

Portishead Medical Group NewsLetter

Summer 2024



Practice News

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Welcome to our new PMG patient newsletter

Summer 2024

There is a lot happening down at the surgery and we would like you to know what is new, how to access the help you may need and what is available for our patients. Primary Care is evolving and your health is now cared for by a wide multidisciplinary team within our community.

We have a dedicated, enthusiastic clinical team of Doctors, Advanced Nurse Practitioner, Nurses, Health Care Assistants, Phlebotomists and recently adding a team of Clinical Pharmacists, First Contact Physiotherapist and a Mental Health Practitioner.

We also have a Care Co-ordinator and work closely with our Social Prescribing Team who can offer support to patients with a wide variety of social and well-being issues and support living with the chronic illness.

We are also working on improving our website and social media presence to help our patients feel more connected with us and informed of changes in access and help available.

www.pmg.org.uk



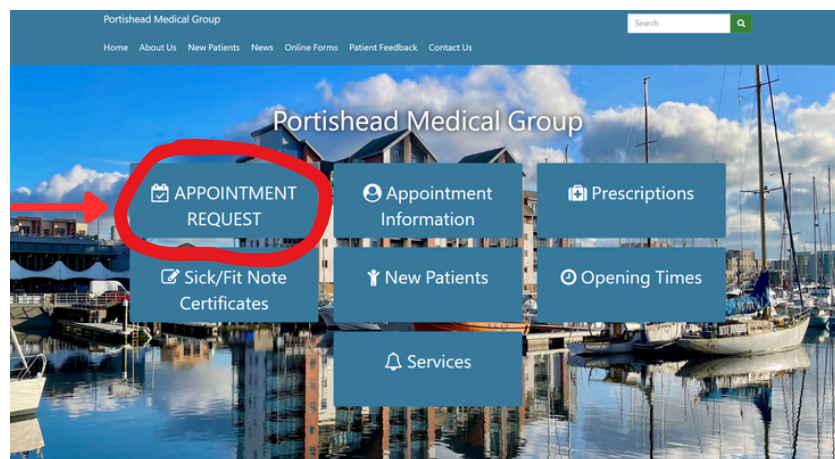
How to book an appointment

Our new appointment system has been up and running for nearly a year, and we are continuing to tweak it to make improvements. We listened to your feedback and have worked hard to remove the 8am rush to get an appointment, and never wish to turn any patient away when asking for help. Please note requests are for non-emergency problems.

Now we ask for details of how we can help you when you request an appointment and then GPs triage these requests to ensure the most appropriate clinician sees you in a timely manner.

This can be booked via our website or the NHS app, however if you can't access the internet for whatever reason, our friendly reception team will still be very happy to help by calling 01275 841630.

Please go to www.pmg.org.uk

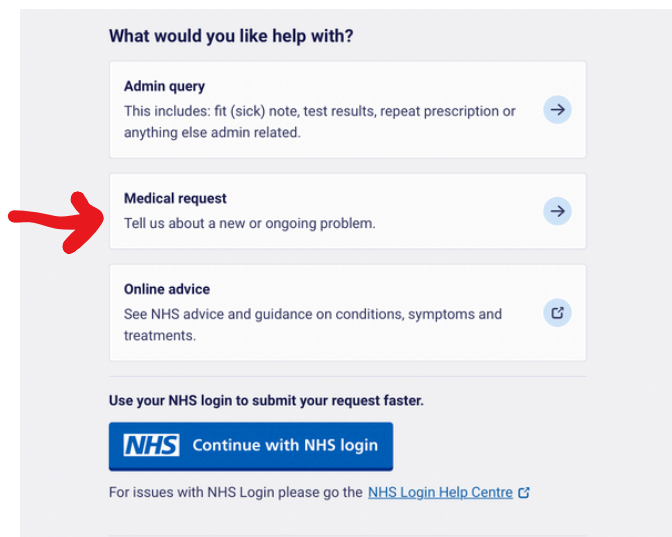


Confirm it isn't a medical emergency, if it is then calling 999 or 111 may be more appropriate.

Then click continue and decide if you have a medical request or admin query, or just need some NHS information.

Please give us as much detail as possible, and please be reassured your request is dealt with confidentially.

You will need to give us your name and date of birth etc and ensure a phone number we can contact you on.



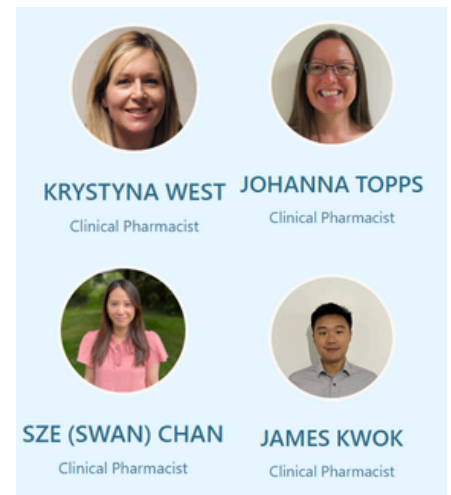
Once received, we have a dedicated team of administrators who pass to the GP to review and decide the most appropriate path for your request. We aim to do this within 24 hours and depending on the urgency you will be contacted within 24 hours or 72 hours if deemed routine. Please note it is one of our GPs who read and triage your medical enquiries.

