *Very quick response, clear and helpful thank you.*
- *I was amazed at how quickly I got a call from a GP this morning. Amazing service. Thank-you so much!*
- *A wonderful service from a fantastic and caring surgery.*

Practice monitoring between September and November:

No. of patient appointments - **5,186**
 No. of missed appointments - **1,036**
 No. of documents processed in October - **4746**
 No. of referrals to secondary care in October - **470**
 No. of new patients to the practice in October - **197**



Community news



With Christmas upon us, you may want to know where you can either get comfort or pledge your time or money over the festive period. There are a number of options but here are a few to get started.



Many Salvation Army churches and centres across the UK are running a Christmas Present appeal, collecting new toys for families with children who may not otherwise receive a gift this Christmas. Further information can be found at <https://www.salvationarmy.org.uk/christmas-present-appeal>



For the 11th year running, Bristol based charity Marmalade Trust are bringing cheer and companionship to anyone alone on Christmas day, with a free festive lunch in a pub, restaurant or doorstep visit from a friendly volunteer * subject to eligibility criteria

Contact by phone or visit their website for further details: Tel: 07566 244788 or- www.marmaladetrust.org/Christmas



Trussell Trust have a nationwide network of food banks providing emergency food from food banks around the UK. The nearest one being Cheddar Valley Food Bank at the Wessex Business Centre. For more information on how to make a donation or food parcel to further details can be found at:

<https://cheddarvalley.foodbank.org.uk/give-help/donate-food/>

Looking after your health in winter

As we prepare for the colder months, its especially important to look after yourself. Guidelines set out by Age UK advise these simple suggestions to stay well during winter.

- Eat well & keep moving
- Get your winter vaccinations
- Stop the spread of germs
- Wrap up well and warm your home
- Take extra care when out and about
- Stay stocked up with food and cold and flu remedies



Also, in association with the NHS, Orcha health have created lots of apps that can be downloaded to help patients throughout the winter period. Further information can be found on their webpage <https://bnssg.orchahealth.com/en-GB/winter-pressures> and includes topics on:

- Keep your Lungs healthy
- Preventing falls and keeping active
- Beating the winter blues
- Your child's health
- Plan ahead



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



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