



Winter Newsletter 2019

**A very Merry Christmas
and a happy and healthy
New Year to all our patients!!**

STAFF NEWS

We have welcomed a few new members to our Practice Team over the last couple of months. Claire and Emma are the latest additions to our Reception & Admin Team and Julie has joined us as a Prescriptions Clerk.

You may already have met Fiona, who is our new Practice Nurse. Alison, who kindly helped out the nursing team for a few months has now taken on her new role as Advanced Nurse Practitioner (ANP). We were sorry to lose both Emma and Liz from the ANP team in September and November.

Dr Sophie Hughes joined us in the summer for six months on her specialist GP trainee placement. She finishes in February, when we welcome Dr Joscelyn Stevens who will be with us until August. Dr Helen McGeown will continue with us until next summer.

Dr Starostina is currently on maternity leave and hopes to return in late summer next year. We are joined in January by Dr Kiran Cheedella, who will be working three days a week. He will take over the care of Dr Starostina's current patient list. In February Dr Wilmshurst will change his rota to work alternate Thursday afternoons and Friday mornings.

CHANGE TO REPEAT PRESCRIPTION WAITING TIMES

Due to ever increasing workload, repeat prescriptions will now be ready **72 hours** after they are requested.

We ask that you bear this in mind when ordering and only order when you have one weeks supply remaining.

Please avoid ordering double quantity, as there is no need to stockpile medication.





**Free Wi-Fi
now available**

Look up health information,
download health apps and
browse the internet

CHRISTMAS & NEW YEAR OPENING

Monday 23 December	Open as usual
Tuesday 24 December	Open as usual
CHRISTMAS DAY & BOXING DAY	CLOSED
Friday 27 December	Open as usual
Saturday 28 December & Sunday 29 December	CLOSED
Monday 30 December	Open as usual
Tuesday 31 December	Open as usual
NEW YEAR'S DAY	CLOSED
Thursday 2 January	Open as usual
Friday 3 January	Open as usual

PRIORY SURGERY VOLUNTEER GROUP



Do you need help & support?

If you would like some help or are feeling lonely or isolated, please give in your details at reception. Someone from our group will then get in touch with you.

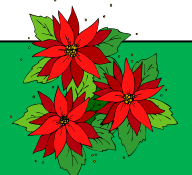
This support could take the form of befriending or helping you to join in with local community & social activities, or driving you to and from your surgery appointments for example. The transport service is free, but we do ask you to make a donation of £1 or £2 when you get to the surgery (which helps towards petrol costs for the volunteer drivers).

Do you want to help others?

If you would like to become a volunteer, please leave your name at Reception and an RSVP representative will contact you with further details of how you can join up.



Subscribe to our newsletter online at
www.priorysurgerybristol.co.uk





FLU VACCINATIONS

A reminder to patients who haven't had their vaccinations yet – **it's not too late!** If you are aged over 65 years, or in one of the "at-risk" groups (eg asthma, diabetes, heart or kidney disease, etc), and haven't had your flu jab yet, please book an appointment as soon as possible. The nasal vaccine is also still available for children aged 2 or 3 on 31 August 2019 (ie born between 1/9/2015 and 31/8/2017), so make sure your child is protected. Please ring 0117 949 3988 to make an appointment.



Have you got the NHS App?

24/7, wherever you are, the NHS app allows you to book, cancel and track appointments at your GP surgery with ease.



You can conveniently order repeat prescriptions, view your GP medical record, and quickly check symptoms, plus access to NHS 111 online means no more wondering if you need urgent attention.

It's free and owned by the NHS so you know your personal data is always secure. You can find it in in Google and Apple app stores.

Simplify your life. Download the NHS App!

NHS Friends and Family Test

Latest figures show that 83% of our patients are extremely likely or likely to recommend our services.



Self Help & Minor Illness

Many common infections of the nose, throat, sinuses, ears and chest are caused by viruses, as are most flu-like illnesses and tummy bugs causing diarrhoea and vomiting. If you are normally well, your own immune system will be good at fighting off this type of viral infection, although you may feel unwell for several days or more until the viral infection clears.

You can use over the counter medicines such as Paracetamol or Ibuprofen to ease symptoms, reduce fevers and relieve headaches, aches and pains. Drink plenty of fluids to prevent dehydration and rest if possible until you start to feel better. Do seek advice and check with the pharmacist if you have any underlying medical conditions or are taking other medications.

Antibiotics are NOT required for viral infections and do NOT kill viruses. They can also have side effects such as diarrhoea, rashes or vomiting. The constant overuse of antibiotics is causing resistance, so the drugs may not be so effective when they are really needed.

When we are closed

DIAL 111
to access out of
hours services

Calls to NHS 111 are free
from landlines and mobiles.



PRIMARY CARE NETWORK (PCN)

What is a PCN?

Primary Care Networks came into existence this summer as part of the NHS Long Term Plan to improve working between neighbouring practices. They aim to provide and improve both structure and funding for GP services to be provided locally and tailored to local patients' needs.

Priory Surgery is part of "Connexus", which is a PCN of five practices. We are joined with Nightingale Valley, Wells Road, Birchwood and Stockwood practices, and in total have around 50,000 patients. We have already worked closely together as a cluster group and the formation of the PCN was completed earlier this year. Our Clinical Directors are Dr Claire Rowell (Wells Road) and Dr Caroline Perkins (Nightingale Valley).

What does this mean for patients?

Currently this will mean little change in your patient experience, although it has enabled us to recruit four new members of staff across the PCN. We are pleased to welcome two Social Prescribers (Tripti and Jeannie) and two Clinical Pharmacists (Simon and Edyta) to our network.

What is a Social Prescriber?

Social Prescriber is a fairly new term and very new to us in practice. Essentially Social Prescribers are being introduced to help our lonely, isolated, vulnerable, elderly patients and also some patients with mental health issues, with the aim of reducing GP workload where patients really need social/non-clinical input.

They are not clinical staff, but are acting in a non-clinical support role. Their "prescriptions" will be for things like support groups, local community activities, days out and so on. They can also help these patients get access to any benefits or funding they may be entitled to and other things like that.

What do the Clinical Pharmacists do?

The PCN Clinical Pharmacists are seeing patients for medication reviews and mental health, hypertension and cardiovascular health reviews. They are also supporting the clinical team with medication and prescribing queries, and also running projects across Connexus to streamline our approach to prescribing and ensure safe and effective prescribing processes across the PCN.



STOP SMOKING SUPPORT

Unfortunately, due to cuts in funding, we will not be able to offer further stop smoking appointments until around April next year. Once we know more we will let you know. In the meantime your local Pharmacist will be happy to discuss this with you.

Checked your blood pressure lately?

Why not pop in today and take yours? Ask the reception staff if you need help using the blood pressure machine in the waiting room.

