



Your GPs are:

PARTNERS:

Dr Richard Gillings

Dr Sarah Wigmore

Dr Kate Rawling

Dr Carrie Saunders

Dr Jillian Drury

SALARIED GP's:

Dr Hilma Starostina

Dr Helen McGeown

Dr Jocelyn Stevens

Dr Tom Cutts

Dr Heather Cox

**PRACTICE
BUSINESS
MANAGER:**

Cara Fynn

**DEPUTY
PRACTICE
MANAGER:**

Jo Curnow

You can find us on

Facebook



Season's Greetings!

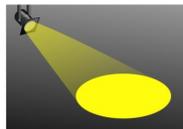
We would like to take the opportunity to wish all patients a wonderful festive period from everyone at the surgery!



Staff Updates

We would like to give a warm welcome Dr Tom Cutts and Dr Heather Cox who have joined the surgery as salaried GPs.

Please also join us in congratulating both Dr Stevens on the birth of her daughter and Dr Muray on the birth of her son... both November babies!



Introducing New Practice Staff

Rajan Kurian - First Contact Practitioner Physiotherapist

Rajan is an experienced musculoskeletal clinician having worked extensively within the NHS. His skillset includes the assessment and diagnosis of a wide range of musculoskeletal problems.

Following his assessment, he can then offer advice and guidance on how to help with pain and injury, including exercise programmes. He is also able to refer for x-rays, scans and bloods test, when applicable, or refer to other professionals.

Please remember to treat our Patient Navigation team with respect. They are here to help you and book you in with the most appropriate Clinician

Surgery Opening Times:

8.00am—6.30pm

Both telephone calls and face to face appointments are available

We also offer early morning and evening appointments. Please see website for

Please help our reception team by remembering test results can only be given out between **12 and 4pm daily**

Newsletter December 2023

Mental Health Awareness



Whilst Christmas can be a wonderful time of year, we are aware that it can be difficult for anyone who has experienced or is experiencing grief. For help and support please see: <https://www.nhs.uk/mental-health/feelings-symptoms-behaviours/feelings-and-symptoms/grief-bereavement-loss/> and the various links below.

Most people feel stressed sometimes and some people can find low levels of stress helpful or even motivating. However, if stress is affecting your life; there are things you can try that may help. Find out more at: <https://www.nhs.uk/mental-health/feelings-symptoms-behaviours/feelings-and-symptoms/stress/>



A lot of people feel lonely sometimes for many different reasons. If loneliness is affecting your life, there are many things you can try that may help. For helpful advice visit: <http://nhs.uk/mental-health/feelings-symptoms-behaviours/feelings-and-symptoms/feeling-lonely/>



Every mind matters has created tips and advice to help you look after the mental wellbeing of the children and young people in your life. For further information please see: <https://www.nhs.uk/every-mind-matters/supporting->

For some people, a change in season can trigger seasonal affective disorder (SAD). You can find more information on this here: [nhs.uk/mental-health/conditions/seasonal-affective-disorder-sad/treatment/](https://www.nhs.uk/mental-health/conditions/seasonal-affective-disorder-sad/treatment/) Here are some things you can try at home to help improve your symptoms:

Seasonal affective disorder (SAD)

Things you can try yourself

- 1 Try to get as much natural sunlight as possible
- 2 Sit near windows when you're indoors
- 3 Take plenty of regular exercise, particularly outdoors and in daylight
- 4 Eat a healthy, balanced diet
- 5 Make your work and home environments as light and airy as possible
- 6 It can also be helpful to talk to your family, friends and colleagues about SAD, so they understand your stresses and how your mood changes during the winter.

	EMOTIONAL SUPPORT AND MENTAL HEALTH HELPLINE IS OPEN 24/7 ON 01823 276 892 WWW.MINDINSOMERSET.ORG.UK
	TEXT SHOUT TO 85258 PROVIDES FREE, CONFIDENTIAL SUPPORT, 24/7 FOR ANYONE IN THE UK.
	CALM RUNS A HELPLINE & WECHAT TO SUPPORT PEOPLE WHO NEED TO TALK. CALL 0800 58 58 58 OR VISIT WWW.THECALMZONE.NET
	WHATEVER YOU'RE FACING YOU CAN CALL 116123 FREE DAY OR NIGHT OR EMAIL JO@SAMARITANS.ORG
	SUPPORT FOR YOUNG PEOPLE UNDER 25 VIA ONLINE, SOCIAL & MOBILE - VISIT WWW.THEMIX.ORG.UK
	CONFIDENTIAL SUPPORT FOR THOSE UNDER THE AGE OF 35, WHO ARE EXPERIENCING THOUGHTS OF SUICIDE, OR IF YOU ARE CONCERNED FOR SOMEONE - CALL 0800 068 4141 OR VISIT WWW.PAPYRUS-UK.ORG
IN AN EMERGENCY CALL 999 GO TO A&E CALL NHS 111	

Contact Number: 0117 9493988

Email us at bnssg.priory.surgery@nhs.net or visit www.priorysurgerybristol.co.uk

Order repeat prescriptions on the NHS App



MANAGING YOUR MEDICATION

Our prescription team is now part of our PCN (Primary Care Network) Prescription HUB, and is no longer based at the surgery.

We are therefore asking patients to **use online services** to order medication and for prescription queries. Online services include the NHS app and patient access (these are mobile apps which give you access to a range of GP services online, as well as access to your health records), or you can email the HUB at bnssg.priory.scripts@nhs.net.

If you do not have access to the internet, Patient Navigators can email requests/queries on a patient's behalf to the Prescriptions Hub but will not be able to help with anything immediately at the desk, as they are not trained to do this.

The surgery works on a **5 working day** turn around. Working days are Mon-Fri (not including bank holidays). Patients are able to order medication when they have **10 days** of medication remaining.

Urgent Medication Requests

Urgent requests need to be emailed to bnssg.priory.scripts@nhs.net by **2.30pm**

If you try to request urgent medication after 2.30pm you will be asked to visit your nominated pharmacy for an emergency supply or contact 111.

It is vital that you closely monitor your medication levels.

See below for the list of medications we classify as urgent:

Medicines	Examples (generic names)
Insulin / diabetic medicines	Gliclazide, Insulin, Lixisenatide, Metformin, Pioglitazone, Alogliptin, Dapagli-
'Rescue' inhalers	Salbutamol, Terbutaline
Anti-epileptics	Carbamazepine, Lamotrigine, Phenytoin, Sodium valproate, Topiramate
Parkinson's medicines	Co-beneldopa, Co-careldopa
Anticoagulants	Apixaban, Dabigatran, Edoxaban, Rivaroxaban, Warfarin
Heart medicines	Atenolol, Bisoprolol, Digoxin, Ramipril, Diltiazem, Verapamil, Enalapril, Perindopril, Clopidogrel, Spironolactone, Eplerone, Ivabradine
Anti-depressants	Sertraline, Citalopram, Venlafaxine, Fluoxetine, Paroxetine, Mirtazapine
Contraceptive pills	Cerelle, Levest, Rigevidon, Gedarel
Antipsychotics and mood stabilisers	Quetiapine, Lithium, Olanzapine.

All other medications will be treated as routine and will be actioned within 5 working days.

Urgent Prescriptions will be **printed** and need to be **collected between 6.00-6.30pm** the same day.