



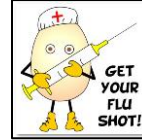
## STAFF NEWS

We have added three new members to our Reception and Admin teams, Gill, Lisa and Latisha. Good luck in your new roles and welcome to the Practice Team!

One of our Receptionists Lisa is now going to train for Phlebotomy – so you'll be seeing her in the treatment room soon! Our current Phlebotomist Jade is to start training to become an HCA so that she can see patients for other services such as BP checks, B12 injections etc.

In August we said goodbye to Dr Christopher Ma, who has now finished his training placement with us. We wish him well for his future career as a GP.

We are sorry to say goodbye to our HCA Zelda who left us at the end of August to move abroad. She will be missed by staff and patients too. We all wish her well for the future. Good luck Zelda!



## SAVE THE DATE!

# BIG Flu Clinic

# SATURDAY

# 6 OCTOBER

## Doors do not open until 8.25am

Flu season is now upon us and we are planning our annual campaign. Last year's clinics ran extremely efficiently because of the additional space and the one-way system!

If you are aged over 65 or in one of the "at-risk" groups (eg COPD, diabetes, heart or kidney disease, etc) you are entitled to a **FREE vaccination** at the surgery.

## BOOK YOUR FLU APPOINTMENT NOW!

Other clinic times will also be available for those who can't make the Saturday session.

JOIN **STOP**TOBER

## Stoptober is back!

### 3 reasons you'll thank Stoptober



**Live Healthier** - No matter how long you've smoked for, quitting can help improve your health straight away.



**Cash in** - You'll have more cash in your pocket. If you smoke a packet a day, you could save around £250 each month!



**Protect your family** - Quitting helps protect your loved ones from harmful second-hand smoke – reducing their risk of developing asthma, meningitis and some cancers.

[www.stoptober.smokefree.nhs.uk/](http://www.stoptober.smokefree.nhs.uk/) or book in to see one of our Smoking Advisors



## Did you see?

**"The Top Ten best GP Surgeries in Bristol area, according to Patients"**.

This was the headline in the Bristol Evening Post recently and we were delighted to see that we have been voted in at number three - the third best GP practice in the Bristol area!!

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK and the results show how people feel about their GP practices.

Thank you to our patients who completed the survey and voted us into the top ten. We are glad that you seem to appreciate the efforts we have made to maintain standards at the Practice, despite the difficulties we have faced in the last 18 months or so.

## CANCELLING APPOINTMENTS

Since the introduction of MJOG, we have already seen an increase in the number of appointments being properly cancelled, which in turn reduces the DNA rate. Please do text back the word **CANCEL** to your appointment reminder if you no longer want the appointment, as we then have the chance to offer it to another patient who might need it.



## Problems getting through?

Sorry if you have had problems getting through on the telephone. We have had some initial problems with our new phone system but this is now settling down. Thanks to those patients who have reported issues enabling us to investigate.

Hopefully this has now been resolved. Rest assured you are only being charged a local call rate when you ring us.



Don't forget you can download the app from the app store or google play



When we are closed **DIAL 111**  for access to all out of hours services

Subscribe to our newsletter online at [www.priorysurgerybristol.co.uk](http://www.priorysurgerybristol.co.uk)



## Patient Access – have you signed up?

Patient Access gives you online access to order repeat prescriptions and book GP appointments. If you haven't already done so, please make sure you sign up for Patient Access ..... soon!



### New Counselling Service for Carers

Carers may have particular concerns or difficulties associated with their caring role, which can be very challenging. Such issues might include:

- stress, anxiety or depression
- loneliness or bereavement
- feelings of isolation, loss, exhaustion, guilt or resentment
- conflicting demands and emotions
- changing relationships or roles

Carers can have up to 6 weekly sessions of counselling, either over the phone, or face-to-face. All counsellors are registered and qualified. This service is a partnership with Oasis Talk funded through Bristol Ageing Better.

Due to the requirements of the funding, carers must:

- live in Bristol
- be aged 50 or over
- not currently be in receipt of counselling or psychotherapy services elsewhere

Telephone counselling: this is a flexible service where we arrange a regular time to fit in with you. This could be during the day or evening on a weekday. The service follows on from our successful pilot service.

Face-to-face counselling: this takes place in set venues on specific days of the week;

**Thursdays** – St Pauls Settlement, 78-80 City Road, Bristol BS2 8UH  
**Fridays** – Knowle West Media Centre, Leinster Avenue, Bristol BS4 1NL

To find out more please contact Zuleika Gregory at

Oasis Talk:

Tel: 0117 927 7577

Email: [zuleika.gregory@oasis-talk.org](mailto:zuleika.gregory@oasis-talk.org)



### Updating your details

Please remember to let us have your details if you move house or change your name, phone number or email address. We are increasingly using electronic methods to contact patients and it is really important that your details are kept up to date, in particular for appointment bookings and reminders.



### MSK ASSESSMENT SERVICE

Priory Surgery is now able to offer appointments for face-to-face physiotherapy assessments held at The Park Centre in Knowle. You will receive specialist advice from a physiotherapist about your sore muscles, joints or spine (musculoskeletal).

Appointments are available during weekday mornings, evenings and weekends.

**You are eligible for this service if you;**

- have developed a problem with your muscles, joints or spine in the last six weeks. This may be a flare-up of a pre-existing condition, or a completely new problem
- are aged over 18
- are able to travel to an appointment at a location near your surgery

**Ask at Reception for more details**



### CHILDREN'S FLU PARTY THURSDAY 18 OCTOBER Between 12-3pm

A nasal vaccine is again recommended for those children born between **1.9.14** and **31.8.16** so we will be encouraging parents to have their young children vaccinated.

We are holding a party for children born between **1.9.14** to **31.8.16** to have their flu vaccine. **We will send you an invitation if your child is eligible.**

Older children who are eligible for flu because of medical conditions or medication will be invited to attend at a later date.

Children in Reception and up to and including Year 5 will receive their vaccinations at school.



### EAR SYRINGING

We are no longer routinely performing ear syringing unless there is a medical need that has been assessed by a Clinician. A patient leaflet, which provides some useful tips on how to manage ear problems, is available from Reception. Please also see our notice boards for further information.



### Did you know? .....

Diabetic Retinopathy Eye Screening is carried out at the surgery for our patients. You should automatically receive an invitation, if eligible, but if you haven't and feel you are entitled please contact:

**Diabetic Eye Screening  
0117 3420888**

### Newsletters

If you like reading our newsletters, why not subscribe on our website? You will automatically receive a copy by email hot off the press as soon as the newsletter is uploaded! **Sign up today at [www.priorysurgerybristol.co.uk](http://www.priorysurgerybristol.co.uk)**

Anything to say – if you have any suggestions for the newsletters, please let the Practice Manager know.



### General Data Protection Regulation (GDPR)

We are conforming to the new GDPR which came into effect earlier this year. There are notices around the surgery informing you of how we use your information – please take the time to read them.



### Priory Surgery Opening Times

We are open Monday to Friday from 8.30am to 6.30pm.

Late surgery until 8.00pm on Monday, Tuesday, Wednesday or Thursday

**Tel: 0117 949 3988**