



PATIENT NEWSLETTER

WINTER 2024

We would like to wish all our patients, old and new, a very Merry Christmas and Happy New Year!

***** Please can we ask patients to order their repeat prescriptions in plenty of time over the festive season *****

Practice News

Staff achievements

A huge congratulations to Katie Parkhouse. She has just attended her graduation at the University of the West of England after completing her foundation degree in general nursing. She is now a fully qualified Nursing Associate. We are proud to have her in our team and she is an asset to our practice. Well done Katie!



Staff Update

We will bid a sad farewell to Dr James Osborne late December, who has been with us for nearly a year. We would like to thank him for all his hard work and the good relationships he has built with patients and staff.

Announcements

Reception changes

You may have noticed that some changes have been made to the AskMyGP form. We are trialling a new system which includes more in-depth questions and option to set your query to routine or urgent. This is assisting us to speed up the triage process and ensure that you are dealt with by the correct member of staff or be appropriately signposted.

Hillyfields Way—Please note from 16th December for 5 days, Hillyfields way in Winscombe will be closed for vehicles due to gas connection works taking place. If patients need to drive, please park behind the Woodborough or other carparks in the village.

Practice Monitoring—November

Total number of missed appointments - 161

No. of documents processed – 3904

No. of referrals processed to secondary care – 400

Total number of patients - 11328

GP Collective Action

Further to our announcement in October, the GP Collective Action is in place to ultimately protect patient safety and relieve pressure on GP practices. This means that some of the services that we have been providing are not commissioned or funded to GP practices and can no longer be sustained. These include follow up bloods if you are already under secondary care, onward referrals (if you already being seen for the same complaint) and being able to prescribe some medications in some circumstances. Should we decline any of the above you will be written a letter to keep you informed of the situation.

Covid Clinics

Another round of successful flu and covid clinics took place in October and November with 2,826 people vaccinated. Thank you to all those who took part in making the clinics a success!



Ways to keep fit in winter

With the nights drawing in it may be less attractive to keep active during the winter! It is still important to keep healthy, active and hydrated. Ways to keep well during the winter months could be:

- * Taking walks in the country or join a local walking group through better health for example
- * Join a local Park Run group
- * Join a yoga or pilates class or search online courses on Youtube. You can even try a chair based exercise class
- * See if any of the local gyms have any joining offers
- * Keep up to date with your vaccinations!
- * Stay warm and eat healthy winter meals including plenty of fruit and vegetables. Soups are a great way to not only use up vegetables in the cupboard but can be packed with germ fighting vitamins!
- * Keep a stash of medications



The Trussell Trust

The Trussell Trust is a local food bank helping those in need. As well as the typical non-perishable items, they also need: - toilet roll, sanitary products, tin openers, nappies, toiletries and baby food. See their website for further details.



Age UK

Age UK is really useful tool to use for all kinds of advice including benefit entitlement, winter fuel payments and financial advice and information and help for carers. <https://www.ageuk.org.uk/>



Lions message in a bottle



Having a Lions message in a bottle helps emergency services locate information quickly, for example current medications and emergency contact details. May sound strange but bottles are generally kept in the fridge with the provided sticker placed on the fridge door – the reasoning being is that most people have one! Bottles can be ordered from Lions Clubs across the country.



Community

COPING AT CHRISTMAS

The Added Pressures of Christmas can be Tough, but it's Important to know there's always Someone you can Talk to...

 <p>Call 111 & select option 2 to speak to the NHS Mental Health Crisis Response Service 24/7 Nhs.uk/mental-health</p>	 <p>Under 35s can Call 0800 068 4141, Text: 88247 or Email: pat@papyrus-uk.org 24/7 Papyrus-uk.org</p>	 <p>Call 116 123 to talk to Samaritans, or email: jo@samaritans.org for a reply within 24 hours Samaritans.org</p>
 <p>Call MIND's Mental Health Helpline 9am to 6pm, Monday to Friday on 0300 102 1234 Mind.org.uk</p>	 <p>Text "SHOUT" to 85258 to contact the Shout Crisis Text Line, or text "YM" if you're under 19 Giveusashout.org</p>	 <p>Mental Health Forum & Chat for Men from 5pm - midnight every day Call or Watsapp 0800 585858 Thecalmzone.net</p>

ChristmasCountdown.uk

COMMUNITY LIVING ROOMS



<p>Winscombe Community 11 Sandford Road, Winscombe, BS25 1JA Opening hours: Thursday: morning coffee lounge Wednesday: meal for elderly single people.</p>	<p>Sandford Village Hall Greenhill Road, Sandford, BS25 5PA Opening hours: Wednesday and Thursday 09:00 - 17:00</p>
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STAR - 'Share, Talk And Remember' Bereavement Peer Support Group

A free group for **adults of any age** who are experiencing loss. The aim of the group is to provide a safe place for people to receive support, be listened to and to hear from others who have also experienced loss in their life.

For more information on how to join the group, please contact Jai Logan Gallen jai.villageconnect@gmail.com 07946 182338



Sessions:
Next one on 17th Sept 2024

We meet on the Third Tuesday of every month 2-4pm at **The Activities Room, Darlissette House, Sandford Station Retirement Village, Sandford, BS25 5AA**



Christmas cheer with the Marmalade trust

Join the Marmalade Trust for Christmas Day and spend time with people who may otherwise be alone over the festive day. A referral form needs to be completed by either contacting them by phone on 07566 244788

christmas@marmaladetrust.org



Patient feedback

- *I am so pleased I am a member of this surgery. You've all been marvellous to me since I moved here in 2005! Simply marvellous! I truly appreciate all your efforts.*
- *Patient would like to pass on their appreciation to everyone at the practice with all the help he has received throughout this year.*
- *Excellent service, Dr had a pleasant manner and very reassuring. Thank you .*

Thank you to all our patients that take the time to send us some positive feedback!



Become a member of University Hospitals Bristol and Weston NHS Foundation Trust

Becoming a member of University Hospitals Bristol and Weston NHS Foundation Trust is a great way to support, find out more or get involved in the work of our hospitals and can be involved as much or as little as you like. Find out more and join as a member by visiting our webpage: <https://www.uhbw.nhs.uk/p/working-with-us/become-a-member-of-our-trust>

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



Tuesdays at 11am

8 and 22 October
12 and 26 November
10 and 17 December

at Woodborough Inn, Sandford Road

If you are new to the group, please arrive 15 minutes early to register

Aimed at individuals who want to start and stay active
Assistance dogs only

If you need support to walk, please bring someone with you
Please wear suitable clothing and footwear
No need to book, just come along!

Contact Dawn Organ: 07376 126 473
Physical Activity Team: 01275 882 730
GetActive@n-somerset.gov.uk
www.betterhealthns.co.uk/get-active/walking/



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

Website: www.winscombebanwellsurgery.nhs.uk