



## Your GPs are:

### PARTNERS:

Dr Richard Gillings

Dr Sarah Wigmore

Dr Kate Rawling

Dr Carrie Saunders

Dr Jillian Drury

### SALARIED GP's:

Dr Helen McGeown

Dr Jocelyn Stevens

Dr Tom Cutts

Dr Heather Cox

Dr Emma Patch

Dr Harriet Muray

### PRACTICE BUSINESS MANAGER:

Cara Fynn

### DEPUTY PRACTICE MANAGER:

Jo Curnow

You can find us on

Facebook



## Staff Updates

Autumn is upon us and we're delighted to welcome Dr Harriet Muray to the team. Harriet will be covering Dr Patch's maternity leave. Dr Patch meanwhile will be busy with her new baby girl, born on 27th August!

In other news, congratulations are due to Dr Rawling, who we're pleased to announce has won a prize for the quality of teaching she delivered to medical students across the course of this year!



## Priory's approach to Continuity of Care

We understand how important it is for some of our patients to see the same doctor when they attend the surgery. It's something that benefits both patients and doctors, and whilst sometimes demand for our services, holiday or sickness may mean it isn't possible, these are the measures we take to provide continuity of care whenever we can:

- When a patient presents with a **pre-existing condition** requiring routine review, we direct them to the last clinician who consulted with them on this matter, unless the patient requests otherwise. We also reserve 4 slots in every doctor's session for the doctor to book in advance themselves. Our doctors use these to pre-book patients they are keen to follow up on within a short period of time.
- Where complex patients present with a **new condition** requiring review routinely, the patient will be directed for review with the last clinician who dealt with them on unrelated matters.
- For acute matters requiring on the day care:
  - ⇒ We aim to book any patient who is currently being seen by a doctor, or who is well known by that doctor, in with that doctor if they are working that day.
  - ⇒ When the known GP is on annual leave or there is sickness absence, we discuss with the patient the benefits of waiting until the GP has returned, but give the patient the option of consulting with a different clinician if that is their preference.

If a patient requests to be seen by a certain doctor, we will always seek to accommodate them.



In a recent survey, 55% of our staff reported experiencing harassment, bullying or abuse from patients, their relatives or other members of the public. Please remember to treat all of our staff members with respect. Remember that our patient navigation team 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 details.



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

## Missed appointment – DNA (Did not attend)

During the months of June, July & August we had a total of **372 missed appointments**. These breakdown as:

- 58 GP/ANP appointments
- 263 Nursing team appointments
- 51 Other appointments (Physio, Mental Health Coach, Social Prescriber, etc)

Please help us if you are unable to make a previously booked appointment by using the text reminder link or contacting the surgery to let us know as soon as possible so that we can offer the appointment to another patient.

## Flu & Covid Clinics ~ RSV Vaccinations

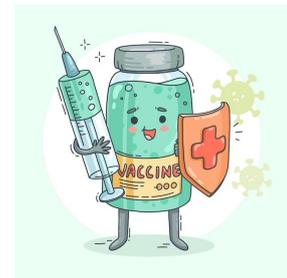
We have now started inviting eligible patients to book their Flu & Covid autumn vaccinations in our clinics at the surgery. These are important to ensure you'll have the best protection at the time of year when Flu and Covid are most widespread. Please contact the surgery if you're eligible based on the below criteria and have not yet received an invitation!

### Flu Autumn Booster Eligible groups

- Adults aged 65 years and over
- Residents in care home
- Those with certain long term health conditions
- Currently pregnant
- Live with someone who has a weakened immune system
- Are the main carer for an older or disabled person, or receive a carer's allowance and have completed the relevant documentation
- All children aged 2 or 3 years on the 31st August 2024. School aged children will also receive this at school via the Sirona nurses like previous years.

### Covid Autumn Booster Eligible groups

- Adults aged 65 years and over
- Residents in care home for older adults
- Persons aged 6 months to 64 years in a clinical risk group,
- Frontline NHS & Social Care Workers and those working in care homes for older people



A new vaccine has also been developed to combat RSV (Respiratory Syncytial Virus) which is one of the common viruses that cause coughs and colds during winter. In line with NHS guidance, if you are aged 75-79 or over 28 weeks pregnant we will soon be inviting you to book to have this vaccination with a member of our nursing team.

## Pharmacy First

Pharmacy First will enable community pharmacists to supply prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP. You can get treatment for these conditions by walking into the pharmacy or contacting them virtually. GP receptionists, NHS 111 and providers of emergency care will also be able to direct patients to pharmacies, that offer the service, if contacted. The seven common health conditions are:

- Sinusitis
- Sore throat
- Earache
- Infected insect bites
- Impetigo (a bacterial skin infection)
- Shingles
- Uncomplicated urinary tract infections in women

Contact Number: 0117 9493988

Email us at [bnssg.priory.surgery@nhs.net](mailto:bnssg.priory.surgery@nhs.net) or visit [www.priorysurgerybristol.co.uk](http://www.priorysurgerybristol.co.uk)