

### Practice News

We would like to thank all our patients for their continued patience whilst we have been dealing with an unprecedented demand on the service. During the month of August 128 patients did not attend their appointment so we would kindly ask that if your circumstances change or you have to rearrange, please call our Reception team who will be happy to help.



### New staff

As mentioned in our June Newsletter, we were delighted to welcome 2 new members of staff earlier in the year - Dr Alice Blackwell and Dr Josh Nowak, who will be working from both our Winscombe and Banwell surgeries.

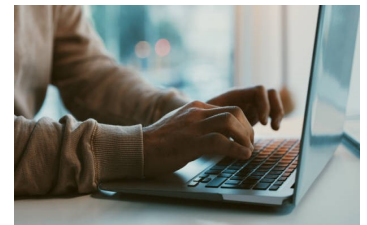


### Online registration

Patients are now able to register online with the practice and the link can be found on the Winscombe & Banwell website. Alternatively, a patient questionnaire can be completed and handed in to the practice. Both of these can be found under the "online services" heading on our website.

### Patient bookings

Some patients are now able to book bloods and blood pressure appointments via our online portal. If this is applicable, you will be sent a link to choose your own appointment slot.



### Flu & Covid clinics

The next round of flu and covid clinics will be taking place in September and October and are mostly being held at our Banwell Practice site. We have also responded to requests from patients about running a clinic in Winscombe, so we will be holding one clinic this year at Winscombe Community Centre. If you are eligible for the vaccinations, please note that you would be contacted by text or letter.

### 168 Parklands Medical Centre

We are excited to announce that we will have a clinical presence at the new, purpose built surgery at Locking Parklands, Monday to Friday. We will be taking on new registrations there when fully opened. (Opening date TBC).



## Practice Achievements

We were delighted to receive the Teaching Practice Award 2022-23 from the University of Bristol, in recognition of our contribution to undergraduate medical teaching.



### Celia!

Congratulations to one of our nurse practitioners who took part in this year's World Triathlon championships in Hamburg, representing Great Britain, she came 8th in her age group! Well done Celia!

## Self-Care

Many conditions can be treated with the assistance of a local pharmacist services using over the counter medications for pain relief or cold and cough remedies and can offer lots of advice on many non-urgent medical conditions.

- **111** can be contacted to obtain advice or 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. Tel: 01275 546852
- **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.

## Community news

### Tea & Tech

Tea and tech sessions have been held throughout the year at the Winscombe Community Centre, the next one is: **27<sup>th</sup> September, Amesbury Room between 2-4pm**. This is an opportunity to get free digital and technical advice and connect with members of the community.

Tea and coffee will be available!

### Parking at Weston General Hospital

Weston General Hospital has a new car parking process for visitors which means that you can now use a pay by phone app (Trust).

Please see their website for further details. You can still pay with cash or with debit card and please check the parking charges before arriving. You can park for up to 40 minutes for free.



### 75 years of the NHS!

The 5<sup>th</sup> July 2023 marked the 75<sup>th</sup> anniversary of the NHS and teamed up with Parkrun to help celebrate. Patients and staff attended a special NHS Parkrun in Cheddar in July 2023.

Parkrun is organised by volunteers and meet most Saturdays at 9am at various locations all over the UK and is a fun and social way to keep fit. Its free to sign up and you don't have to be a runner! You can also walk the course which is usually about 5k. For more information, visit <https://www.parkrun.org.uk/aboutus/>

### 4<sup>th</sup> year of The Pier Group!



This year marks the 4<sup>th</sup> year of the Pier Group, the largest PCN in England, covering 9 GP practices.

### World Alzheimer's awareness month

The World Alzheimer's Awareness Day is being held on 21<sup>st</sup> September with the aim to raise the profile on dementia, its symptoms, types and stages and also provides valuable information, help and advice for patients and their family. Further information can be found online via Dementia UK and the Alzheimer's Society.



## 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—all you need is your NHS number and usual details to register.



- ✓ share your COVID-19 status
- ✓ order repeat prescriptions
- ✓ access NHS 111 online
- ✓ book and cancel appointments at your GP surgery
- ✓ view your GP medical record
- ✓ access to a range of other NHS services

## Referral information

If you have been referred for secondary care, you may have received a “dummy” appointment. This would be for an appointment outside of normal working hours. If you have **please no not attend without checking**. You will receive a proper appointment letter shortly afterwards but if you do have any queries, please contact the number that is on the confirmation letter that you should have received.

## 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](mailto:bnssg.winscombebanwellsurgery@nhs.net)

Next meeting will be held in October – date and venue to be confirmed.



## Join your Patient Participation Group

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



## Feedback

We are always keen to hear your views and suggestions to improve the service. Should you have any feedback, compliments or suggestions on what you would like featured in the newsletter, please do write to the surgery or complete our online form via our website.



**Winscombe Practice** Hillyfields Way, Winscombe, BS25 1AF – Tel: 01934 842211  
Opening hours: Monday — Friday 08:00 — 18:30

**Banwell practice** Westfield Road, Banwell, BS29 6AD  
Opening hours: Mon - Fri 0830 –1730 (Thurs closed from 1300)

**Email:** [bnssg.winscombebanwellsurgery@nhs.net](mailto:bnssg.winscombebanwellsurgery@nhs.net)

**Website:** [www.winscombebanwellsurgery.nhs.uk](http://www.winscombebanwellsurgery.nhs.uk)