

We've had a busy first half of the year where we've seen changes in staff, increase in patients and subsequently, workloads.

In the first quarter of the year (January to March) our admin team processed approximately 9,500 documents with 800 referrals submitted to secondary care. Our reception team dealt with over 4,000 prescriptions and triaged over 7,000 AskMyGp requests whilst taking, on average, over 200 calls per day!

### Staff changes

In April we said a very fond farewell to Dr Paul who retired after 23 years of service at the Practice. He will be missed by both staff and patients.

We were though, delighted to announce that 2 of our existing GP's became partners earlier in the year – Dr Darren Cox and Dr Katie Ellison



Dr Darren Cox



Dr Katie Ellison

We were also very pleased to welcome 2 new GP's, Dr Alice Blackwell and Dr Josh Nowak, who will cover both Winscombe and Banwell surgeries.

### Referrals to secondary care

The Referral Service triage a high number of our patient's referrals to secondary care which includes referrals to hospital (some exclusions apply). Once a referral has been processed, they will aim to write to the patient within 14 days and also send an alert via the NHS app (should the patient have an account). If you have been referred to via the Referral Service, you can contact them direct on 0117 900 2566 with any queries, allowing 14 days for them to process any referrals they receive.

### NHS App

We would like to encourage our patients to download the NHS App if they have a smart phone. You can access a whole variety of NHS services including requesting repeat prescriptions and book and manage GP and hospital appointments and referrals. It's simple to download for Android and iOS and by following this link: <https://www.nhs.uk/nhs-app/>



NHS

### Prescriptions

Prescriptions can take up to 2 working days to be processed by the surgery (could be a further wait with your chosen pharmacy) so please bear this in mind when needing medication, especially coming up to a bank holiday.

### HRT Pre-payment Plan

From April patients have been able to purchase an HRT pre-payment certificate (HRT PPC) which covers their prescriptions for a year. Please note there are some exemptions and details can be found at <https://www.nhs.uk/help-nhs-prescription-costs/nhs-hormone-replacement-therapy-prescription-prepayment-certificate-hrt-ppc> or enquire in person at some pharmacies.

### Flu/Covid clinics

Spring saw the return of our covid clinics. In April and May

**1,367 patients were vaccinated!** Thank you to everyone that helped to make the clinic run smoothly and look out for the next round of invites in the autumn and winter.

## Keeping safe in summer



With summer upon us it's very important to keep safe while enjoying the sunshine and warmer weather by:

- Keeping hydrated and drinking plenty of fluids even if you don't feel thirsty.
- Stay cool and take regular breaks in the shade if outdoors.
- Stay protected – where a high factor sunscreen, wear a hat and loose cool clothing with as much coverage as possible.
- Use a fan indoors and keep the curtains closed to block out direct sunlight.

Be tick aware! You may check your pets for ticks, but humans can get them too! They can carry Lyme disease so it's very important to follow these basic rules while out and about:



- While walking in green spaces, especially grassy or wooded areas, wear clothing that covers your skin, especially the ankle area.
- Use insect repellent, preferably with a DEET ingredient.
- After spending time outside, check yourself and clothing and remove any attached tick as soon as possible using a tick removal tool or fine tipped tweezers. Grasp the tick as close to the skin's surface as possible and pull upward without twisting.

### Transport

- The Sandford Helpline is a volunteer transport scheme which assists Sandford residents to get to their medical appointment. To keep the service running, they are looking for new committee members and drivers – if you would like more information, please contact Barbara Western 820300. To book a driver please call 820300, 852426, 822174, or 822030. They ask that you don't leave a message but to keep trying each number.
- Recent changes have been made to the clean air zone in Bristol where some of the exemptions have come to an end. To find out how this may affect you when travelling to your hospital appointments go to:

<https://www.bristol.gov.uk/residents/streets-travel/bristols-caz>

### 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 for the attention of the Practice Manager - [winscombebanwellsurgery@nhs.net](mailto:winscombebanwellsurgery@nhs.net)  
Next meeting in July – date and venue to be confirmed.

### Feedback

We are always keen to hear your views and suggestions to improve the service. Should you have any feedback or compliments please do write to the surgery or complete our online form via our website.