



Portishead Medical Group

Winter Newsletter 2022

General Update

Hello all! It has been a while since we issued a newsletter so there is a lot to try and get through in 2 pages! Firstly, we want to thank all our patients for your understanding while we rolled out the covid-19 vaccine program. It has been a long process and very demanding on our team and resources but 15,658 patients have been vaccinated – an incredible achievement. We hope in this new year that we can return to some normality and appreciate your ongoing patience with us and our staff. We have unfortunately had to say goodbye to Dr Lynes, Dr Duncan and Dr Burtonwood recently. However, we are delighted to welcome Dr Ing back and also give a warm welcome to Dr Stevens and Dr Hancock. We also welcome Krystyna West and Jenni Morgan who will be adding to our clinical pharmacist team. With this expansion of our pharmacist team, we hope to help our patients get the best out of their medications and focus on maintaining safe use across the whole patient population.

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young people friendly



Good



Important Information

We continue to monitor advice from the government and the NHS regarding covid-19 vaccination. We are still running some catch-up clinics for covid boosters for immunocompromised patients and are inviting eligible patients to book in for them. However any other queries regarding vaccines should go through 119 which is the national covid advice line.

Although the government guidance has now removed the need to wear masks in general public spaces, they are still required in healthcare settings. **Therefore we ask all patients to continue to wear a face mask while you are visiting the practice.**

PMG is a research-active practice, so you may occasionally be invited to take part in studies that we are supporting. If you develop shingles, you should ask for a same day appointment in case antiviral tablets may be appropriate for you. We may also invite you to take part in ATHENA, a study looking to prevent long-term pain as a complication of shingles. For more information on ATHENA go to www.bristol.ac.uk/athena-study and for other research hosted at PMG, <https://pmg.org.uk/research-activity-at-pmg>.

Appointments

Both telephone calls and face to face appointments are available each day

GP appointments are released at 8am Monday to Friday (bookable online or over the phone).

We continue to offer late evening appointments on a Tuesday and Wednesday every week

Covid-19 Symptoms

Heading into the colder winter months we want patients to be aware that symptoms of Covid-19 can be misleading and very close to the common cold.

1. Fever or Chills
2. New Continuous Cough
3. Sore Throat
4. Loss or change in taste and smell
5. Fatigue
6. Headache
7. Congestion/Runny Nose
8. Muscle or Body Aches

If you have any of these symptoms, please do not come to the practice. Instead organise a telephone call with the GP if you think you need advice.

There were 115 missed appointments in the month of January. Please remember to cancel your appointment if you know you're unable to attend.

1150 minutes!





Community Garden Update



Work on the community garden at PMG continues. Social prescribers from Curo are taking referrals from doctors and nurses for people who need some company, exercise, and more time outdoors. Native hedgerow saplings are being planted around the perimeter of the land along Wyndham Way to create valuable habitat and shield the garden from road noise and pollution. Unfortunately, more than 60 of the saplings have been stolen over three separate occasions - if anyone has any further information about these thefts, please contact Avon and Somerset Police on 101. We are delighted to have been granted some funding through a professor at UWE which we hope will pay for some disabled accessible pathways across the land, the sowing of a wildflower meadow, and a large polytunnel to allow year-round all-weather gardening. To join in and find out more please either follow The Garden on Facebook www.facebook.com/Muddydays, call Lindsay on 07483932608 or email Portisheadgarden@outlook.com – Dr Howes

Future Planning at PMG

We are constantly trying to think of new ways to make your access to us easier while also providing a high level of care. Here are some developments we will be making in the near future. We are going to be extending our receptionists telephone room meaning more receptionists can work together as a team answering calls and contacting our patients.

We are also developing our Care Coordinating Team whose purpose is to aid patients through their experience with us and provide the best information on where to receive care. As time goes on, they will take on more and more responsibilities such as referring patient to services within the NHS for social care support and self-care services.

Our nursing team has also changed location in the practice, enabling them to work more closely together. This supports them as they provide the best care to our patients and work collectively to create care plans for our regular wound care patients.

Social Prescribers

We are currently working to make use of more NHS services to refer our patients to. The Social Prescribing Service is an organisation that offers the kind of help that doesn't come from a tube or bottle. The idea behind social prescribing is to help you to have more control over your own health and find ways to improve how you feel in a way that suits you. This normally starts with a conversation between the patient and our care coordinating team who can refer you. They can offer support for a wide list of things – see the panel on the right for examples.

Zero Tolerance

We have noticed within the NHS and our practice an increasing level of frustration amongst the patient population. Our reception staff have been doing their best to make access to care an easy and efficient process. Despite this there has been an increase in frustration directed at members of staff here at the practice. Please remember that our staff are here to help and that there are people on the other end of the phone. Please treat our staff with respect.

Minor Injuries:

The nursing team have asked us to highlight the Minor Injury Unit at Clevedon Community Hospital. The Minor Injury Unit in Clevedon is fully equipped to deal with all minor injuries such as burns, cuts, small bleeds, and minor eye injuries. They can also do stitches which is something we can't

offer at the practice. We would encourage any of our patients with a minor injury to head there.

- Befriending, Counselling and other support groups
- Arts, Gardening, Creative Activities and Outdoors
- Advice and Guidance
- Healthy lifestyles advice and physical activity
- Meeting people/local groups and activities
- Accessing specialist service and support

Same Day Prescription Requests:

Please allow 2 full working days for routine repeat prescription requests to be processed. We issue scripts for over 2000 medicines per week and each request must be processed by a prescription clerk and checked and signed by a doctor. Requests for prescriptions at short notice have a significant impact on both doctor and administration staff time.

If it is not possible to wait 2 days for your prescription we will ask you to come into the surgery in person to speak to our reception staff. Same day requests cannot be ordered online, in writing or through a pharmacy. Please note that it is your responsibility to ensure that your repeat prescription request is ordered in plenty of time and we thank you for working with us to support our staff.