



**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

**PRACTICE MANAGER:**

Cara Fynn

**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 details.

**Contact Us:**

Tel: 01179 493988

**Email:**

[bnssg.priory.surgery@nhs.net](mailto:bnssg.priory.surgery@nhs.net)

**Or visit our website**

[www.priorysurgerybristol.co.uk](http://www.priorysurgerybristol.co.uk)

Or you can find us on Facebook



## YOU ASKED, WE LISTENED!

We are delighted to inform you that we have recently had our new phone system installed.

We have had feedback in the past informing us our old system was adding an extra level of stress to the experience of booking an appointment.

Our new system provides a call-back facility and a messaging system that allows us to update our recorded messages in a much more timely fashion.

In addition to this, in response to what patients have told, and protocols brought in by the government and NHS England, from 17th July all urgent and routine appointments are being released at 8am for the whole day. This means that patients will no longer need to call back later for an afternoon slot.

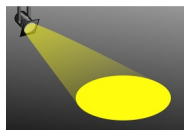


## STAFF CHANGES



In May Dr Rachel Warrington left the surgery after 17 years of service. She will be missed by patients and colleagues alike. The Patient Participation Group has kindly thanked her on behalf of her patients.

This month we have a new PCN Physiotherapist joining the team—We would like to give a warm welcome to Rajan Kurian!



## SPOTLIGHT ON OUR PRACTICE PCN SOCIAL PRESCRIBER CLAIRE



**So, what is Social Prescribing?**

It starts with a conversation. People visit GPs for many reasons, but they often feel isolated, lonely, and stressed by everyday life, bereavement, poor mental health, work, or financial pressures to name a few. As a Social Prescriber I have the time to give people to give them the chance to talk and be heard and can put them in touch with charities, groups, organisations, and activities within their local communities that might help them feel better.

**What qualifications do you have?**

NVQ levels 2& 3 in Health and social care  
Samaritan listening volunteer  
Lived experience

**What made you decide to choose your profession?**

I spent 14 years as a senior HCA in a GP practice, which I enjoyed tremendously. I particularly liked being able to help people make positive changes to their physical health and wellbeing. During lockdown I found myself talking to people increasingly about their mental health and wellbeing, and I was aware of Social Prescribing having referred many people to the Social Prescriber at the practice I was in. Social Prescribing felt like a natural progression, and here I am!

**Can you give a description of a typical day in your role?**

Seeing patients face to face or speaking on the phone, empathetic listening without judgment and helping them to goal set and then to plan how they can achieve those goals with my help.

**What do you enjoy most about your role?**

I love the contact with lots of different people, and seeing the difference it makes when people feel empowered and achieve their goals - it's amazing!

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

#### Urgent Prescription Requests

Urgent prescription requests must be with the surgery by 2:30pm. These will need to be collect from the surgery after 6pm to take to a pharmacy.

Please note the following types of medication may be classed as urgent. All other medications will be actioned routinely:

- Insulin/Diabetic Medicines
- 'Rescue' Inhalers
- Anti-epileptics
- Parkinson's Medicines
- Anticoagulants
- Heart Medicines
- Contraceptive Pills
- Antipsychotics and mood stabilisers



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

# NEWSLETTER SEPTEMBER 2023

## BOWEL CANCER SCREENING

**Bowel cancer screening** can save lives. Screening aims to detect bowel cancer at an early stage, when treatment has the best chance of working. The risk of bowel cancer increases as you get older. This is why people between the **ages** of 60 and 69 are invited to take a bowel screening test every 2 years. If you are on our register, you will be invited to take your first home screening test between your 60th and 62nd birthday.

If you have the kit please complete this as soon as possible. If you need the kit, please arrange this by speaking to the free bowel cancer screening helpline on 0800 707 60 60.



## BREAST CANCER SCREENING

Anyone registered with a GP as female *will* be invited for NHS **breast screening** every 3 years between the **ages** of 50 and 71. A mammogram is an X-ray of the breast. For many women, mammograms are the best way to find breast cancer early, when it is easier to treat and before it is big enough to feel or cause symptoms.

Having regular mammograms can lower the risk of dying from breast cancer. If you missed your breast screening appointment or are aged between 50-71 and its been over 3 years since your last mammogram. please contact your local breast screening clinic to re-arrange this on tel:- 0117 414 7070

## SAVE THE DATES! – FLU CLINICS 2023

It's coming up to that time of year again for those eligible to get their flu jabs! We are planning to run clinics for these on Saturday 23rd September and Saturday 14th October. We will also be running smaller weekday clinic, the dates for these are to be confirmed. Please look out for updates with further information at the beginning of September!

We have been informed of delays with supplies of the Autumn COVID vaccine. As soon as we have further information regarding this we will update patients.



## DID YOU KNOW?

On average a GP appointment costs £42. It is estimated that across the NHS between June and December 2022 over £290 million was wasted through patients missing appointments. This **July** at the surgery we had a total of **157 appointments missed**. 87 of these were nursing appointments and 70 of these were GP appointments.

Demand for GP appointments is very high, so it is important that you let us know if you can't make an appointment you have booked. We can then offer that appointment to another patient. Appointments can be cancelled via the link in your appointment reminder, telephone or by visiting the surgery.