Meet the team..... CLINICAL PHARMACISTS

PMG has recently expanded our clinical team to include 4 clinical pharmacists.

They are such an asset to our team and role can include

- Medication Queries
- Blood pressure and cholesterol management
- Safety searches
- Clinical improvement projects
- Diabetes reviews
- Daily Duty Pharmacist
- Hospital Discharge medication reviews
- Structured medication reviews - to understand why you take your medicines, how they work, targets and benefits of using them



You may be offered an appointment with one of our team and their expertise and experience is invaluable to our patients.



GP Changes

This summer we are saying a sad farewell to Dr Nick Bisson and Dr Ade Adadejebi and wish them well on there new ventures.

We are very pleased to introduce three new Doctors to our team, Dr Will Hirst, Dr Laura Gumley and Dr Kat Miller. Please join us in welcoming them to Portishead.



Research in the Practice

Portishead Medical group are proud to be a research active practice. We actively support a range of research studies affiliated with the NIHR (National Institute of Health and Research). Dr Sarah Pal and Dr Matthew Ridd are the 2 lead research GP's, assisted by Rachel Helyer, Practice Nurse. PMG are currently recruiting to 5 main studies.

ATHENA study - is looking at whether taking amitriptyline tablets can stop long term pain from shingles. If you develop shingles and you are 50 years or older, you may be invited to take part. For more information about the study, see <https://athena-study.bristol.ac.uk/>

TIGER study - is looking at whether food allergy test-guided dietary advice improves disease control in children with eczema. If your child is under the age of 2 and has eczema they may be eligible for the study. You can self-refer into the study via the study website: <https://tiger.blogs.bristol.ac.uk/>



Waiting for your hospital care



Find out what you can do while waiting for a hospital appointment.

We understand that waiting for an appointment can be a worrying and frustrating time. Everything is being done to try to catch up on the backlog of appointments as quickly as possible. Priority for new appointments is given to people with symptoms like some forms of cancer and other urgent problems.

If you have been referred by your GP practice to an outpatient clinic, or if you are on the waiting list for an appointment or a surgical procedure, then the following advice may help.

If your symptoms have improved and you no longer feel an appointment is needed please call the hospital on the number on your letter, however if your symptoms are getting worse or you are concerned please get in touch.

See the latest waiting times for our local area

<https://bnssg.icb.nhs.uk/health-and-care/health-advice-and-support/waiting-for-your-hospital-care/hospital-appointment-waiting-times>



Patient Participation Group

The Aims of the Patient Participation Group

Calling all Patients at Portishead Medical Group

Would you like to have a say about the services provided at Portishead Medical Group?

We are encouraging all our patients to give us feedback on how we are doing. We are keen for as many people to participate as possible to get a broad range of opinions.

If you are happy for us to contact you periodically by email please click the link below to open the sign-up form and complete all the fields.



Patient
Participation
Group (PPG)



HANDi app

HANDi app aims to provide advice and support to parents and carers when your child is unwell.

The HANDi app offers simple and straightforward advice, for the following conditions in children:

- diarrhoea and vomiting
- high temperature
- 'chesty baby' illnesses, such as bronchiolitis, asthma and croup
- 'chesty child' illnesses, such as wheezing and asthma
- common newborn problems
- tummy pain
- head injuries.



The app takes you through a series of questions about the symptoms your child is experiencing and then advises on the best course of action, whether that's to treat at home, to make a GP appointment, or to head to A&E.

Each of the illnesses has a home care plan to help you provide the best support for your child, and give you confidence in caring for them when they are unwell.

Download the HANDi App for Android phones at Google Play.

For iPhone or iPad you can download it from the app store or iTunes, using the search term 'HANDi App'.

<https://bnssg.icb.nhs.uk/health-and-care/health-advice-and-support/handi-app/>



Willow Community Garden

Two mature willow trees grow within the medical centre grounds and form the focal point of the new Willow gardens Project. Each week, volunteers (many socially prescribed) from our community come together to socialise, tend to the garden, enjoy a cuppa and connect with nature and one another in a peaceful and respectful environment.



The garden is still very much a work in progress, and volunteers work together to plan, plant and develop the garden. This year, we have already seen the addition of a Willow Arbor (kindly donated by Portishead Breakfast Club) and a new native hedge (supplied by the Woodland Trust and part of the NHS Forest).



Gardening sessions typically happen on Wednesdays between 10 and 12, and all are welcome to visit the garden and enjoy the tranquil space.

Excitingly, it has recently been awarded a Royal Horticultural Society South West in Bloom Neighbourhood Award, Level 4 – Thriving. To find out more visit www.willowcommunitygardens.co.uk
Lyndsay 07483932608



NHS Forest
Green space for health